

# CIVICA



Product brochure

# ECLIPSE

The next generation platform for modern social care



# Contents

|                                    |         |
|------------------------------------|---------|
| How ECLIPSE supports social care   | Page 3  |
| Delivering care in practice        | Page 4  |
| Working with citizens and partners | Page 7  |
| Managing finance and resources.    | Page 9  |
| Insight, security and governance   | Page 10 |
| About Civica                       | Page 11 |



## How ECLIPSE supports social care

Local authorities are under increasing pressure. Rising demand, constrained resources and growing safeguarding responsibilities mean councils and their partners must deliver prevention, protection and person-centred care more effectively than ever before.

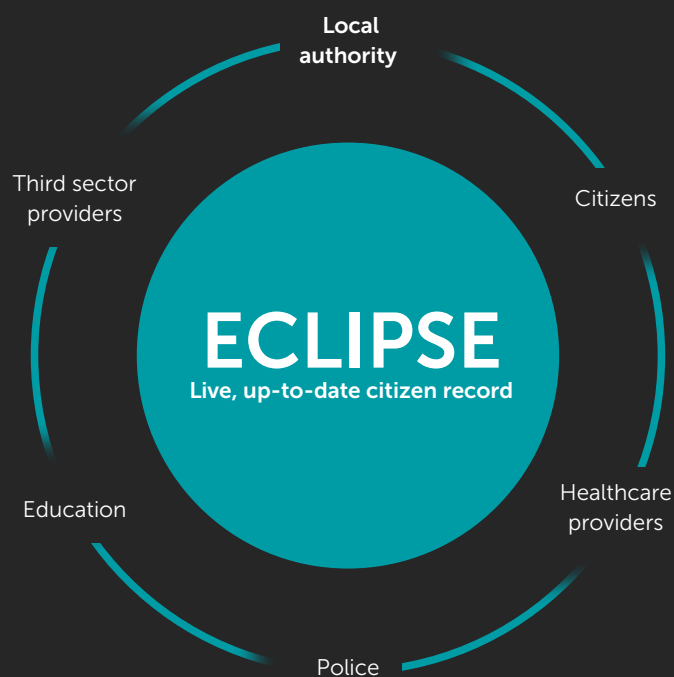
To do this, they need technology that actively supports how social care is delivered.

ECLIPSE brings together digital record keeping, case management, finance and citizen engagement onto a single, secure platform.

With ECLIPSE, councils can manage complex caseloads, automate everyday processes and meet statutory obligations, while improving collaboration and outcomes for citizens. Designed to work across organisational boundaries, our software supports joined up working with education, health and third-sector partners.

# Delivering care in practice

## ECLIPSE



Easy to use across desktop and mobile devices



Configurable forms and workflows



Built-in professional guidance



Intelligent automation to reduce admin



Single source of truth with full management oversight

## Case management with ECLIPSE

ECLIPSE supports the full case management lifecycle, from first contact through assessment, care planning, review and safeguarding.

Practitioners work from a single, real-time view of the citizen, with configurable forms, workflows and professional guidance built in. Multiple agencies can contribute information at the same time, reducing duplication and delay.



Pages

Telecare: Assessment

View comments

Actions

Draft

Telecare services

Does the applicant meet the criteria for telecare? No

Summary of assessment

Sarah does not meet the requirements for Telecare. It is believed, based on what we were told, that Sarah's needs are too great for Telecare and that other services would be more appropriate for her.

Is a financial assessment required? No

Telecare service(s) to be provided

All comments

Mark Denton

As Sara's social worker, I am not sure how this conclusion was reached. I believe that Sarah's needs should be reexamined

29-Jan-2026 | 12:25

Write a reply

## Multi-agency safeguarding

ECLIPSE is designed to support multi-agency safeguarding by enabling secure, controlled information sharing.

Safeguarding referrals flow directly into case records, with structured data ensuring completeness and accuracy. Role-based access ensures sensitive information is only visible to authorised teams, supporting accountability and oversight.

