From Crisis to Connection

How Digital Transformation is Revolutionising Housing Related Support Services

IMAGINE PEACE

MUSEUM OF LIVERPOOL

GREAT WESTERN RAILWA

Powered by

cdpsoft

TRUE SOCIAL VALUE
THROUGH INNOVATIVE SOFTWARE

The Power of the Gateway Model

with

cdpsoft

TRUE SOCIAL VALUE
THROUGH INNOVATIVE SOFTWARE

1 SINGLE POINT OF ACCESS
VIA
MERSEYSIDE MAINSTAY

WORKING WITH

6 LOCAL AUTHORITIES

INCORPORATING

56 PROVIDERS

OFFERING
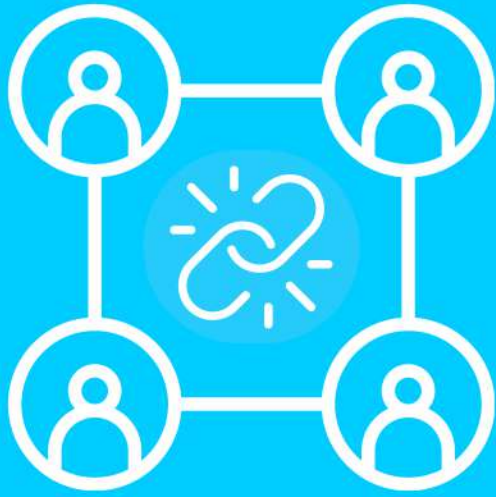
232 SERVICES

AVAILABLE

ACROSS MERSEYSIDE

MainStay & CDPSoft
A Decade of Innovation

For over 10 years, MainStay and CDPSoft have worked together to redefine access to housing and support services.

This partnership created a streamlined, single-assessment gateway, connecting people needing support efficiently and equitably to multiple providers.

Benefits of the MainStay Gateway

Through CDP software, MainStay now connects over 230 services, reducing the burden on individuals who previously needed multiple assessments.

With one entry point, citizens access a range of services quickly, supported by data-driven insights and real-time reporting.

Challenges

Repetitive assessments and **multiple waiting lists,** meaning **lengthy referral times** and **delays** in filling placements

Fragmented service access across **multiple agencies**

Limited data integration and **visibility** for providers and commissioners

Significant **time and financial burden** from multiple agencies carrying out similar assessments

Complex reporting requirements and **lack of real-time insights**

Data security and privacy concerns during information sharing

These challenges highlighted the need for a unified, flexible platform that could streamline access and improve transparency across services

"We're a gateway that's grown from an initial 10 providers to about 60 providers and the system has always been able to adapt to what we've needed and to make it feel that it's individual to those services.

The solutions that we've had via CDPSoft for the last 10 years have always enabled us to create what they need; it's always been incredibly flexible.

It means citizens get the right support, faster."

DAVID PUGH
DIRECTOR OF QUALITY
YMCA FOR MAINSTAY

YMCA

MainStay
A Gateway to Housing & Support

How MainStay Transformed Service Access

MainStay revolutionised service access across Merseyside with **CDPSoft's innovative Gateway model.**

This collaborative tool uses a single assessment to connect people to multiple providers in real time.

People are matched to the right services instantly, while real-time data allows commissioners to make informed, demand-driven decisions, fostering seamless collaboration and improved efficiency across agencies.

CDPSoft's platform delivers faster, accurate service access with one streamlined gateway - eliminating redundant assessments for people and agencies alike.

The Key Gateway Features

Unified Access: Connects citizens to over 230 services with a single assessment.

Data Security: UK-based, secure servers with Multi-Factor Authentication.

Real-Time Updates & Smart Matching: Instant waiting list updates and AI-driven service matching.

Instant Reporting: One-click reporting for data-driven decisions by Local Authorities.

With unified access, secure data sharing, and real-time reporting, MainStay provides the tools needed for effective, responsive service delivery.
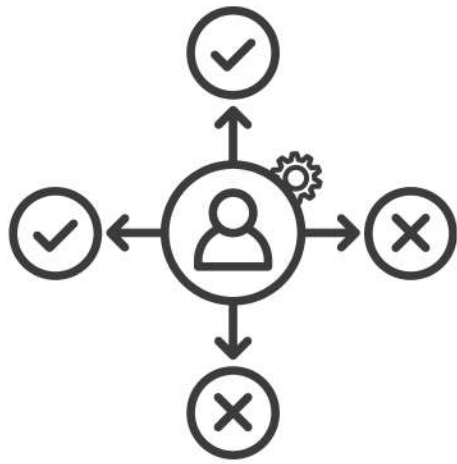
Data-Driven Decision-Making

Local Authorities now have unprecedented visibility into support services.

The MainStay gateway provides accurate data on service usage, helping councils make informed resource allocations. This is especially valuable during times of financial constraint.

Access to accurate, real-time data empowers Local Authorities to make informed decisions and allocate resources where they're needed most.

Enhanced Citizen Experience

People in need of support no longer need to retell their story multiple times or wait on various lists.

With one login, referral agencies and providers can access real-time updates on service status, streamlining the process and ensuring faster, more empathetic outcomes for people who may need support.

Individuals benefit from faster access and reduced redundancy, allowing them to tell their story once and connect with the right services quickly.

Transparency & Compliance

MainStay's data-sharing enables commissioners to view client work, including real-time risk assessments, strengthening collaboration and supporting ethical, compliant decisions.

With UK-based ISO 27001 data centres ensuring data sovereignty; all data is securely kept within the UK and locked with multi-factor authentication software access.

Real-time transparency fosters accountability, enabling commissioners to monitor and improve service outcomes across agencies effectively.

The Impact
# Tangible Results For 10 Years

Since 2013, MainStay has helped thousands of people access support faster, prioritise services, and receive timely support.
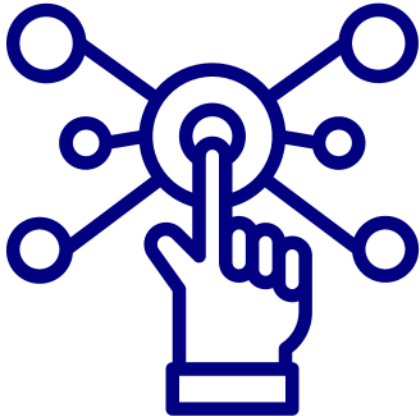
Local authorities reported improved collaboration, reduced duplication of efforts, and better visibility into service delivery.

100% providers said that the MainStay gateway had improved the prioritisation of vacancies.

100% of providers felt timely access had been improved.

Citizens get the right support, faster.
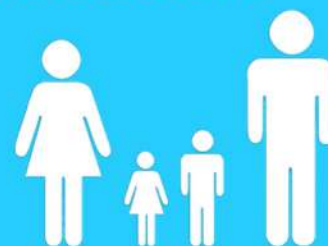
SUPPORT

Why choose CDPSoft?

CDPSoft combines over 30 years extensive public sector experience with innovative technology to drive impactful change in housing and support services.

Our solutions are designed to simplify complex tasks, enhance service quality, and empower data-driven decisions, all while ensuring the highest standards of security and compliance.

Thank you

Continue the conversation on LinkedIn or by email.

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More information on this case study can be found at
www.cdpsoft.com
under News

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