

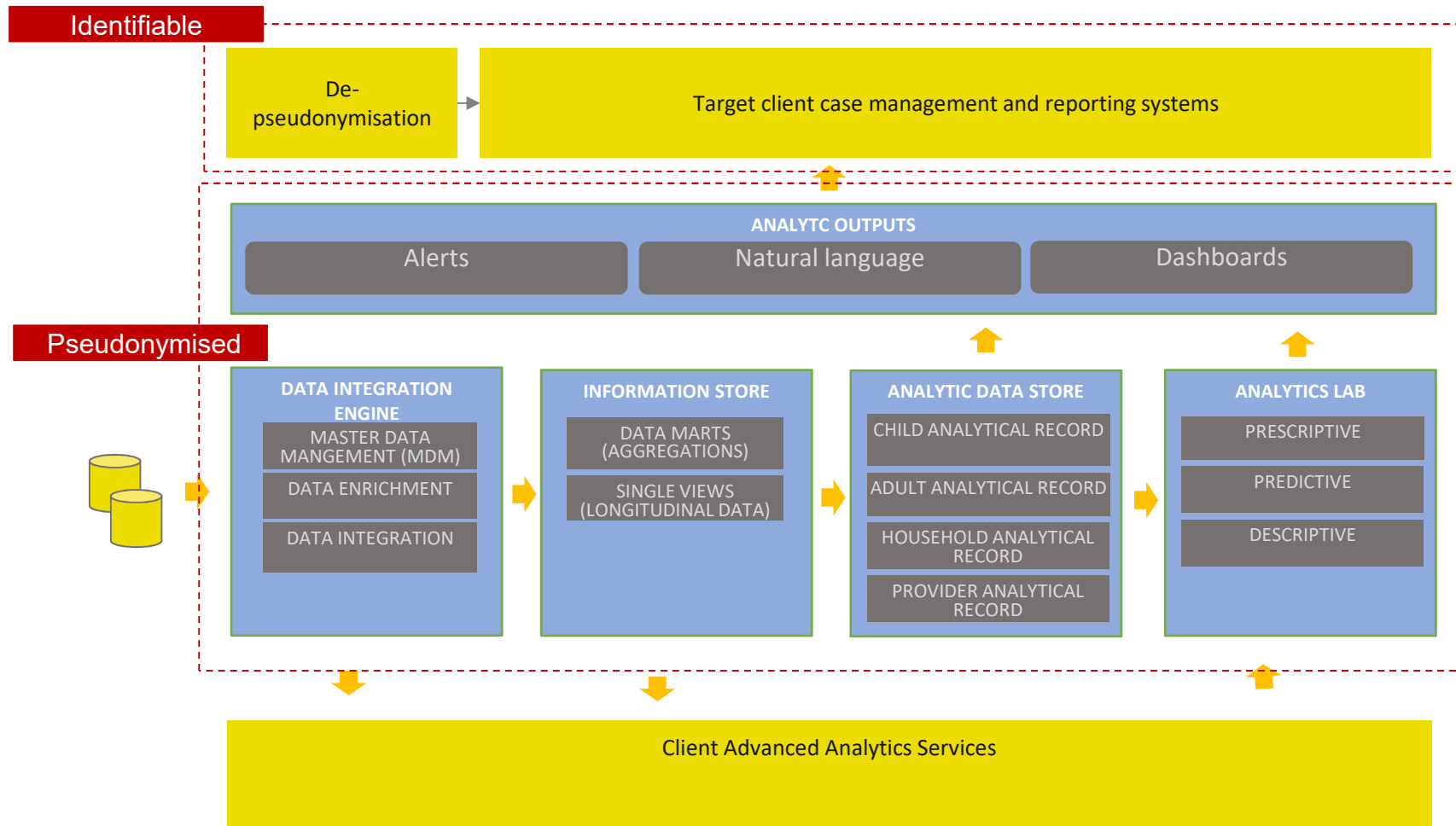


Building capacity through data and analytics to improve life outcomes

Data and analytics provides a new opportunity for
families and organisations

EYXantura

| Platform overview



| **Problem statement:** Rising demand for social services support and safeguarding services as authorities struggle with budget cuts

