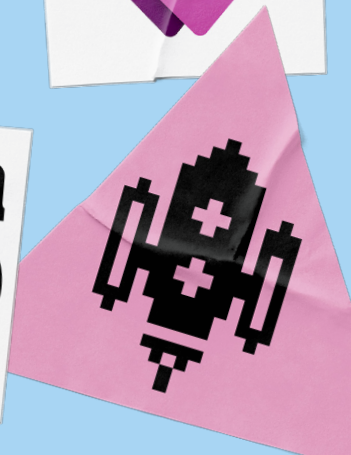


**INFINITY
GROUP**



**Power Platform
supporting
communities
in need_**

**catch
22**



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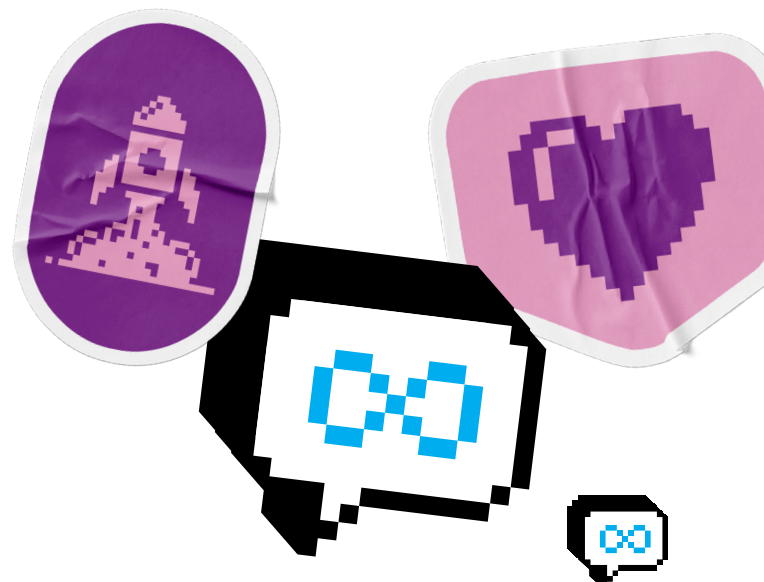




Introduction_

For over 200 years, Catch22 have been designing and delivering services to build resilience and aspiration in disadvantaged communities. Last year alone, Catch22 worked with over 45,000 individuals to rehabilitate their lives and restore their hope for the future.

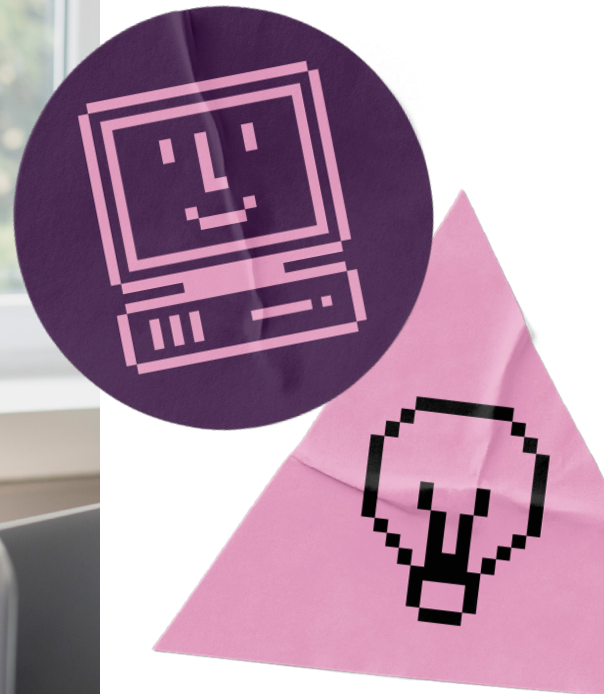
After winning a significant rehabilitation tender with the Ministry of Justice, Catch22 needed to be able to mitigate the risk of offenders re-offending. This will involve looking at the finance, benefits and debt status of each individual who will then be assigned a case worker to support their emotional and mental wellbeing and work with them to improve their outlook and opportunities.



The Challenge_

Catch22 needed a way to track and report the transformational journey of the offenders taking part in the programme. With up to 4,000 participants set to go through the programme each year, Catch22 needed an app that could manage thousands of individual cases and deliver outputs directly to the Ministry of Justice.

Catch22 chose Infinity Group as their partner to support and facilitate this important social programme using Microsoft technologies.



Our Response_

The complex nature of each case required the use of conditional logic. This is where the developer can set the rules, or conditions, that cause the user journey to change based on their input by using “IF/THEN” statements.

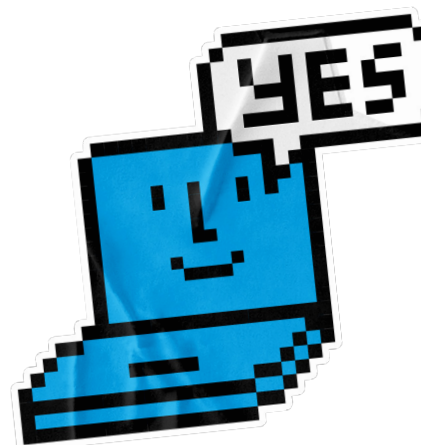
Why Catch 22 chose Power Apps

Microsoft Power Apps was selected to create an easy-to-use tool that can collect data in the field, track status and transform the raw material into a report. A Canvas Power App allowed us to build in the following features;

