

All you need to know about iCAT

What is iCAT?

The Birmingham Changing Futures Together iCAT (Intelligent Common Assessment Tool)

is an **all-in-one database, referral and case management tool for supporting clients with Multiple Complex Needs**. Free to use for all No Wrong Door members, it helps you find the right services for your clients, make referrals quickly, and efficiently manage your staff's case load. Providing a platform for easy communication and information sharing across many specialist services, **iCAT facilitates a multi-agency support network** for those in Birmingham with Multiple Complex Needs.



Main Features

- Remote access to client records
- Fast direct referrals
- "Matching Assessment" to help find suitable services
- Robust case note system
- Information sharing with other engaged services
- Simple task management
- Evaluation tools (Outcome Wheels etc.)
- Email alerts to your inbox for new referrals etc.

People living with Multiple Complex Needs require specialist support in

multiple areas, the impact of this support can be greatly increased through safe and secure information sharing between relevant services. iCAT achieves this through **a shared client database across the No Wrong Door partnership** – creating more open communication between staff involved with different areas of a client's needs, and allowing staff to **more easily and efficiently manage their caseloads**. By spending less time finding contact details, locating appointment times and searching for crucial information, you have **more time for engaging with your clients** and developing a collaborative multi-agency support plan.

Why use iCAT?

Better for Clients



One of the core principles of iCAT is to ensure **all clients only need to tell their story once** – from initial engagement, through their progress with services, to the end of service use. Having information shared through iCAT means that a Client no longer needs to explain everything again each time they go to a new service and **can concentrate on getting the support they need**.

Better for Staff



Using iCAT you can take a client's details, and **make direct referrals to multiple relevant agencies in 10 minutes**. Once referrals have been made it's easy to **keep track of assessments, placements and appointments** your client has. A change in a client's circumstances or risks can be known by all staff engaged with them, so **you are always up to date** and can deliver the most appropriate support.

Better for Services



Team leaders can use iCAT to easily **manage their staff's caseload of Multiple Complex Needs clients**, quickly viewing current work, and setting future tasks for staff to complete. iCAT also **provides powerful tools to evaluate and report on your data** to give your service a clearer picture of client's progress, and can be used to create digitised versions of regularly used forms and questionnaires.

Easy To Access



iCAT runs in your web browser (Internet Explorer, Edge, Firefox and Chrome compatible) and **can be accessed on desktops, laptops, tablets and phones** – all you need is an internet connection and your log-in details. This means information on your clients is **always available to you wherever you are**, and you can add updates and case notes in or out of the office.

Client's consent for their data to be stored and shared is of utmost importance, data protocols and regular checks ensure that **all data on iCAT is stored in accordance with GDPR**. Clients are explicitly asked which services they are comfortable sharing their information with, and data blocks are easily established to ensure **only those who a client wants to view their data can**.

Safe & Secure



Training & Support



BCFT staff will **provide full training on the use of iCAT to all new users**, so you can get the most out of all the system's capabilities. Full User Guides, FAQs and quick reference documents will be available to download from iCAT itself. We also provide a **dedicated support inbox** to solve any errors or problems as quickly as possible.

Learn More...

For more information on iCAT, or to arrange training, please contact Alisdair Hurst (Database and Training Administrator) at icatsupport@bvsc.org

iCAT use is for member organisations of No Wrong Door only. No Wrong Door is a group of networked agencies committed to information-sharing and common approaches in supporting people with complex needs. For more information on joining No Wrong Door, please contact Alana Raybould (Network Coordinator) at nowrongdoor@bvsc.org