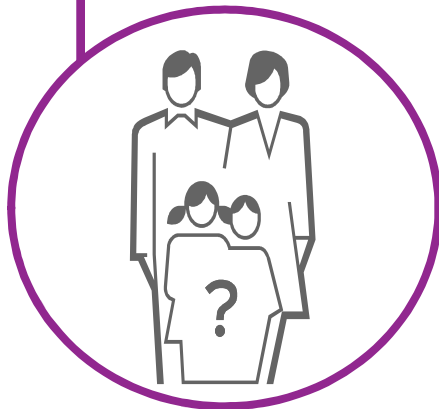
■ ■ ► **Public sector organisations are constantly being asked to 'do more with less'.**

► **Every 49 seconds** a child was referred to children services in 2016/17, with referrals totalling 646,120

► **40%** decrease in local authority spending on early intervention between 2010/11 and 2015/16

► **108%** increase in referrals to children social care services between 2010 and 2017

► **£16.6bn+** the amount spent on late interventions for children services by 2020



GOING FORWARD

29% is the projected reduction in central government funding for local authority early intervention services between 2016/17 and 2019/20

IN THE FUTURE

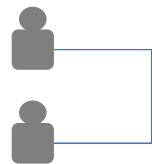
Councils will face a **£2bn** funding gap for children's services by 2020

Current issues in the system

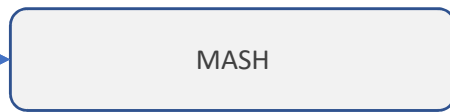
EH/CSC cohort is ever increasing and resources are shrinking

Social Care policy / culture is risk averse and is creating system dependencies

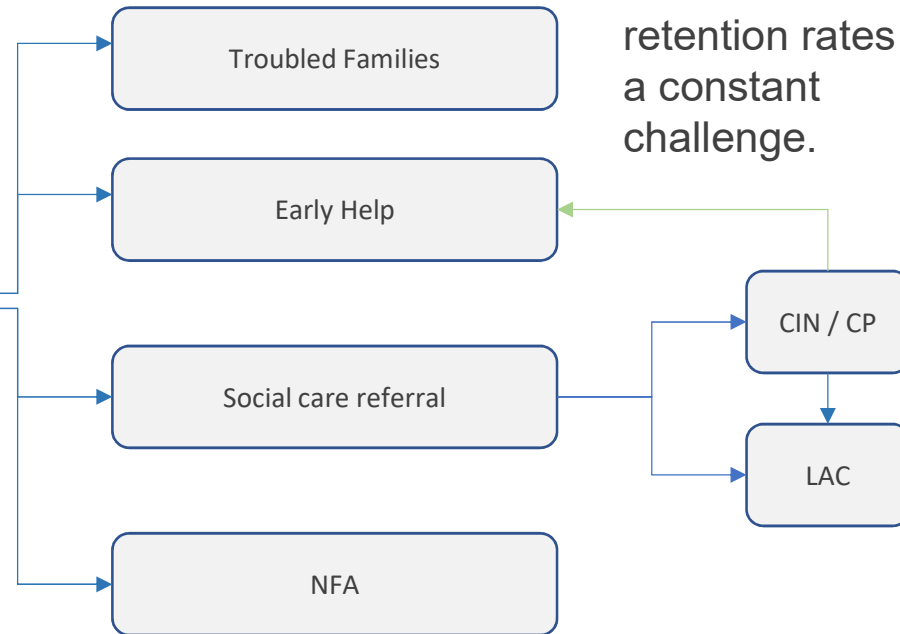
Social worker retention rates are a constant challenge.



