Welcome to: Covid-19 OneView Service

How local authorities can deliver a rapid response to Covid-19 and target their most vulnerable residents effectively

27 May, 2020
Introductions

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CIPFA

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London Borough of Barking and Dagenham (LBBD)
Introductions

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Commercial Director
Xantura

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Products Director
Xantura

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Founder and CEO
Xantura
Why this partnership?

• Now more than ever, Local Authorities need to make well informed decisions based on the most timely and best data available.

• Decisions need to be informed by data from a wide range of sources and not just from internal council sources.

• The data needs to be able to be predictive, so that short, medium and long term plans can be based on as accurate predictions as possible.

• The environment that decisions are being made in is now especially complex and so the wider the data the more chance of making better informed decisions.
Case Study: LBBD – April to May 2020

An overview of the service delivered in collaboration with the London Borough of Barking and Dagenham in response to Covid-19
Our Strategy

3 Strategies

• Prevention, Independence & Resilience
• Inclusive Growth
• Participation & Engagement

ALL insight led
science & intimacy
Our Partnership

Information Governance

• The Xantura information governance platform and data sharing processes enable rapid, ethical and proportionate processing that gives us compete confidence.

Operational Delivery

• The insight provided through the partnership is immediately accessible and highly intuitive for our frontline staff meaning we can deliver from day one.

Management Insight

• The management insight provided enables us to understand the council position at a strategic level and have confidence that we are providing support where it is needed.
“We were immediately able to identify 1,114 households, who were not currently engaged with any council services but have significant debt of over £1,000, are over 65 and live alone.”

“In the first week of using the case management system, 58 identified households were referred to a service area for further support.”
"One View identified 1 or more risk factors for 99.6% of the individuals who self-referred to the NHS prior to receiving confirmed data from the NHS"
Xantura Overview
Who are Xantura?

Xantura helps Local Authorities to improve outcomes for vulnerable people.
How can Xantura help?

We have over 12 years of experience working solely with Local Authorities to help them to ethically match data from multiple internal departments to provide a holistic view of an individual or household.

We have processed millions of pieces of both structured and unstructured local authority data so our platform and matching algorithms are incredibly accurate and our ability to process unstructured data provides enhanced information and outputs.

We have spent 12 years working with Local Authorities, and organisations like the ICO and The Centre for Data Ethics and Innovation to ensure that our information governance processes are robust, trusted and market leading.
What problems do Xantura solve?

1. How do Local Authorities rapidly create a prioritised list of households who are most vulnerable to the impact of Covid-19 and the surrounding sanctions, utilising as much data as possible from their existing systems.

2. How do Local Authorities operationalise this insight whilst ensuring that they keep a tight handle on information governance and avoid loss of data in uncontrolled spreadsheets.

3. How do Local Authorities understand and accurately forecast the future demand for their services in the short and medium term to better understand the financial impact.
Many councils are concerned that they won’t be able to resolve the information governance hurdles. We have spent 10 years working on this and have now delivered complex services through multiple councils. Our high-level approach is;

**Extract** → **Pseudonymise** → **Enrich** → **Control** → **Case Summaries** → **Alerts** → **Insights**

Embedded data sharing checklists agreed by council data owners
The Solution
How does it work?  
- Data Extraction

Local Authorities provide Xantura with an initial set of data extracts from different departments via a secure data transfer process.

<table>
<thead>
<tr>
<th>Data</th>
<th>Data Extract</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operation Shield</td>
<td>Local sub-set of the 1.5m individuals the government &amp; NHS believe are most at risk</td>
</tr>
<tr>
<td>Income and Debt</td>
<td>Revenues and Benefits data</td>
</tr>
<tr>
<td>Adult Vulnerability</td>
<td>Adult Social Care data</td>
</tr>
<tr>
<td>Census Data</td>
<td>Education, attendance and exclusions data</td>
</tr>
<tr>
<td>Other</td>
<td>Extracts from Childrens Services, Health, Police and others can be added over time</td>
</tr>
</tbody>
</table>
How does it work? – Risks

We run this data against a set of pre-defined risk factors (extracted from supplied data extracts) related to the virus and associated sanctions and provide you with a report that prioritises all households by number of risk factors and enables you to filter by each individual risk factor.

