

# Customer Case Study



## About the London Borough of Lewisham

The London Borough of Lewisham (Lewisham Council) strives to make their neighbourhood the best place in London to live, work and learn. In trying to achieve this high standard, the Council has been recognised for excellence in local government practices, winning a number of Beacon Council awards.

Lewisham Council's Social Services team is a prime example of a best practice operation within this Council. Regulated by high-profile legislation such as the Freedom of Information Act, the Data Protection Act, and the People's Representation Act, this team delivers quality services to its citizens while protecting the integrity and privacy of their data.



## Everyday Challenges for Lewisham Council

Operating with limited resources, the Social Services department supports past and current citizens, as well as other government bodies such as Social Care, Health and Police Services.

Everyday the team needs to find detailed information on people and businesses across the UK, often having only limited data as a starting point.

### Common challenges include:

#### Tracing relatives

The Council is often asked to act as an agent to help locate distant blood relatives in an emergency. 192 Business Services solutions rapidly trace people across the UK, providing instant access to the relevant contact information.

#### Matching names

Because citizens often use shortened names or change names through marriage, the team needed a flexible people finding tool, in order to locate individuals. Shortened names can be even more confusing for social workers that have trained overseas. 192 Business Services fuzzy logic for search criteria helps the team find the right contact details for the right people, even when they only have details of their shortened name.

“After 30 years working in the public sector, I have found 192 Business Services products the best way for us to locate more detailed information on individuals. Using their online solutions we can do our job, and help other departments support our citizens.”

**Margaret Collins, Manager,  
Registry Data Services, Lewisham Council**

#### Filling in the gaps

With ever increasing demands on time for Health and Social Services staff, completing detailed forms is challenging. The Data Services team frequently find themselves filling in the gaps in forms by locating more detailed information using 192 Business Services.

#### Protecting the underprivileged

In the event that a Utility has the right to disconnect service for outstanding bills, the Data Services team will verify whether children or elderly citizens live at the premises and ensure service continuity if that is the case. Using 192 Business Services solutions, they can check the names of all the individuals living at any address.

## 192 Business Services for your Organisation

In the same way that 192 Business Services online solutions work for Lewisham Council, it can become an invaluable support tool for your organisation because of its:

- Fast and flexible searching options
- Access to unparalleled breadth and depth of information,
- Integration with the most current data available.

## About 192.com Business Services

Local authorities, educational institutions and government departments across the UK use our solutions to access current and historical Electoral Rolls, Directory Enquiry listings, consumer records from the UK's financial institutions, a unique combination of business listings, and much more.

## To find out more

Call our public sector team on **08000 192 044**

Learn more at **[www.192business.com](http://www.192business.com)**

E-mail us your questions at **[id@192.com](mailto:id@192.com)**