Partners lack common view of families



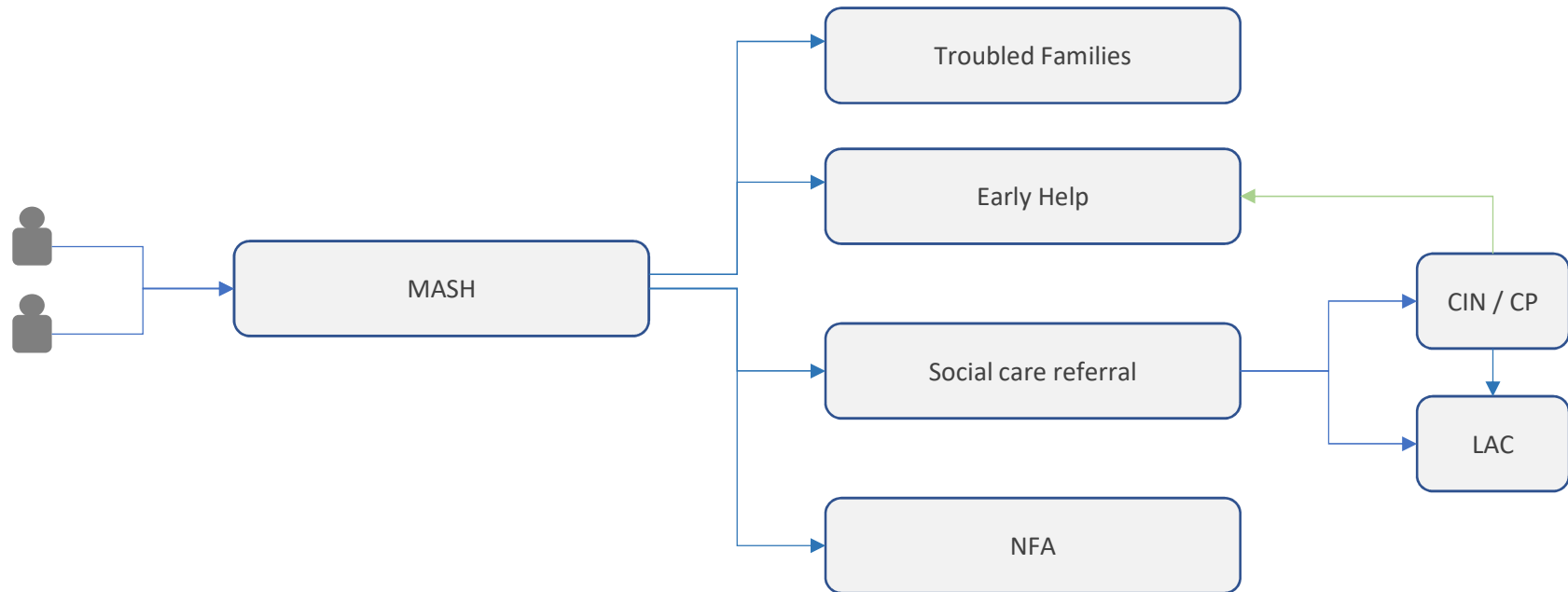
MASH team have considerable challenge collating information



Early Help is not intervening at the right time with appropriate interventions.

