



Introducing **CONTACT&CONNECT**

Your automated telephony and communication platform



Supported with Automated Telephony

Contact&Connect is an automated telephony and communication platform, specialising in improving contact with people who draw on care and support services. By working with Adult Social Care teams to script the required set of questions, Contact&Connect calls and texts people en-masse to ask these questions. It provides standardised response data available in an intuitive dashboard allowing teams to prioritise responses & resources to those in most need.



Our mission is to help local authorities maintain meaningful, consistent engagement with people using adult social care services by simplifying communications, delivering timely automated contact, and ensuring that insights are understood and acted upon to improve outcomes.

THE NEED

PROBLEMS WE ARE SOLVING



DIFFICULT TO MAINTAIN, REGULAR, MEANINGFUL CONTACT

Adult Social Care teams need to maintain regular contact with people who draw on care and support services, as well as carers and advocates. Traditional approaches make this time-consuming and inconsistent, limiting opportunities to identify issues early or provide preventative support



RISING DEMAND WITH LIMITED RESOURCES

Councils face increasing caseloads across adult social care services, from equipment recall to reablement and annual reviews. Without scalable ways to engage people en-masse, teams struggle to balance demand while ensuring people remain safe, well and heard



HEAVY RELIANCE ON MANUAL CALLING

Attempting to contact large numbers of people by phone places a significant burden on staff time and resources. Repeated call attempts often result in low response rates and delayed follow-up, diverting capacity away from those most in need



LACK OF INSIGHT INTO OUTCOME AND RISK

Traditional communication methods offer little visibility into responses, needs or emerging risk. Without standardised data and reporting, it is difficult to prioritise follow-up, evidence impact, or use feedback to inform service planning, training and strategy

SERVICE OVERVIEW

Contact&Connect is an automated telephony and communication platform designed to improve contact with people who draw on care and support services. Working with Adult Social Care teams, services are scripted to ask the right questions via calls and texts at scale, with standardised responses presented in an intuitive dashboard to help teams prioritise follow-up and resources.

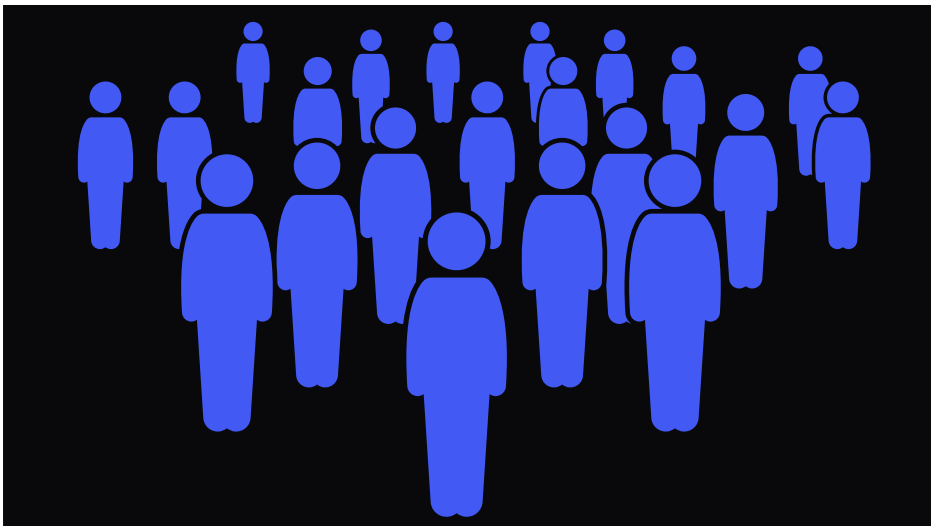
The platform saves councils significant time, increases feedback response rates, and supports regular, ongoing contact. By reaching people via mobile and landline, calls and texts, Contact&Connect can engage up to 98% of the population. Service users do not need digital skills or internet access, average response rates are 60–65%, and people can be signposted to relevant services through follow-up messages.

Regular contact with people, families, advocates and unpaid carers supports safer delivery of ASC services, enabling early intervention, preventative support and better insight for service planning and strategy. CQC inspectors have highlighted the positive impact of this telephone-led approach in increasing feedback and engaging seldom-heard communities.

