

# Questions submitted during the Harnessing the power of data to transform children's services webinar

8<sup>th</sup> September 2020

Thanks to attendees for submitting questions at our webinar. We hope that this document is useful at answering some of them.

Thanks our speakers: Pye Nyunt, Head of Insight and Innovation at the London Borough of Barking and Dagenham; Tom McBride, Director of Evidence, Early Intervention Foundation; and Hannah Celia and Wajid Shafiq from Xantura Limited; and David Fairhurst from Mutual Ventures.

Please note that you can view the webinar and download a copy of the webinar presentation [here](#).

If you would like to speak to us further contact [david@mutualventures.co.uk](mailto:david@mutualventures.co.uk) or [tom.davies@xantura.com](mailto:tom.davies@xantura.com).

## ABOUT ONEVIEW

**Can I clarify, is OneView essentially a visualisation tool that sits on top of your data warehouse?**

OneView is an integrated platform that delivers:

- Master Data Management (including data matching)
- Datawarehouse
- Advanced analytics engine (including ML)
- Data visualisation
- Case summaries integration to case management systems
- Information Governance engine (coordinated control across other components)

The platform enables you to take data extracts from any council or wider partner source to integrate them to create powerful single view of resident, family and household over time.

These data sources can be supplemented over time to provide more detail and broader information and enable a richer set of outputs across multiple service areas.

**What data sources can be included as part of OneView?**

The OneView platform enables you include data extracts from any council or partner source.

The platform automatically ‘pseudonymises’ data to comply with all data protection and ethical responsibilities. It does this by taking the personal data only (names, addresses, dates of birth) and matching it across the separate data extracts to create a single view of resident, family and household over time. This is then ascribed a unique identifier, encrypted and added to the sensitive data on the council’s database. Only the council can then re-identify that data according to the agreed data sharing protocols. This process means that we can safely and ethically include data from any council or wider partner.

The case summaries that are produced can then be accessed via the OneView button which we can post onto any browser-based case management system that you are using (see further explanation below).

## **INTEGRATION WITH CASE MANAGEMENT SYSTEMS**

### **Can OneView be used across different systems in place for children’s social care and early help (e.g. Liquid Logic and Mosaic)?**

Yes. OneView can be easily integrated into any system accessed through an internet browser (e.g. Chrome or Microsoft Edge).

The integration with the case management systems is very light touch and a button can be inserted into any browser-based case management system. The case management system does not know that the button is there, so no technical integration is required with the provider.

The solution is delivered through an approved OneView browser plug-in. When a case is opened by a user, the button automatically appears on the screen. If the button is clicked, we use single sign-on to identify the name and role of the user and then they are asked the reason why they wish to access the case. These pieces of information are referred against the agreed DSP (Data sharing Protocol) and based on this the user is shown what they are allowed to see for that specific case.

The configuration process for a new system is typically around two to three days.

### **How are the narratives within the OneView case summary constructed? Are they auto-generated or written by practitioners?**

The written narratives within the OneView case summaries are auto-generated by the platform which means they are delivered within seconds of the OneView button being pressed, and they are delivered as text summaries. We have spent the last 3-4 years working with social workers and managers from multiple councils to understand how they want the information to be displayed, in what order and format and how they can best be aligned to working practices.

These are continually being iterated. For each new client, we work with a small number of initial users to make sure the outputs are tailored to their specific council's needs.

## **IMPLEMENTING DATA ANALYTICS**

### **How do you ensure that social care managers are trained to understand the data and how to use it effectively?**

We understand that no system can work well without effective implementation, and the support of the work force. Our partnership with Mutual Ventures focuses on ensuring that the 'human' side of implementation is high quality and consistent.

We train all relevant staff on how to use the system, what it shows and how to use it to filter the information down into smaller cohorts. Our aim is that after a period of using the dashboards, all social workers can create their own models and outputs from the data that target any other additional requirements.

### **Are the dashboards already set up? Or is this something you need to do internally?**

We can provide a standard set of dashboards and then these can be evolved, either by Mutual Ventures and xantura, or internally by your own BI teams once the platform is embedded.