| Increasing capacity / reducing administration

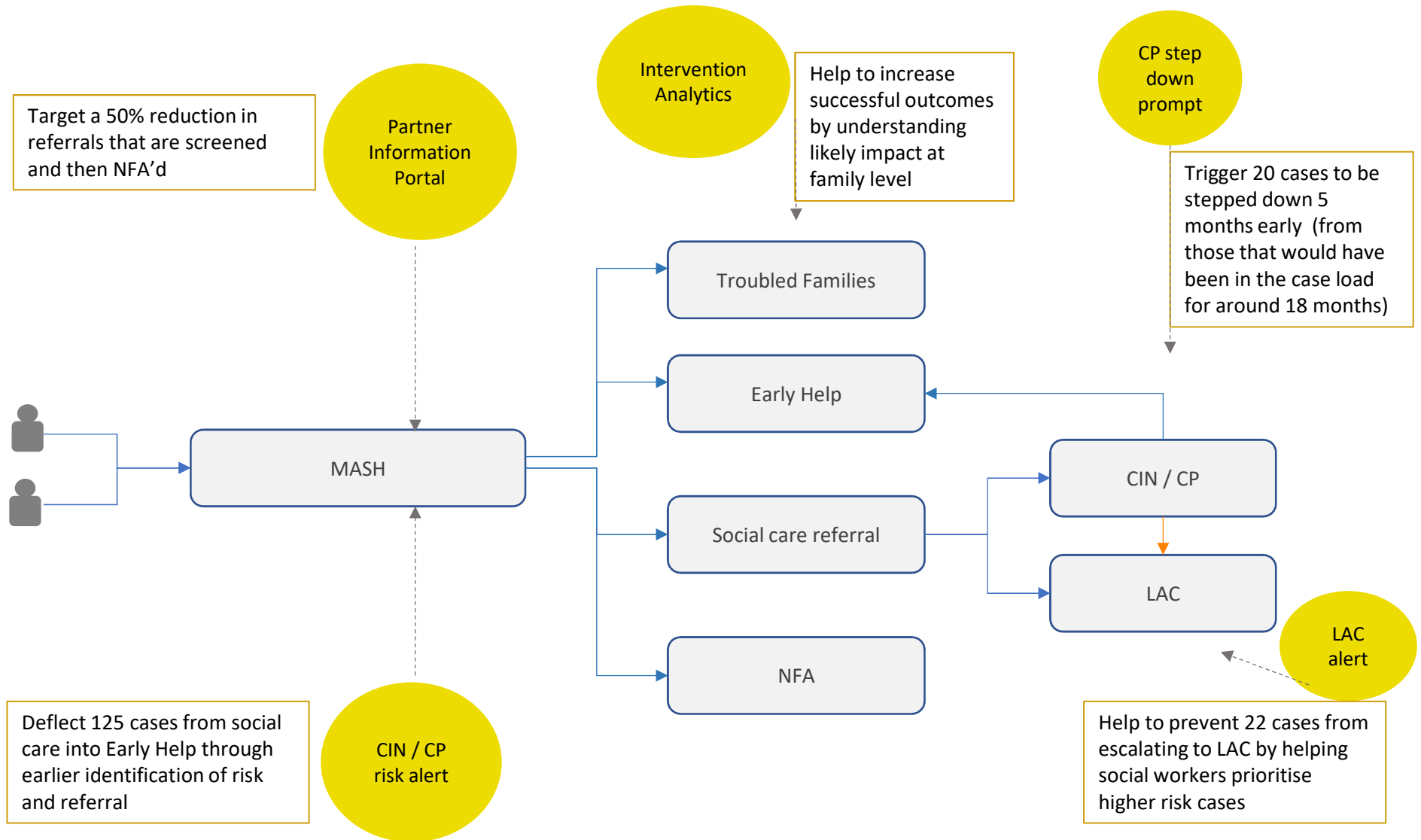
MASH team have considerable challenge collating information



