

Systematic process change – shining example of data overhaul in local government

Devon County Council | Adult Social Care

Reporting on Adult Social Care is challenging. We are seeing an increase in the number of councils and Local Government Associations asking for help, as pressure mounts and internal teams are stretched to the limit.

The ASC team noticed that **supported living referrals were taking longer to place than they would expect** and they were struggling to understand why the delays were occurring because they couldn't access the relevant data in time.

This lack of **access to the right data at the right time** for the ASC team meant ongoing difficulty in **predicting how long referrals** would take and **lack insight** into **why shortlist refusals** were occurring, resulting in issues around **planning, forecasting and budgeting**.

The **manual effort** and **costs** involved with residential placements, combined with the inability to make quick data driven decisions puts **strain** on both the teams within the councils, and the vulnerable people they are trying to help.



What they needed

What we did

How it went

What we did

To solve these key challenges, our priority was to ensure the ASC team could **easily** and **securely** access the right data they needed at the right **time** to make the important **decisions quickly**.

We worked in collaboration with the ASC team, creating an **end-to-end solution**, allowing **authorised individuals** to access the **sensitive** data they need.

We built a **Data Lake** in Azure, which connected to CareFirst / Mosaic / LiquidLogic and **automated** the extraction & transformation of data using our Azure Data Factory Framework which is then visualised in **secure** Power BI reports & dashboards.

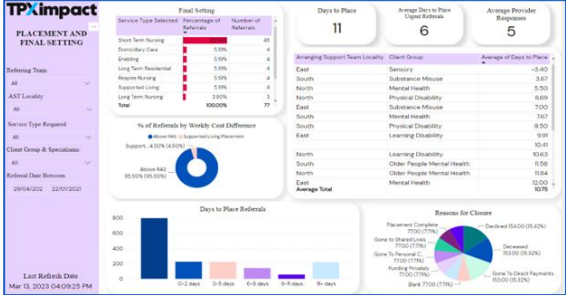
We leveraged our **User Centred Design** approach to design dashboards with different **personas** in mind. We wanted to ensure that users were comfortable using the Power BI reports and dashboards after training.



Azure Data Factory



Power BI



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One of the key challenges that the council faced was **understanding** why referrals were taking longer to place than expected. With this solution, teams now have the ability to drill down into their **placement request data** and understand the root cause and **take action** to **help** improve the referral process.

Due to the collaborative approach in designing and building the Power BI dashboards with the users in mind, **user adoption** was high across the council and there have since been further enhancements, improvements and requests for training.

This package was completed on a single platform, with **security and governance** inbuilt. The in-built **automation** streamlines many of the **manual, time consuming tasks** and **processes**, empowering the in-house teams to focus on making the right data-driven decisions - increasing the capacity of the team whilst saving both **time** and **cost**.



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