This enables professionals to work together effectively to prevent harm and respond quickly when risks emerge.

## ECLIPSE Person Matching

ECLIPSE Person Matching ensures every form submitted to a local authority is accurately linked to the right individual, creating a single, consistent record from first contact.

When a form is received, Eclipse automatically searches for existing records or creates new ones where needed. The system then triggers the appropriate workflow, routes work to the right team and ensures sensitive information is only accessible to authorised users.

**“The ECLIPSE system is user-focused, intuitive and agile, enabling our social care teams to improve productivity and use their professional judgement and creativity.”**

**Angela Plummer**, Director of Adult Social Care,  
Swindon Borough Council

ECLIPSE supports all current and emerging models of social work, including assessments and planning, reviews, reablement, carers, mental health, DoLS and MCA, safeguarding and citizen engagement.





# Working with citizens and partners

## ECLIPSE Citizen Engagement

ECLIPSE Citizen Engagement enables citizens, families and carers to interact digitally with their local authority.

Citizens can access information, complete self-assessments and manage their interactions through secure online accounts. Information flows directly into ECLIPSE, giving practitioners a complete and up-to-date view without re-keying.



### Information and advice

Signposting to local support and services



### Self-assessment

Questionnaires linked to indicative allocations



### Citizen accounts

Enabling collaboration between citizens, councils and partners



**ECLIPSE Citizen Engagement supports millions of UK citizens.**



Pages

Adult: Support Plan and Review - Support Plan

View comments

Actions

Authorised

My needs

My needs

What's important to me

This section is all about what outcomes that the person wants to achieve, including the views and thoughts of those who support them

I stay as well as I can

I have difficulty preparing food and continence issues mean that it is a problem to keep up with all of my laundry.

I have contact with my family and friends

I have lost touch with my old friends and am socially isolated

I have things to do

I feel socially isolated. I do not see my old friends but would love to be able to see them and meet new ones

ECLIPSE enables secure, two-way collaboration with people who do not have access to the main system, including families, professionals and partner organisations.

Forms can be shared selectively, allowing contributors to comment directly on specific questions. All comments and responses are recorded within ECLIPSE, creating a clear, auditable record of collaboration.

# Managing finance and resources

## ECLIPSE Finance Management

ECLIPSE includes powerful financial management tools that give councils end-to-end control of social care finances.

Finance and commissioning teams can manage payments, income, commitments and provider costs, while managers access real-time dashboards showing spend and performance. All financial activity is fully auditable and linked directly to care decisions.

Payments and  
income processing

Commitment and  
expenditure control

Full audit and  
authorisation



End-to-end financial  
management





## Commissioning and provider management

ECLIPSE supports the full commissioning lifecycle within a single platform, from managing providers and services through to invoicing and payment.

By linking commissioning activity directly to case and financial data, councils gain better oversight of provider performance, cost and outcomes. This significantly reduces the time and effort required to manage provider relationships and ensures care delivery remains aligned with need and budget.

Provider information, contracts and costs are linked directly to care decisions, improving oversight and reducing the effort required to manage provider relationships.



**ECLIPSE supports placement and bed management to help councils manage capacity effectively.**

# Insight, security and governance

ECLIPSE provides built-in dashboards and reporting to support operational and strategic decision-making.



Built-in dashboards and analytics give managers and leaders real-time insight into service performance.



Users can drill down from high-level indicators to individual cases, supporting faster, more informed decision-making across operational and strategic roles.



Leaders can see performance across services and drill down into detail where needed, without relying on manual reporting.



Security and governance are built in at every level, with role-based access, consent-aware sharing and full audit trails supporting regulatory compliance and public trust.





Civica is a global GovTech champion delivering critical software that supports the everyday lives of citizens around the world. More than 6000 organisations trust Civica to help them deliver essential services to over 100 million citizens across government, health, care and education.

With more than 25 years' experience and operations worldwide, we're passionate about supporting the needs of citizens and those that serve them every day.

Find out more at [civica.com](https://civica.com)