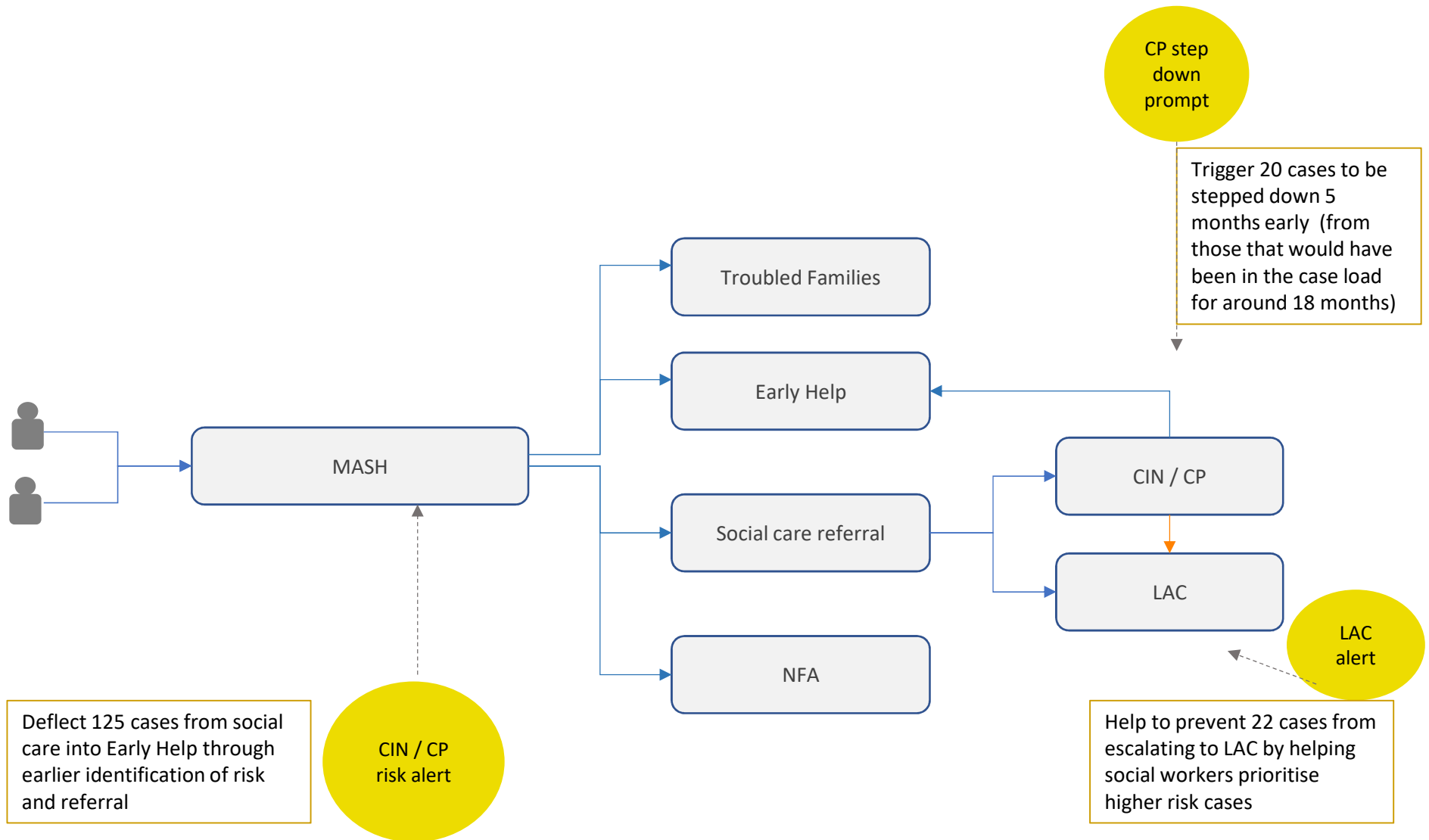
Target a 30% to 50% reduction in effort required for data gathering and initial research activity