### **What view of the system and data would a Business Intelligence Analyst get?**

We can provide the output from the OneView platform to the BI team in almost any format required. We can either provide them with:

- the dashboards for them to use and iterate
- access the OneView platform over a secure connection to build analytics and models and deploy them to business users through OneView
- data in a raw format in order for them to build their own models and dashboards in Power BI, Tableau or any other system they are currently using.

Additionally, we also provide access to a management interface that allows clients to monitor data flows into the system, review data quality, review predictive model performance and monitor bias

## **ETHICS AND DATA SHARING**

### **How do you address ethical use of modelled estimates (likelihood of stepping up, likelihood of stepping down) when these will have associated errors and false positives?**

The mission of xantura, and aims of the partnership with Mutual Ventures, is to improve outcomes for vulnerable people. All the work we do is aimed at identifying individuals and families early who may benefit from support to prevent a worsening of outcomes.

We accept this is a complex area, for example, offers of support can appear punitive and we continue to work with our clients around the narrative and conversations that are triggered with residents.

All of models are therefore built to look at the change in risk factors over time and alert the right people in where these risks are changing. We do not prescribe what action should be taken in these cases and we do not offer opinions in our case summaries: we just present the facts and how they have changed over time. It is down to the social workers and managers to review cases and use their professional judgement in order to decide whether further action is required and, if so, what that action should be.

### **How have you overcome the problems with data sharing between different organisations?**

The unique information governance approach that we have pioneered (there are further details above), means that the platform separates personal and sensitive data which cannot be re-identified by anyone from Mutual Ventures or xantura and can only be re-identified under the agreed Data Sharing Protocols that are embedded in the platform.

This approach and the associated control from the different council service areas and wider partners provides them confidence that their data will not be used inappropriately.

In addition to this, we try to work with councils to use existing standard data extracts where possible to avoid creating additional work for the teams, and we build up the data that feeds into the platform slowly over time and teams become more confident in the platform and start to see the huge benefits from the outputs.

### **What methods are used to match data with no single unique ID across systems?**

xantura has been working solely with councils for 12 years and over that time has built a bespoke matching engine that has processed millions of lines of data.

We use the key identifiers such as name, address and date of birth to match data as accurately as possible between data sets, and OneView then uses a series of techniques to facilitate the matching process. We would be happy to discuss these in more depth.

Where clients have their own matching systems in place, OneView can use these as inputs or as the master version.

## **OUTCOMES**

### **How does the system predict demand pressures and how does this relates to making cost saving?**

The platform creates a holistic view of each individual and household and then maps the changes in risks and characteristics of that individual or household over time (using pseudonymised data as described above).

At an aggregate level, we use time-series modelling to understand how patterns in these underlying risks translate into service demand, so for example how does changes in debt (as a risk factor) correlate with changes in demand.

The time-series algorithms uses this data to build forward predictions of demand. Links to underlying risks can then be analysed to formulate commissioning and intervention targeting strategies.

**How can you demonstrate that using this system (a) makes children safer, and (b) makes the workforce more effective and efficient?**

There are a range of business case metrics that we are monitoring as part of our implementation with clients. For example, we can track:

- the number of proactive contacts suggested by OneView that resulted in offer of support
- The efficacy of interventions that were triggered by these contacts
- The time saved by professionals in undertaking triage and assessment processes
- The degree to which a cross service / cross organisation process / service / intervention was triggered

We would be happy to arrange for interested councils to speak with our existing clients so they can hear feedback on their experience of working with us and the outcomes that they are seeing.

## **COSTS**

**What costs are associated with implementing this solution?**

The costs vary depending on the breadth of service and wider transformation delivered. We recommend an initial diagnostic project, which both Mutual Ventures and xantura would deliver together, and would cost £50k.

**How do I find out more?**

We would be happy to present a deeper dive into the work we can deliver in Children's Services and more information about our ways of working. You can contact us to arrange a follow-up session on [enquiries@xantura.com](mailto:enquiries@xantura.com).