- **Easy to navigate**
A management tool to track user progress from any location.
- **Automatically sync and upload data**
When connectivity is lost and then re-established, this feature removes the need for process duplication.
- **Data security**
Data from the app is stored securely in Dataverse with clear audit history, allowing data to be pulled into the platform rather than other data sources.
- **Generate reports**
Data becomes a Power BI report, ready for analysis across a large dataset, with potential to drill down into individual cases.
- **Reduce errors and risk**
Streamlined data capture reduces risk and errors associated with manual data capture and rekeying of notes. All PII data processed through Power Apps adheres to all regulatory requirements. The solution is backed by the enhanced security controls available across the Microsoft cloud.
- **Fast and intuitive UI**
The app was built with speed and usability in mind, minimising delays and removing the need for manual reporting.
- **Save time**
The use of conditional logic streams saves a lot of time and helps case workers work more efficiently.
- **Automated reports**
The app allows users to issue Excel reports to the Ministry of Justice quickly and easily, saving time through automation.

“Our experience with Infinity was fantastic, they are super effective, they turned around the creation of the app including the Power BI element so quickly and staff have given fantastic feedback about the efficiency of the app”

Stephanie Cavaco-Cox, Assistant Director of Justice.



The Outcome_

Catch22 now have a fully functional, easy to use app that has the potential to be further developed as requirements change over time. Our partnership with Catch22 was such a success because we took the time to consider the objectives unique to this project with a thorough discovery phase and roadmap detailing the delivery plan. We wanted to ensure that we understood the current IT ecosystem which would impact future planning and the creation of a scalable solution.

75%

improvement on personal outcomes_

From 350 FBD assessments submitted.

80%

of wellbeing assessments improved_

From almost 800 personal wellbeing assessments submitted.

150+

active users using the system daily_

Higher

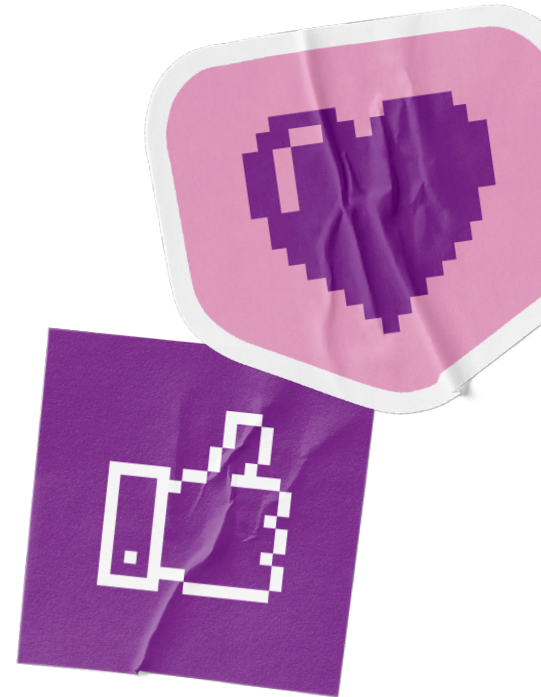
user satisfaction_

The success of this project has improved perceptions of the Power platform and led to plans to create additional apps using Microsoft technology.

Quick and easy

reporting_

PowerBI dashboards help users respond quicker and report easily back to stakeholders.



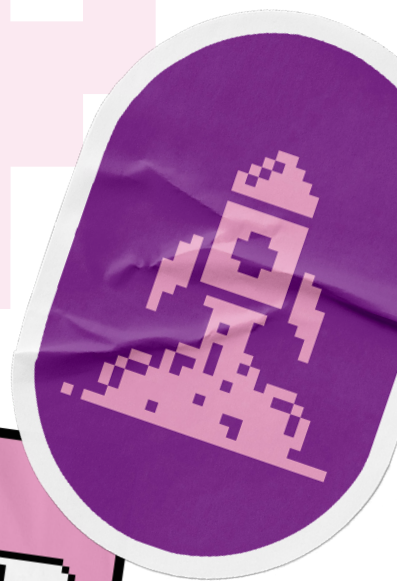


How we did it_

We achieved this by **talking to people** in their language and using terminology that resonated with stakeholders. By offering expert advice on the most innovative way to optimise our approach we were able to ensure success with a realistic ROI.

Mapping the solution back to the strategic objectives and using language used and understood by everyone involved ensured that our solution was adopted with enthusiasm.

Being flexible and understanding to Catch22's constantly evolving business and resource availability meant that we were able support the project long term.



Next Steps_

As the organisation continues to evolve, and support more individuals, Catch22 now have the foundations to extend existing apps, build innovative solutions, and integrate with other technologies on a flexible, scalable, and secure platform.

Infinity Group will provide on-going support to ensure sustained capability, functionality enhancements and user support across the organisation. Further work has been commissioned around the creation of a Personal Wellbeing Service app, which will further support the organisation in delivering on their Social Mission.

As part of Microsoft's wider partnership with Catch22 and through the Digital Edge, both are widening access to digital skills and creating opportunities for people from underserved communities to get into employment.

Infinity Group are incredibly proud to be able to support such an initiative with creative solutions built on the Power Platform, that are helping to transform the lives of 1000s of people across the UK. The solution developed for Catch22 will go a long way to support other not-for-profit organisations in the future as the solution can be flexed and scaled to other organisations.



“We have now commissioned another power app for us for our Personal Wellbeing Service. The experience has been fantastic. We are now at testing phase and are looking forward to getting feedback from our staff on it which no doubt will be great.”

Stephanie Cavaco-Cox, Assistant Director of Justice.



Get in touch_



Contact us on our website **here**



Call us on **03301913481**