Data gathering and research efficiencies – cross council / cross agency

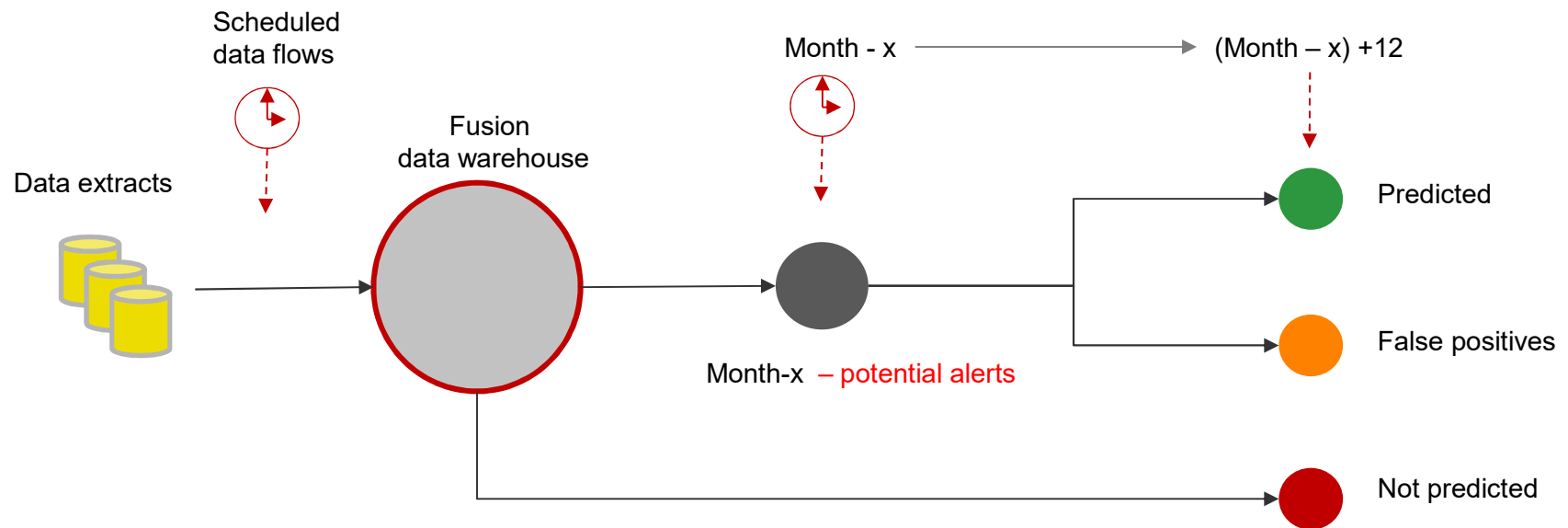