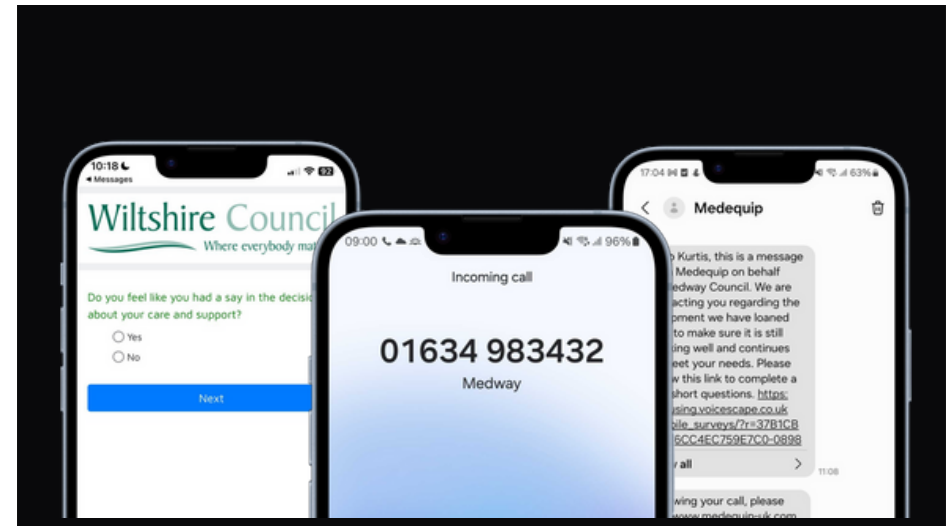
Co-designed with councils, Contact&Connect supports a wide range of ASC services including equipment recall, telecare, reablement, unpaid carer contact and review triage, with hundreds of calls generated each week and a clear, evidenced business case for each use case.

OUR SOLUTION

KEY FEATURES



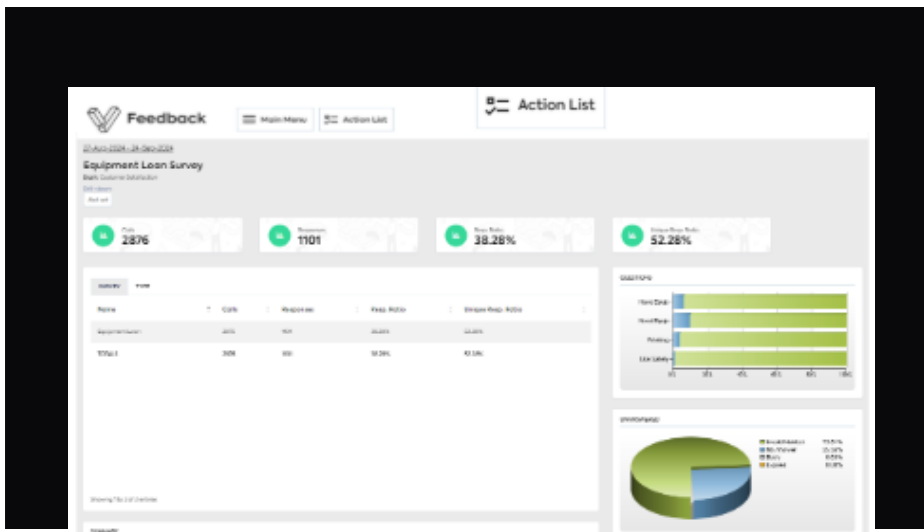
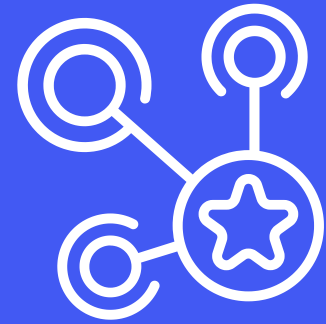
Ability to contact customers en masse to identify those in need



