



# Co-operative Councils

## Innovation Network

### Health & Social Care London Borough of Barking and Dagenham

## Barking and Dagenham One View – partnership response to Covid-19

When the pandemic hit, LBBD faced unprecedented challenges in public health, employment, domestic violence, homelessness, and financial vulnerabilities. It was essential to act quickly to support our most vulnerable residents and to uphold the public mandated 'Borough Manifesto': one borough, one community, no-one left behind.

Partnering with EY and Xantura, LBBD employed the Covid-19 OneView tool to improve outcomes for residents and strategically target resource allocation.

OneView was built with information governance and ethical data sharing at the heart. Using a unique process of pseudonymisation and access control, it brings together data from multiple service areas into an integrated case management tool and suite of interactive dashboards, providing a more effective and secure way of identifying those at risk and enabling targeted intervention and resource optimisation.

The OneView module was crucial to identifying residents with direct or indirect risks from Covid-19, enabling LBBD to effectively allocate cases, record assessment outcomes and track proactive contact progress. This module was developed in less than a month.

OneView was designed pre-Covid and innovatively brings together historically disconnected datasets (e.g. children, adults, homelessness services, NHS Shielding data sets) to provide a single view of a household. Through the integrated case management tool and interactive dashboard, OneView accelerated our Covid-19 response by:

- Identifying vulnerable residents with one or more Covid-19 risk factor, enabling us to quickly and effectively distribute essential medicines, emergency food parcels, arrange around 350 critical welfare check ins and refer vulnerable residents to local services, including social care - some of whom were not previously known. By

identifying 93.6% of shielding residents before the official Government shielding lists were even distributed, OneView enabled critical planning of resources to support over 9,000 shielding residents in record time.

- Using advanced analytical modelling to flag at-risk households before they reach a crisis point, enabling early intervention.
- Enabling data-driven decisions on resources through the dashboard function, providing a holistic view of demand and resources across LBBB.
- Embedding the Test & Trace function, meaning we spot problem settings and localised outbreaks, whilst reducing the administrative burden on staff by replacing 10+ manual spreadsheets with a secure case management tool.
- Providing case workers with a comprehensive view of a household, enabling easier recording of assessment outcomes and tracking contact progress.

Interactive dashboards were developed which enabled us to prioritise within the most vulnerable cohort by considering direct or indirect Covid- 19 risk factors. The in-built case management functionality enables cases to be assigned to teams and interventions to be tracked. The success of the project increased the chances of future funding in data analytics which will be key with future cuts to local government spend.

Stakeholders across LBBB were involved in the design and implementation, including Council Leadership, Community Solutions, Corporate Insight Hub, and service managers. Data protection officers, Information Governance Managers and the IT team were also essential in developing the technology. We have seen increased collaboration internally between non-frontline professionals and case workers, as it was delivered in partnership, with an amazing uptake of ~100 staff using the tool regularly.

Workshops in the development and deployment phase were delivered with front line staff from Adult Health, and Children, Young People, and Families Social Care Services, and Housing and Homeless prevention services. OneView enabled unprecedented cross-service working whilst prioritising the most vulnerable.

The tool vastly improved LBBB outcomes:

#### **Improved outcomes for vulnerable residents**

OneView accurately predicted 93.6% of the individuals (9,000 people) on the shielding list before the official Government list was released. Pye Nyunt, Head of Insight & Innovation, said: “because we were able to [predict shielding residents] our deployment of interventions was much quicker. We went from a prediction one week to delivering 300 food parcels the next”. Many of these residents were already in a critical situation; without LBBB’s efficient intervention, they would have likely ended up with worsened outcomes.

#### **Improved experience for residents**

OneView enabled a clear, easily accessible, view of vulnerable groups, so teams can assign cases, establish lead responsibility and record interventions. It enabled over 20,000 support calls providing information, advice, guidance and connection to support for our most vulnerable residents – emergency food, medication, help with money, isolation and regular welfare check-ins

### **Enabled technology transformation**

OneView includes a secure and auditable case management tool to which new information is quickly incorporated. This enables prioritisation and ensures information governance and data sharing protocols are embedded and audited, replacing reliance on less secure spreadsheets and manual tracking. The case management function enables cases to be allocated to teams and interventions to be recorded, supporting live tracking of responses.

### **Improved management of resources**

OneView's dashboards provide easy access to management information to support statutory reporting and resource allocation through a view of upcoming demand. They provide a strategic framework for recovery planning and understanding the longer-term impacts. The weekly tracking of progress and resident risk factors empowered us to make informed decisions about team resourcing. One Relationship Manager reflected, "I love OneView. . . [it] has saved me a lot of time [and] helped me prioritise who the team should contact first and enables me to allocate cases more easily".

### **Increased collaboration internally and externally**

Through OneView, LBBDD combined efforts across services, sharing information securely, and provided the tools and information to staff to do their jobs more effectively. It facilitated cross-Council learning about services and partner organisations and sparked a deep dive into referrals services.

### **Improved Safeguarding Referrals**

As schools were closed during the first lockdown, it was imperative to ensure child safeguarding processes were not impacted. To improve this process, we piloted OneView's Partner Information Portal with three primary schools in the borough, creating a way for teachers to check if vulnerable children were already known to Children's Social Care services. This eliminated an antiquated process of teachers submitting referrals to social workers, only to be declined more than 50% of the time.

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### **For further information contact:**

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