How are we helping?



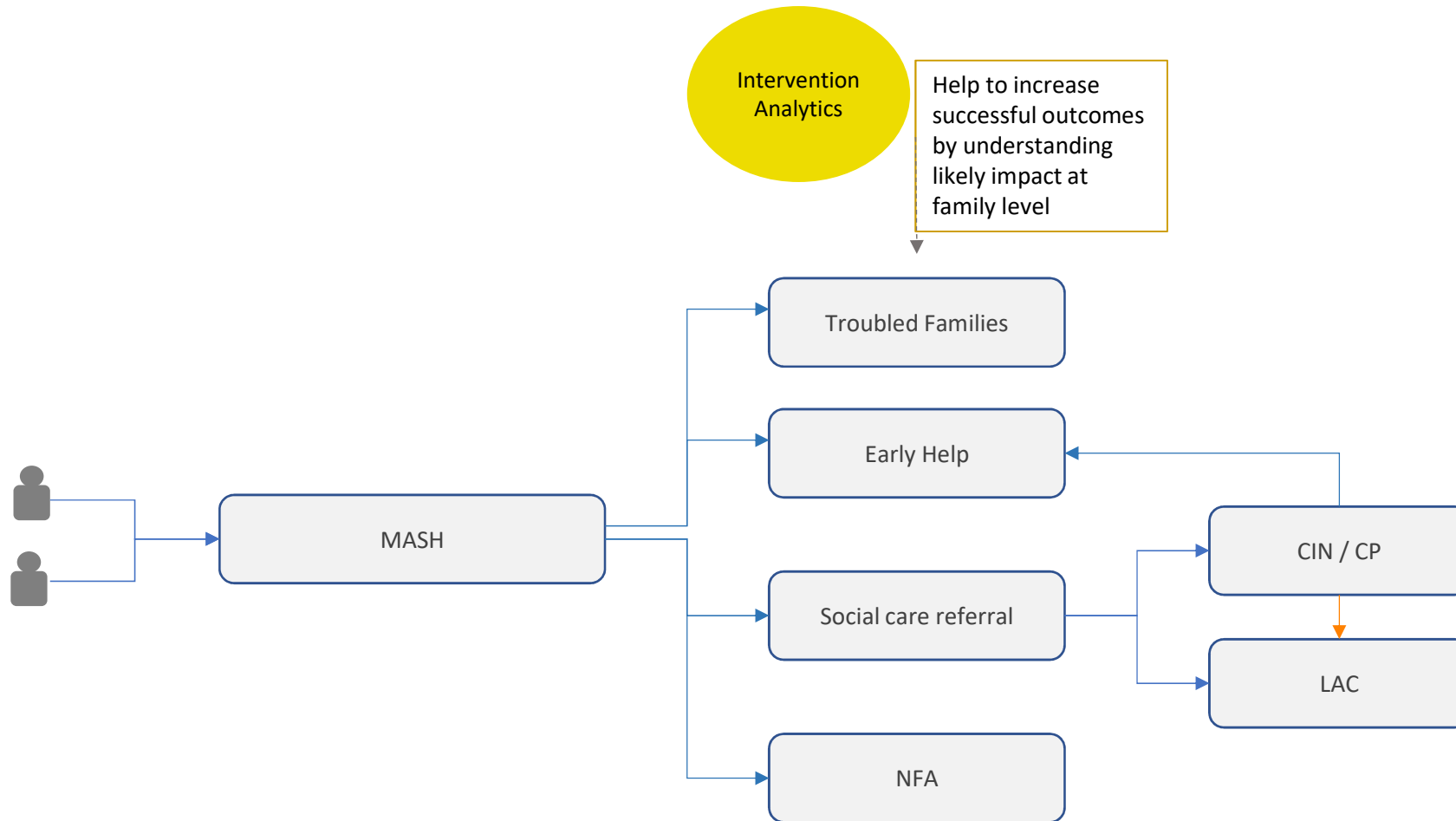
| Triggering earlier decisions and prioritising support