Ability to schedule calls & messages based on service/users/staff availability

OUR SOLUTION

KEY FEATURES



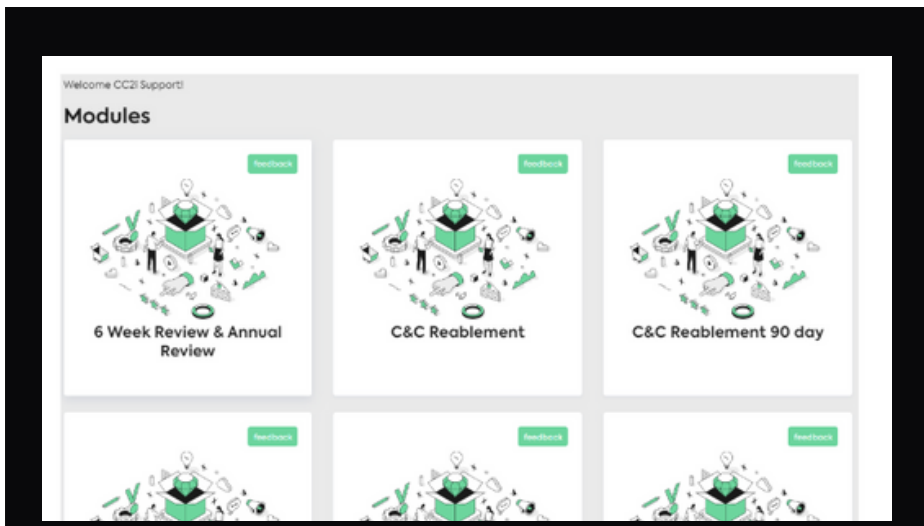
Inbuilt system alerts to support preventative ASC approach

A screenshot of the 'Feedback' system showing a list of equipment loan survey entries. The table has columns for 'DATE', 'TITLE', 'FIRSTNAME', 'SURNAME', 'DECEASED', 'MR NUMBER', 'PHONE NUMBER', 'CATEGORY NAME', 'POSTCODE', and 'NOT WORKING'. The table shows several entries, all dated '27 Aug 24', with various category names like 'Independent Living', 'Bathing', 'Wheelchairs', and 'Moving and Assisting'. The 'NOT WORKING' column shows 'no' for all entries. The table is titled 'Showing 1 to 36 of 36 entries' and has a 'Previous' button and a 'Next' button.

Supports multiple languages and accessibility needs, also advocate requirements

OUR SOLUTION

KEY FEATURES



Simple user interface, data upload & export capabilities



Ability to deploy platform to support any Social Care service

“What Contact&Connect has given us is the ability to manage within our budget – had we not introduced this, we would have really struggled to continue to meet demand. Since Covid, our business itself changed quite dramatically... we used to work with a seven day target for turnaround and now we work with ‘today’. Having deployed Contact&Connect, we are able to rely on the continual flow of reissue equipment and keep up with demand.”

EMMA ANDERSON, SUNDERLAND CITY COUNCIL

The logo for Sunderland City Council, featuring the text "Sunderland City Council" in red, stacked vertically, within a white square.

Sunderland
City Council

WHERE THIS TECHNOLOGY COULD ADD VALUE

CURRENT SERVICES

- ⊕ Community Loan Equipment
 - ⊕ Reablement
- ⊕ CQC Inspection Framework
 - ⊕ 90 Day Reporting
 - ⊕ Annual Reviews
 - ⊕ Wheelchairs
 - ⊕ Unpaid Carer
- ⊕ Financial Assessment

POTENTIAL SERVICES

- ⊕ Assessment Tracking
- ⊕ Initial Contact
- ⊕ Appointment Reminders
- ⊕ Wellbeing Checks
- ⊕ Rehabilitation
- ⊕ Intermediate Care
- ⊕ Telecare Support
- ⊕ Learning Disabilities

AN EASY TO DEPLOY SERVICE

Contact&Connect can be tailored to local priorities through flexible scripting, data inputs and integration with existing council systems. The service is designed to be adaptable and scalable, ensuring it can support a wide range of adult social care use cases as needs evolve.