<table>
<thead>
<tr>
<th>COVID-19 risk factor</th>
<th>Description</th>
<th>Data Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debt</td>
<td>Active debt of any amount.</td>
<td>Housing rent arrears, Revs and Bens overpayments, Sundry debt</td>
</tr>
<tr>
<td>Domestic Violence</td>
<td>DV recorded in structured or unstructured data in the past 2 years.</td>
<td>Children’s Social Care, Adults Social Care (Liquid Logic)</td>
</tr>
<tr>
<td>Mental Health</td>
<td>Any mental health condition recorded in structured or unstructured data ever. This includes low level or diagnosed conditions.</td>
<td>Children’s Social Care, Adults Social Care (Liquid Logic)</td>
</tr>
<tr>
<td>Lives Alone</td>
<td>A single person household aged over 18 years. May or may not have children present as well</td>
<td>All data sets</td>
</tr>
<tr>
<td>Exclusion</td>
<td>Any 1 or more occurrence of exclusion in the last 3 terms.</td>
<td>Census</td>
</tr>
<tr>
<td>Disability</td>
<td>Any disability recorded in structured or unstructured data in the data ever.</td>
<td>Children’s Social Care, Adults Social Care (Liquid Logic)</td>
</tr>
<tr>
<td>Free School Meals</td>
<td>All pupils claiming Free School Meals over the past 3 available terms. Does not identify those eligible but not claiming.</td>
<td>Census and Free School Meals file</td>
</tr>
<tr>
<td>Over 65</td>
<td>Adults over the age of 65 years.</td>
<td>All data sets</td>
</tr>
<tr>
<td>Medical Conditions</td>
<td>Any identified medical condition recorded in structured or unstructured data.</td>
<td>All data sets</td>
</tr>
<tr>
<td>Low Income</td>
<td>All benefits and those in SHBE extract, passported and non passported.</td>
<td>SHBE</td>
</tr>
<tr>
<td>Single Parent</td>
<td>An adult in a household aged over 18 with an under 18 also resident in the property</td>
<td>All data sets</td>
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How does it work? – Case Management

- Case filter
- Case composition
- Case details
# How does it work? – Management Reports

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<td>How many people / households have longer term risks that will require on-going support?</td>
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<td>Support management</td>
<td>Where are these people and for how many of these do we only have ‘Universal’ touch points?</td>
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<td>Where we do have deeper service touchpoints, who is acting as the ‘lead’ service team with respect to individual / households?</td>
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<td>How is C19 support distributed across these service teams?</td>
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<td>Demand forecasting</td>
<td>How are the risks driving service demand changing?</td>
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Key service demand (and financial) pressures

... c30 identified dynamic risk factors

Unemployment trajectory

Mental Health trajectory

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How does it work? – Management Reports

Alongside revenue / income risks, demand side risks are...

• clearly escalating in some areas, for example, Universal Credit claims, Council Tax debt and;

• worryingly obscure in other areas, for example health and social care

• OneView uses time series forecasting to predict risk trajectories – e.g. Mental Health and then uses these to forward predict service demand in key areas – e.g. CLA
Delivery Timeline

- We commit to providing you with the deliverables **within a maximum of 5 days** of receiving the data extracts.

- We use secure data transfer software and our platform operates in a private cloud environment meaning that you just have to provide your most recent data extracts.

- We have a standard short form agreement, and an IG Toolkit which is already in place with our existing local authority clients.
The service in context

• Example here is the Covid-19 pandemic.

• Getting out of the current situation where money is getting tighter and the economy is in decline means that data driven decision making is crucial.

• Using predictive data there is massive scope to update Medium Term financial plans to reflect the world we now live in.

• We know that the majority of council spend is on social care – by using robust data it is possible to better and more accurately plan interventions to help reduce demand.

• Combining the Xantura tool with the effects of loss of income and Government grants provides a firmer decision making basis.
Questions?

For further information, please contact:

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