| Predictive model performance – measuring accuracy



Intervention analytics - Understanding what makes a difference



Homelessness

□ Sensitive Collection of Debt

- Create and maintain a single view of debt utilising multi-department data sets
- Create and maintain a single view of vulnerability for those individuals included within the SVOD cohort
- Single view of vulnerability to be surfaced in the form a natural language based summary (to DATB UI) via API's

Homelessness

- Identify those individuals, families or households within the borough who may benefit from earlier, or additional support, and;
- Provide appropriate and timely services to support those individuals, families or households in making sustainable changes to their lives and reducing their risk of homelessness

ASB

- Identify areas most prone to ASB activity and highlight any likely cycles as perpetrators move from area to area
- Identify vulnerable families that are most likely to be victims of repeat ASB abuse
- Understand the councils existing engagement with likely ASB perpetrators (especially those with a high recidivism risk)

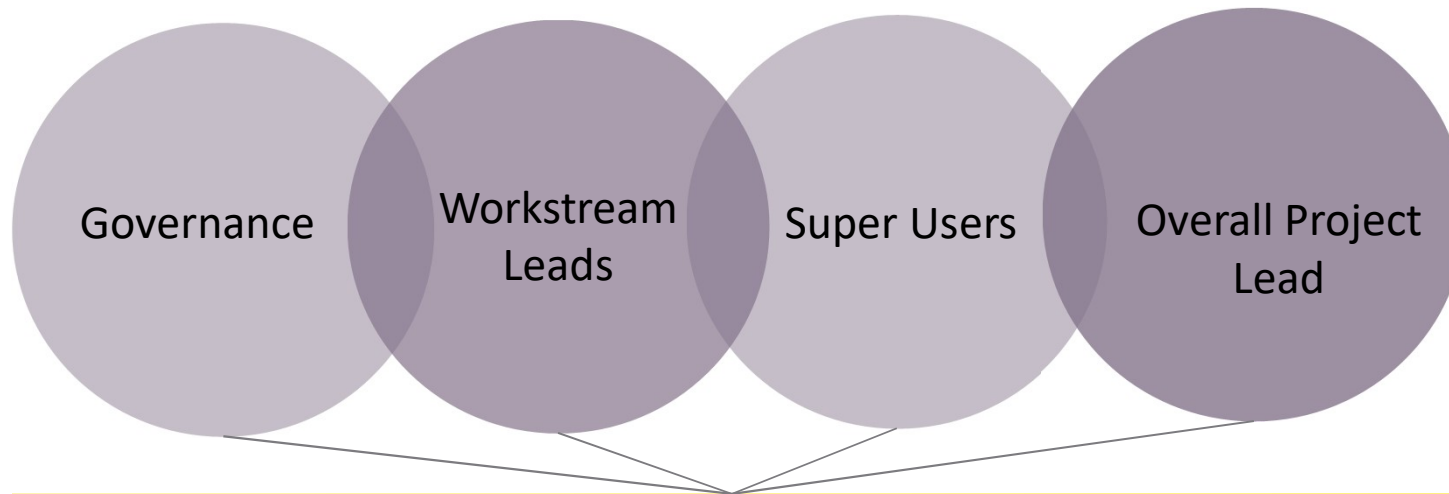
Lessons learnt

The following charts describes the lessons learnt during the implementation of our models and solutions to mitigate the issues.

Issue	Lesson learnt	Approach to mitigate this issue
Adequate resources are not made available	Appropriate staffing resources will need to be agreed at design phase from all relevant steering groups	Identifying specific tasks and responsible parties will help to support mobilisation and implementation, project progress and resourcing arrangements will be reviewed on a regular basis
Partners are not willing to share data for data protection reasons	Limitations of data accessibility limits the capabilities of our solutions	We will work with local data guardians in partner organisations to establish a staged, proportional data disclosure model that operates on a 'need to know' basis – and has been used elsewhere. i.e. The identification of families that are already known to a service (error identifications) decline with more data accessibility
Partners are not willing to share data for operational / cultural / technical reasons	We need to ensure all relevant stakeholders understand the impact of our solution within their service and for children and family services as a whole to achieve a more collaboratively approach	During the initial phase, we will ensure through a robust programme management approach that we will schedule meetings and workshops to gather perceptions and identify opportunities and risks so strategic and operational buy-in is achieved
Data quality issues prevent meaningful analysis	Although data quality issues do exist, our experience is that there is sufficient high quality information available to support the development of predictive models	Data cleansing routines will be applied to all data supplied to the system, additionally, all data is assessed in terms of quality before it is included in advanced analytics processes.
Professionals might consider the solution as a replacement of their professional judgement or a deletion of their jobs	To reduce job security anxieties and to enable professionals to use the solution as an enabler of their capabilities, it is important to work together to manage resistance to change	A desk based pilot will ensure the solution is implemented in a way that augments and supports professionals to highlighting potential risks and providing wider information in a more streamlined manner
Forecast savings are not realised as services fail to incorporate the tool and exploit its potential benefit	We need to have a clear and auditable benefit target that is signed off by the steering group at design phase and there needs to be incentives for both parties to achieve this	Upfront, we will agree with you the detailed project plan which will include activities by EYXantura and the local authority of what is required to ensure the agreed benefits and savings are delivered. An outline of the business case will also be drawn up during the design phase

Critical success factor

To achieve desirable outcomes during the implementation of any of our solutions, the following four critical success factors were identified:



- ▶ **Governance:** Steering group that represent Business User, IG, ICT, BI, Finance, wider stakeholder - eg someone who takes corporate view and can join up with other business areas. They will ensure that any design that impacts more than one work stream are reviewed and authorised at the right level of authority
- ▶ **Workstream leads:** Operational lead for data and IG, operational delivery, partnership engagement and responsibility to coordinate work within the work stream and to work with the overall project lead
- ▶ **Champions / super users:** Understands processes in order to shape, test, assist with the designed and will learn how the new system works and transfer that knowledge to other users
- ▶ **Overall Project lead:** Ability to make business decisions along the way in order to keep the process moving and ensures that training is consistent and adequate to all relevant database users