ONBOARDING PROCESS

- 01** Scripting workshop
- 02** Information governance documentation sign off
- 03** Analysis of local priorities, customer requirements, backend systems etc to ensure best local deployment and successful results
- 04** Statement of works sign off
- 05** Script prototype build
- 06** Prototype Review & sign off
- 07** System Build & Internal Testing
- 08** User Acceptance Testing (UAT)
- 09** UAT Sign off & Review
- 10** Go Live & weekly upload commences
- 11** One month & NINE month reviews

Ordering & Invoicing Process: All ordering and invoicing will be handled by CC2i Ltd, all invoices must be paid within 30 days of the date of issue:
Termination Terms: 60 days prior to contract end date.



WHO ARE WE?

DELIVERING DIGITAL SOLUTIONS TO INCREASE EFFICIENCY

CC2i (Co Fund and Collaborate to Innovate) is a public sector focused platform that enables organisations to co fund, co design and deliver digital solutions to shared challenges. We bring together local authorities, health and housing organisations with innovative SMEs and public sector digital teams to move beyond discussion and into practical, scalable delivery.

By sharing cost, risk and expertise, CC2i helps turn strong ideas into secure, real world services that meet the needs of communities across the UK. We support the full journey, from shaping and funding ideas through to scaling, adoption and impact, ensuring better value for taxpayers and stronger outcomes for the public sector.

www.cc2i.org.uk

FREQUENTLY ASKED QUESTIONS

How does the platform know what to ask people?

We work with you to co-design the 'script', which is essentially the call introduction, the questions you want to ask service users and any resulting 'outros' or additional information. Questions are underpinned by conditional logic, so should a person answer 'No' to a question, they would jump on to the next relevant question, rather than just going through all questions in a linear fashion. One of the nice capabilities of the system, is that we can send web links to people based on answers to questions. For instance if someone doesn't have access to good Info & Advice, we can automate the sending of a link to your ASC Info & Advice pages.

How do I generate the calls?

Calls are generated by uploading a spreadsheet of the service user who should receive the call that day. There is an 'upload window' for this to happen, the calls are then generated by the platform and go out to all the listed service users.

How are the calls scheduled?

Partners have the choice of a one off call or building in 'scheduling', so that the calls continue to go out to service users on a regular basis - e.g. every three months. We can also schedule a call to go 50 weeks after the first call, for instance. The scheduling is discussed during the scripting phase and embedded into the system configuration.

How does the SMS work in relation to the calls?

An SMS can be scheduled into the process (typically we suggest Call 1 > Voicemail > SMS > Call 2 approach) to drive up response rates). The SMS has particular value as it includes a link to a webform, and a) remains on the phone for completion at a later time, and b) can be used when a service user is with family or friends to support them.

FREQUENTLY ASKED QUESTIONS

What about IG/GDPR?

We only need the minimum data set required to generate the calls, in line with GDPR . Typically this includes: first name, surname, a unique ID (e.g. Mosaic number), tel no 1 and a back up tel no if there is one available, plus advocate names and telephone numbers where appropriate. Some partners add in additional non-identifiable fields (e.g.: equipment type) to support improved reporting. We can also add in data flags to improve support for people with hearing impairments (in this case they just get an SMS) or who have different language requirements. The IG is fully covered in the Contact&Connect terms and conditions, and we have additional information on processing, data handling, deletion protocols etc available on GC13 and on request.

Where is data stored?

Data is stored in Amazon Web Services (AWS) cloud-based infrastructure. All data instances are exclusively held within UK Availability Zones.

How does the recipient know that it's not a scam call?

A lot of work has gone into differentiating the calls from scam calls, key elements we work on include the personalisation of the calls, working with key colleagues to promote the calls and marketing the service to service users. Critically, with marketing materials, we are able to confirm what number the call will come from, when the call will take place, what the service user will be asked - all of which can be added to leaflets, letters and so on, to help service users and their advocates understand that the calls are genuine.

Can you contact carers or advocates?

We can address calls to advocates and carers should a service user not have capacity or not speak English. The call would go to the advocate's number, would be addressed to them and the call would ask them to answer on behalf of the person they care for. (We also have a carers script to check in with carers about their own needs and support).

GET IN TOUCH

For more information please don't hesitate to contact us:

info@cc2i.org.uk



Contact&Connect
POWERED BY VOICESCAPE