

How data can help you better manage services and balance your budget

## Mutual Ventures support to use data to improve adult social care

How well do you understand the way resources are used in your service, the flow of users and the impact on cost? Are you able to track users' 'journeys' through your service and make sure you are providing them with a good service whilst keeping them safe? Are there areas of your service where you feel 'in the dark' and struggle to manage resources effectively?

**Mutual Ventures is a leading consultancy in local government and expert in service transformation.**

We can support you to design and implement improvements to your processes of collecting, managing and using information, helping to make best use of resources, manage risk and balance your budget.

### Better data gives you the power to shape services

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Social care leaders face an environment of increasing demand for services, rising complexity of need and decreasing financial resource. Understanding and improving your service provision, keeping adults safe and maintaining a balanced budget in this context is a formidable challenge.

Addressing this challenge is impossible without a clear understanding of your services and how resources are used. This requires accurate, up-to-date systems with information on activity, levels of services, cost and quality, and a means of tracking change over time. You will already collect information as part of your case management processes and statutory returns, but our experience shows that this information is not always focused in the areas that are most needed.

**High quality information gives you the power to effectively manage your service.** Better data allows you to improve services and reduce costs by:

- Understanding bottle-necks in systems and processes, as well as hidden cost pressures
- Influencing demand by catching issues early and preventing escalation
- Deploying social workers where they are most needed and get the most from your workforce, for example around diverting unnecessary re-assessments of long-term service users
- Managing the performance and volume of work undertaken by social work teams
- Managing provider vacancy rates and reduce cost
- Reducing the risk of safeguarding incidents and keeping users safe

### How can Mutual Ventures help you?

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Mutual Ventures combines **expertise in analysis** with a **deep understanding of what it takes to transform public services**. Our experience of working with front-line managers gives us insight into what is needed to lead change, the pitfalls to avoid and an empathy with social work professionals.

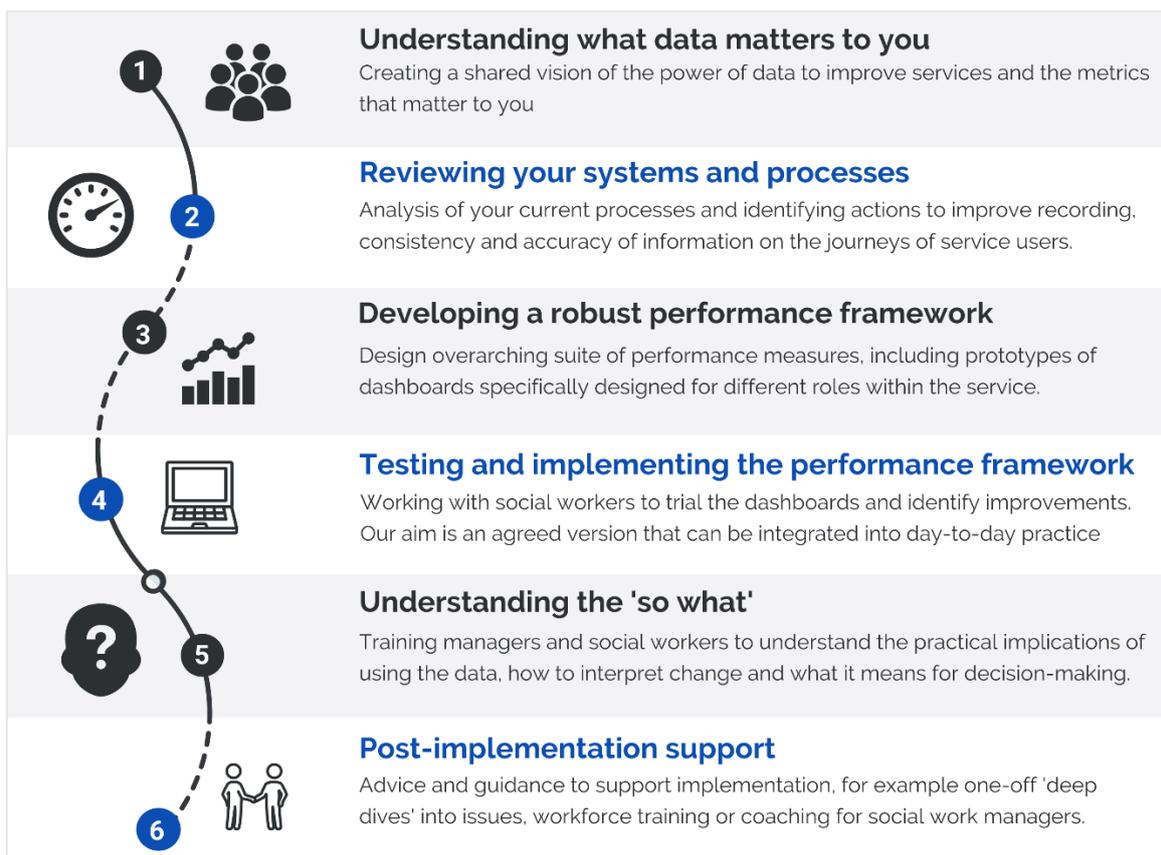
We understand that questions around data are really questions around human behaviour. Projects that are simply technical exercises will fail, so our approach is tailored to individual client need and we invest time in building trusting relationships. We are flexible to the needs of your workforce but match this with constructive challenge and a focus on outcomes.

We will work with you to design a solution that suits your circumstances, works with your existing case management system and fits with your service’s culture. Our approach is to engage everyone that will use the data, allowing them to shape the product and addressing any scepticism or challenge directly.

Key areas we can support you with are:

- **Aligning systems to your social work model** – ensuring your systems meet the needs of your practice (rather than the system driving it), so that you have the information you need
- **Developing data dashboards** – clear and straightforward visual representations of the information that you need to see
- **Establishing a data infrastructure** – setting up processes to record, manage and distribute data, and training your workforce to use it effectively
- **Understanding the ‘so what’ of the data** – describing how you should respond to changes and what this means

## Improving your data – our support offer



## Contact us



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