A simple, secure network of front-line workers in your area

Connect, communicate, collaborate.
What is Patchwork?
A simple web app which lets you find and contact colleagues from the network of professionals around your client, helping you to work better together.

Who are we?
FutureGov works with local authorities to make better public services through the use of elegantly designed technology.
The challenge we’re tackling

Communication across agencies is difficult, making a multi-agency approach hard to achieve and creating gaps in services for clients. Most agencies use their own case management systems which generally hold information too rich and sensitive to share.
Because human networks matter
How do we know this?

Time restrictions limit working together. We’re not partnering when we could.

I’d like it if agencies would talk to each other and share information.

We don’t do multi-agency working well because we don’t know who we are.

We just needed to know that each agency was involved, we don’t even need to know the details.

The risk of not sharing the information is far greater than the risk of sharing it.

People sit in the police station for half a day trying to find somebody in social services. You have to do this for every case.

I feel that we are trying to represent the content of a child’s life in a computer format. People are not like that and it makes me upset.

We don’t do multi-agency working well because we don’t know who we are.
Patchwork works across agencies

The information held in Patchwork is light (just the minimum needed to identify and contact each other) that it can be shared across agencies, allowing greater collaboration and transparency.
Revealing the hidden network

By allowing Agents to connect to a client, Patchwork reveals who else is working with that client - information that can often take weeks to gather.
Designed with users at the centre

- Developed with frontline practitioners
- Quick and easy to use
- No need for training
- Web app - nothing to download or install
- Our client, not my client - many eyes on the data, so it stays up to date
- Lets practitioners decide what to share, it is not autonomous
What is Patchwork?

A super charged contact directory:

• Find and contact existing clients, agents and agencies saving time and effort connecting with other practitioners across agencies.

• Connect to clients and join their team:

• Quickly and easily connect to new clients to join the team around that client, making it easy to contact the entire team with one easy click of a button.

• Track changes in relation to who is working with your clients and improve communication with their team.
Welcome to Patchwork

Patchwork is a simple and secure web application that uses social technology to join up professionals across public services for better results.

Sign in

- Email address
- Password

Sign in

New to Patchwork?

Patchwork is only accessible to invited users, who must accept the invitation and activate their accounts before signing in.

Please email support@patchworkhq.com if you were expecting an invite and have not yet received it, or would like to request an invite.
Global Search - Find clients, agents or agencies in your area

Find clients, agents and agencies

Search by name or keyword e.g. Fred Blogs, Police, addiction

Highlights
Atentions raised on your clients by others

Sanford Conroy raised an attention on Charles Kozy
1 TOTAL 3 hours ago

Recent activity
See what's been happening on Patchwork

Introducing Circles
Circles is a new way for you to add people to your client's personal network.

Read more on the Patchwork blog

Jerrold Mertz
View profile
Edit profile / Change Password

Active clients
Find people and access details you need quickly
Find Clients and join teams - an audit trail keeps it secure
Reveal hidden networks - the team of agents working with a client

Lorraine Leuschke
078.221.7306 x68933

View profile

Loraine's Agents

<table>
<thead>
<tr>
<th>Name</th>
<th>Agency</th>
<th>Email</th>
<th>Status</th>
<th>Remove from team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emil Armstrong</td>
<td>Crooks, Olson and Hackett</td>
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<td>Remove this agent</td>
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</tbody>
</table>
Get in touch quickly

<table>
<thead>
<tr>
<th>Services</th>
<th>Activity</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Olson and Hackett</td>
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<td>Remove this agent ×</td>
</tr>
<tr>
<td>Cummerata and Larson</td>
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<tr>
<td>Cummerata and Larson</td>
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<td>Bogan</td>
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<td>Purdy</td>
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<td>ti Inc.</td>
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<td>Activated</td>
<td>Remove this agent ×</td>
</tr>
</tbody>
</table>
Raise attentions - Share your concern with the team

Loraine Leuschke

078.221.7306 x68933

View profile

You have raised attention on this client

Remove your attention

Agents Agencies Activity Attentions Circle

Team Activity

- You raised an attention on Loraine Leuschke just now

- You added yourself to Loraine Leuschke's team just now
Stay up to date - Dashboard of activity & email notifications
Use cases for Patchwork:

- Finding contact details of colleagues or clients
- Finding out who else works with your clients
- Searching for other agents or agencies by role or skills
What are the benefits?

Save time
Find contact details of agents and clients quickly and easily

Build networks
Find out who else is working with your client to get a fuller picture

Collaborate Better
A secure network to of colleagues from different agencies to share knowledge and expertise with
What information does it store?

Patchwork only stores essential information, it is not case management. There is just enough to identify your clients and relevant practitioners. The intention is to facilitate conversations between agents within their professional discretion.

<table>
<thead>
<tr>
<th>Felicity Lang</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of birth</strong></td>
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<tr>
<td>2005-03-05</td>
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<tr>
<td><strong>Aliases</strong></td>
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<td>Fiss</td>
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<td><strong>Contact Details</strong></td>
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<tr>
<td><strong>Telephone numbers</strong></td>
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<tr>
<td>07847 376 833</td>
</tr>
<tr>
<td><strong>Addresses</strong></td>
</tr>
<tr>
<td>33 Cartwright Crescent, Lawton, WKO 1UE</td>
</tr>
<tr>
<td>9326 Graham Parkways, East Hazletown, RW1 8YT</td>
</tr>
</tbody>
</table>
Is it secure?

- Government Cloud Store Accredited
- Hosted securely in Australia
- FutureGov is ISO 27001 accredited
- Each instance is totally isolated from each other - hosted on different servers
- Hosting Architecture designed with security as a priority
- Web application protected by SSL
- Agencies are approved before using Patchwork (by your admins)
- All users have passwords (which expire if unused) account gets locked after 5 wrong attempts
- Information is light and no sensitive case notes held
- Audit trail shows activity of users - self regulated by users
Patchwork is live in Australia it is being used across the states of Victoria and New South Wales with a combined population of 12.3 million. In the UK it’s live in 2 Councils with a combined population of 1.9m.

<table>
<thead>
<tr>
<th>Victoria</th>
<th>New South Wales</th>
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</thead>
<tbody>
<tr>
<td>123 Agencies</td>
<td>19 Agencies</td>
</tr>
<tr>
<td>287 Agents</td>
<td>74 Agents</td>
</tr>
<tr>
<td>261 Clients</td>
<td>31 Clients</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Surrey</th>
<th>Staffordshire</th>
</tr>
</thead>
<tbody>
<tr>
<td>438 Agencies</td>
<td>126 Agencies</td>
</tr>
<tr>
<td>409 Agents</td>
<td>625 Agents</td>
</tr>
<tr>
<td>1082 Clients</td>
<td>2473 Clients</td>
</tr>
</tbody>
</table>
Any questions?

Get in touch

kirsty@wearefuturegov.com