



# Adoption Support Fund

How Low-code helps the Adoption Support Fund support thousands of adopted children





# A vital lifeline for many adoptive families, helping them to access specialist support services

\*Richard and Jill's three adopted children are all diagnosed with ADHD. The youngest has crippling anxiety problems. The middle sibling finds it very difficult to make friends. And the eldest is prone to outbursts of aggression toward his younger siblings. It all makes everyday family life a constant challenge, but Richard and Jill do the best they can.

Their story isn't an unusual one. Many adopted children struggle to adapt after suffering trauma, loss or neglect

before their adoption. That's why the UK Department for Education (DfE) set up the Adoption Support Fund (ASF). It provides a way for adopted children and their families to get the therapy they need. The aim is to make life easier for adoptive families and to support adopted children to realize their potential – and not be held back by a traumatic past.

\* All names have been changed to protect the family's identity.






## Faster and simpler with Low-code

In early 2015, after a successful prototype phase with 13 local authorities, the DfE decided to expand the fund across England. But, there was a snag. The prototype service relied on manual processes which simply wouldn't scale to meet the needs of the target 152 local authorities. The need for an IT solution to support the LA application process was made clear and agreed. Initial estimates for the project, however, were six months. On top of this, additional staff would be needed to administer applications while development work took place.

Mott MacDonald, a global engineering, management and development consultancy, showed the DfE how MATS Low-code could help. In a groundbreaking project, the MATS and Mott MacDonald team used Low-code to configure a prototype in two weeks which was further refined over four weeks of user testing, workshops and feedback. The results were nothing short of astonishing. In six weeks, the team had delivered a national IT solution to 152 local authorities. The project was on time, on budget and provided all features requested by the ASF. This ensured the process ran smoothly without having to hire additional administration staff.



## Improving the lives of more children

Richard and Jill's children are getting the therapy they need—and they're making great progress. All thanks to the Adoption Support Fund. Family life still has its challenges, but having support from experts who understand their struggles has been a huge help.

They're just one of the 5,300 families the Adoption Support Fund helped in its first full year alone. And thanks to digital processes based on MATS,

the Adoption Support Fund is able to get the insight they need to improve and extend the service further into the future. The MATS solution has already been enriched to process Special Guardianship Order applications. It is also enabling the Adoption Support Fund to monitor LA adoption and provide targeted help where it's needed.



“Working with MatsSoft, Mott MacDonald delivered a national IT platform in just 6 weeks. It continues to evolve to support the changing needs of the Adoption Support Fund.”

**IAN LEAVER, PRACTICE LEAD - BUSINESS PROCESS DIGITISATION, MOTT MACDONALD**





## Project highlights at a glance

8,070

approved applications

9,698

children helped



15,619

parents supported

Built in 2 weeks,  
Live in 6 weeks

£34m funding  
distributed

152 local  
authorities

- Fund approval system used by 152 local authorities in England
  - Configured by Mott MacDonald on MATS Low-code
  - Built in two weeks - live operations within six weeks
  - ASF expanded from 13 to 152 local authorities with minimal increase in central admin staff
  - Over £34m funding distributed since 1st May 2015
  - 8,070 applications approved: 15,619 parents getting the help they need
- 
- 

# About MatsSoft

MatsSoft is on a mission to close the Process Execution Gap - the gap between the people who know what they want to improve, and the coders who make it happen.

We started life as a digital design agency, which taught us a thing or two about customer-centric design. We set out to create a new kind of process improvement platform - one that eliminates coding and complexity, making it easy for process people to make the changes they want to make.

Today, our Low-code development platform, MATS, is used by process improvers, customer champions, innovation leaders and IT teams in organizations across the globe. Customers include Nationwide Building Society, ITV, GOV.UK, FedEx, Thomas Cook, Barclaycard, RBS, Santander and Intel.

Find out more at [www.matssoft.com](http://www.matssoft.com)



**MATS**<sup>®</sup>

info@matssoft.com  
www.matssoft.com  
+44 (0)330 363 0300  
+1 (800) 407 1920