

# ECLIPSE Justice Services

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Justice Services play a critical role in social care by helping to keep communities safe, whilst supporting people to change their lives for the better. Working in conjunction with the justice system, the aim of the service is prevention, rehabilitation and public protection.

The integrated approach between local authorities and the justice system in Scotland is unique approach within the UK and one that requires a tailor-made approach to the recording of such complex data. The safeguarding of children and families is a vital part of the joined-up approach and so information shared across social work teams needs to strike the right balance of being readily accessible, whilst remaining secure.

Traditional electronic recording or paper-based systems often struggle to manage the complexity of the data which provides the evidence base for social work intervention when data is submitted to the Scottish government.

OLM's ECLIPSE provides bespoke Justice Services software which allows you to manage the process from the initial court request through to the services offered and delivered.

## Service Description

OLM's (wholly owned by Civica) ECLIPSE provides specialist Justice Services software that allows you to manage the process effectively and securely. From the initial report request to disposal and post-sentence support, ECLIPSE Justice Services records every step and securely captures all data required for Scottish Government returns. Staff are guided through each step with embedded help and prompts that ensure data is valid and compliant with legislative requirements. This improved data quality means submissions to the government are accurate and truly reflect the support and services provided.

ECLIPSE Justice Services is available anytime, from any location, on any web-enabled device. This enables staff to retrieve information remotely, including in court settings, and to capture interactions and client data as they occur.

Designated court activity monitoring enables staff to record time spent supporting individuals at court effectively. Purpose-built justice templates further support this by capturing all additional documentation needed during the court process.

## Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.

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Adaptive, pre-populated templates allow staff to record requests from courts, prisons, the parole board, and COPFS at every stage, capturing only relevant information. This saves staff valuable time and improves data quality.

Court disposals, procurator fiscal diversions, and voluntary service referrals are all connected to the case record, alongside report requests, notes, and supporting documents, creating a unified and reliable source of information.

Additional support is provided for community payback and fiscal work orders with a work scheduler that automatically generates an appointment diary based on the hours required and tracks attendance throughout. A digital attendance register allows officers to track work placements and automatically notifies supervisors of absences. Real-time updates integrate with the scheduler, recording attendance or absence directly in the case record.

Key stages in the justice process trigger tasks that guide staff on required actions or missing information. Resource allocation further supports management oversight of report requests and disposals, improving operational visibility.

As a key component of the ECLIPSE platform, ECLIPSE Justice Services integrates seamlessly with the core social care recording system. Robust security measures provide controlled access across social care teams and safeguard the confidentiality of all service data.

All information recorded in ECLIPSE is safe and secure and our software has been designed alongside our data security and information governance team who are ISO27001 and Cyber Essentials Plus Accredited.

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## Features

- Tailor made Justice Services recording application designed to capture all essential data for Scottish Government returns
- Seamlessly integrated into the ECLIPSE platform, providing secure access to data and information sharing across all social work teams
- Expertly designed to capture each stage of the Justice Service process from report request to court disposal and post sentence support, ensuring a seamless and comprehensive workflow
- Case management tailored for completing supporting documentation and notes
- Task management designed to enhance data quality and actions such as breaches and absences, enhancing consistency
- Resource allocation for management oversight of new and ongoing service requests providing enhanced operational visibility
- Flexible reporting capability enabling Local Authorities to extract all data for comprehensive local reporting

## Benefits

- Save time and utilise resources more effectively as statutory return data automatically extracted and formatted into reporting templates in readiness for submission
- Data quality is improved with validation rules and tasks to automatically notify users of data entry errors
- Enhance collaboration between social care teams as core data such as notes are shared across a single record ensuring everyone has access to up-to-date information
- Less time spent searching for information as all related data is linked and structured within the original report request or disposal
- Improved performance management as all requests for support across Justice teams are visible and can be tracked and managed
- Browser based access to support hybrid and remote working, freeing up Justice Services professionals from the restraints of older legacy solutions

## Additional information

OLM's mission is to apply our technology and services to take complexity out of people's lives, whether they consume, deliver or enable care services. We do this through investment, passion and innovation in software and services. Since 1991, we have been developing innovative solutions for the justice sector, and we are the first supplier to develop a tailored IT solution to support justice services in Scotland.



Certification Number 663  
ISO 9001  
ISO 14001  
ISO 27001  
ISO 22301  
ISO 45001  
ISO 27701