



# Cooperative Councils'

## Innovation Network

## HEALTH & SOCIAL CARE



Social Partnership



Innovation



Learning



Walking the talk

## Cardiff Council

## Single View Of The Child

### Background

**Effective data sharing saves lives. Countless high-profile case reviews over the last 20 years, from Baby P to Victorie Climbié, identified information-sharing barriers, whether cultural or technical, as key contributing factors to the tragic outcomes of vulnerable children. Far too often practitioners have missed key information which was needed to make effective safeguarding decisions.**

Cardiff Council has delivered an innovative data-sharing solution that ensures social workers and other frontline practitioners have secure access to cross-service and cross-partner information they need to safeguard children. Furthermore, the solution saves practitioners a significant amount of time.

Cardiff's solution employs technology to collate a child's records from various IT systems across schools, Children's Services, Education, Youth Justice, Housing, etc., creating a unified 'Single View' of their engagement with public services. The Single View tool offers two key functions:

1. A Single View of a Child, which links together all relevant data sets:
  - an involvement screen, allowing practitioners to see which other professionals are involved with the child, and how to contact them
  - a cross-service chronology, showing significant events, such as an episode of care or an offence committed, against a backdrop of school performance
2. An aggregate view of all service users to support strategic analysis:

- an aggregated view of service provision allows the identification of trends over time and demand pressures for certain groups of people or certain parts of the city

The solution uses NHS numbers as unique identifiers, allowing the council to match to an individual's records and bring them together into one place, even if they are held in multiple systems. This has been delivered in-house by a small project team within Cardiff Council, drawing on widely available Microsoft tools.

In developing the project, Cardiff Council has worked closely with Cardiff & Vale University Health Board and the Vale of Glamorgan Council on regional data-sharing. The vision is for practitioners across all three organisations to be able to share information related to the safeguarding of individuals (whether children or adults). To this end, the council has aligned its Single View Project with the regional Summary Care Viewer Project. Each project's data platform will shortly be integrated with the others. This will allow, for example, a social worker to see if a child has unexpectedly presented at the hospital, and it could allow the doctor or nurse receiving the child to see that the child is known to Children's Services.

The project team has been involved in many discussions with colleagues across Wales, including the Welsh Local Government Association/Data Cymru and Digital Health & Care Wales, on the potential for further scalability and interoperability of the product. The team has been open with sharing as much as possible, including lessons learned, templates, information governance documents, etc., to support other organisations to deliver similar projects.

## **Delivery & Benefits**

The Single View Project was launched as a limited pilot from April to August 2025, enabling some Children's Services social workers to access Single View and view information from various Council services all in one place. Social workers could see other professional involvements with a child, knowing who to contact and saving time.

Evaluating performance at the end of the pilot, users accessed Single View about 120 times per month. Workshops with social workers estimated that they saved up to a day per week; this time was previously spent gathering information and calling other services or departments to collect details, which are now all accessible in one place. Additionally, Single View enabled them to provide a more informed and ultimately higher-quality service by allowing them to dedicate this extra time to their work with children and families.

Qualitative benefits have also included:

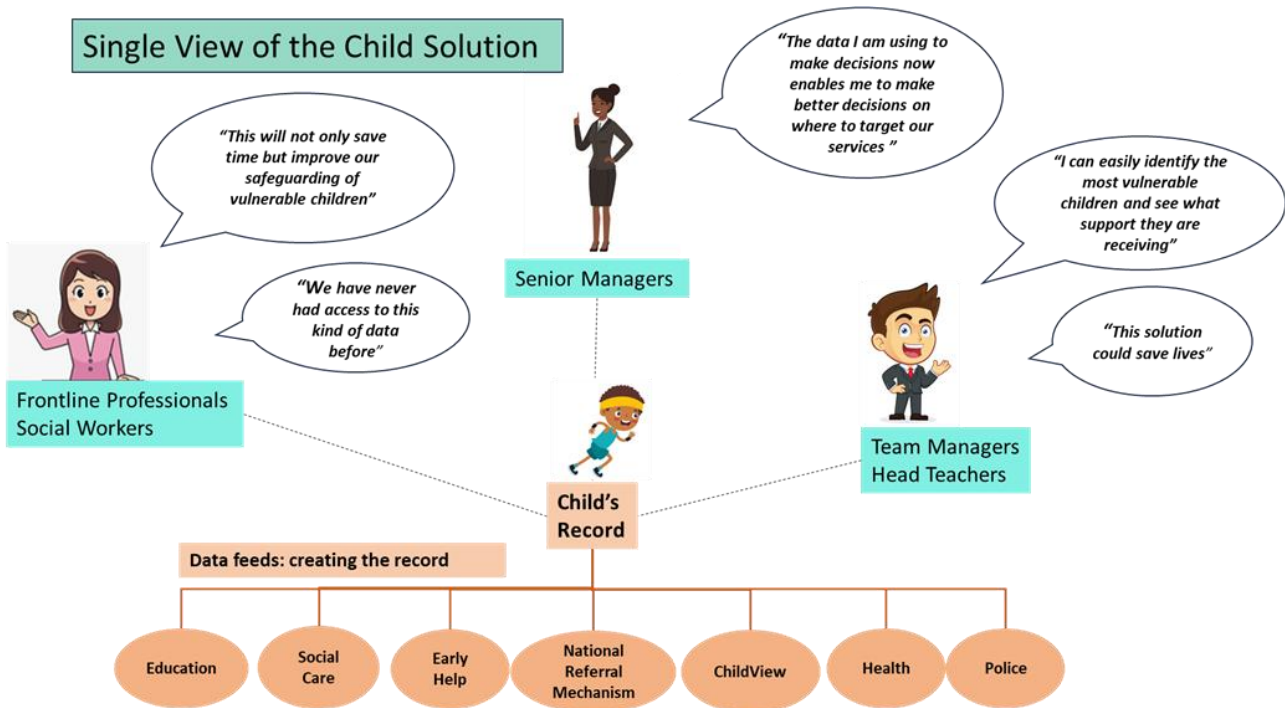
- the ability to access school information during holiday periods when officers may be unavailable,
- placing the practitioner at the centre of a 'web' of information,
- reducing the risk of missing information leading to serious incidents, and
- improving social worker job satisfaction, recruitment and retention.

Some quotes from practitioners on using Single View:

- *"We have never had access to this kind of data before"*
- *"This solution could save lives"*

A full launch of Single View is now planned for mid-2026, and several additional projects have been initiated off the back of the Single View infrastructure, including:

- improving data-sharing with Public Health Wales on childhood vaccinations,
- automating the entry of police referrals to Children’s Services,
- predictive modelling of pupils likely not to be in education, employment or training when they finish school,
- predictive modelling for those requiring early help to support intervention at the ‘edge of care’,
- linking data on adults at high risk of hospital admission, and
- improving data-sharing for transitions to Adult Services, particularly for those with lifelong disabilities or additional learning needs.



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