

CARRADALE / FUTURES



SOPHIA

Improving operational efficiency and quality of service delivery by reducing variation from best practice

The challenge

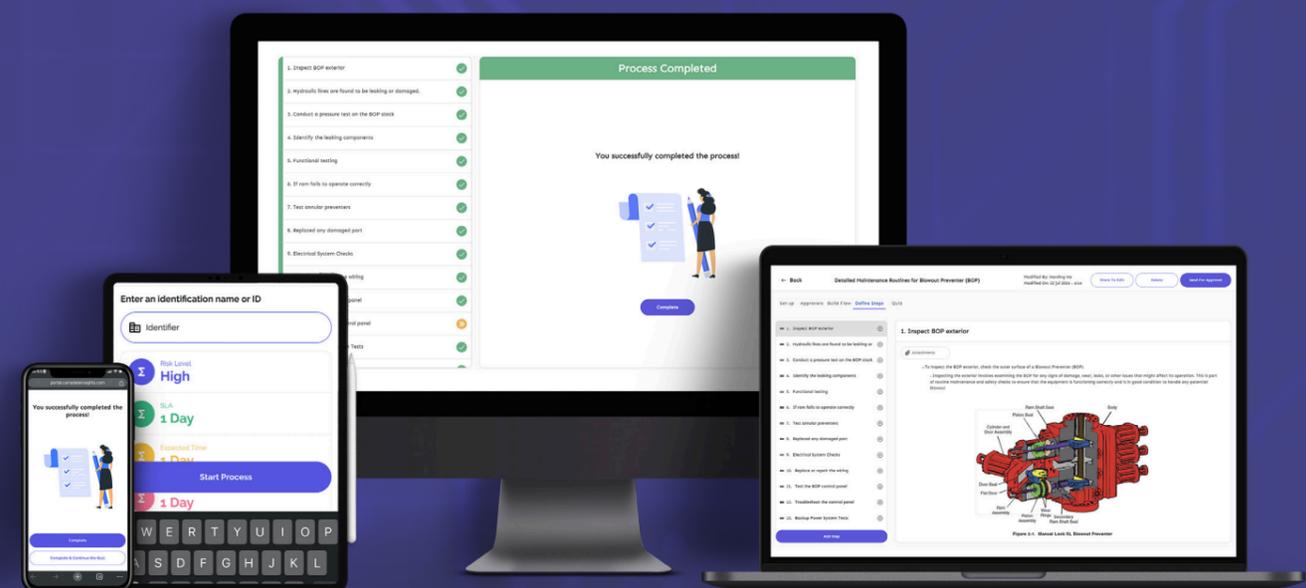
Most local authorities operate with significant unwarranted variation in processes and practices across departments and teams. This variability can lead to failings in service delivery, safety incidents, operational inefficiencies, and challenges in maintaining compliance with established standards.

Systems for managing SOPs such as folders in SharePoint or an intranet make it difficult to find the correct files and keep them up to date, leading to low engagement from staff in process improvement. These systems also provide limited ability to improve, test and track usage of processes and static PDF documents or one-off training sessions offer minimal capability to embed and maintain new ways of working.

[Click here to watch: "Why Leading Organisations Trust SOPHIA to Streamline Operations?" video](#)

The solution

SOPHIA is a cloud solution for authoring, storing, accessing and tracking governance documents and workflows. SOPHIA comes with AI built in, enabling the platform to shortcut the process of building interactive, step-by-steps workflows based on existing process documentation. The reporting features enable managers to demonstrate their efforts to standardise, improve and increase crucial activities and link this to KPIs in a way that is currently not possible. Our discussions with local authority leaders suggest that councils suffer the same difficulties as the NHS in understanding why KPIs are hit or missed. Without being able to track and improve the processes supporting those KPIs the reasons for variable performance can become both anecdotal and disputed.



Key features



Dynamic management

Access and manage SOPs, checklists, and policies interactively. SOPHIA supports single sign-on and MFA.



AI built-in

You can use AI to generate step by step SOPs within SOPHIA from your existing documentation.



Version control

Easily create, edit, and update processes with history tracking and review reminders.



Policy compliance

Store, update, and link policies to processes to support internal and regulatory adherence.



Bulk upload of users and documents

Upload your existing SOPs and policies in bulk as well as bulk adding users.



Include attachments and other resources

Incorporate files, screenshots, videos, audio and quizzes into process documentation.



Best practice templates

Download anonymised SOPs and from other organisations with the 'Global Library'.



Activity monitoring

Track activity and review dates via fully integrated interactive dashboards.



Auto-generated process maps

SOPHIA auto generates visual maps from SOPs.

Key benefits

Enhancing quality and safety of services



Implement SOPs that adhere to best practices and regulations to minimise risks and errors.

Improving productivity



Standardise processes to eliminate inefficiencies and improve resource use, allowing staff to focus on key tasks. For example, standardising the housing benefits claims process will reduce the time it takes and improve the citizen experience.

Improving data collection



Collect SOPHIA data on processes and checklists that is not trackable in other systems such as detailed activity reports for waste collection services. Use data for continuous monitoring, audits or specific quality improvement projects.

Data-driven decision making



e.g. One strategy may be to develop a homelessness prevention toolkit. A SOPHIA SOP for this toolkit enables managers to track how many staff have read and used this toolkit and correlate this with homelessness KPIs to evaluate impact.

Supporting the implementation of new systems and technologies



Use detailed, step-by-step SOPs that guide the setup and usage of new technologies to reduce implementation time and improve data quality.

Reducing training burden



Cut costs and reduce reliance on experienced staff by using interactive SOPs with multimedia elements, accessible on mobile and tablets. Improve engagement and track progress and compliance.

Impact

SOPHIA is used to improve clinical safety and standardisation of patient bookings across outpatient departments in an Acute NHS Trust. Before SOPHIA, each department had a different process and failures to update waitlists or cancel appointments led to patients being lost in the system.

“Twenty different teams have twenty different word documents and that’s what they send to the new person when they start...they all do the same function in their different settings, but they don’t all have the same instructions for that process”.

Learning and Development Manager

How Sophia helped:

- Standardised the booking, cancellation and rescheduling of appointments.
- Streamlined registration of referrals and simplified clinic slot management.
- Provided managers with training materials and confirmation that materials are read and understood through reporting and quizzes.

Results:

- Reduced training time for new staff by 36%.
- 15% reduction in errors, including incorrect coding and missed steps.
- Improved staff satisfaction due to better access to information and improved IT system user experience.

[Click here to watch: "Outpatient SOPs" video](#)

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About

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Carradale’s mission is to empower organisations to standardise operations around best practice. SOPHIA is currently used by organisations across the UK and Australia in both public and private sector organisations, with deployments across healthcare, professional services, marketing services and hospitality.

Contact information

Website: www.carradalefutures.com

Email: transformation@carradalefutures.com

Phone: [\(+44\) 203 794 5280](tel:+442037945280)