

Design & Development of Mobile Web App to Unify Operations & Strengthen Child Safeguarding

Challenge

- Disparate, manual data collection across all centres, leading to duplication & inconsistent records
- No digital mechanism to track rescue operations, interventions, or long-term rehabilitation support
- Hindered reliable insights of children's needs, compromised security & reduced efficiency, which impacted crucial decision making



Solution

- Designed & developed the Home Digi mobile app, enabling field workers to capture data & create case progress in real time from anywhere
- Undertook complete data cleansing, deduplication & validation to establish the first national single source of truth for child-protection data
- Implemented security best practices, enabling controlled access by role to protect children's sensitive data



Outcome

- Unified mobile data platform with clean, secure, accessible data & enhanced privacy features which protect children's identities
- Biometric search reduces identity verification time from minutes to seconds
- Reduced Azure SQL costs by optimising DTUs
- Accurate, accessible records facilitate faster interventions with personalised support for at-risk children

