



**Harnessing the power of LA
data and AI, to deliver
preventative services**

October 2024

The opportunity: LAs hold a wide range of data and have a wide range of legal duties to support residents

How do we start to think about prevention at scale?

If we are serious about prevention, we need to get far smarter with how we use our data

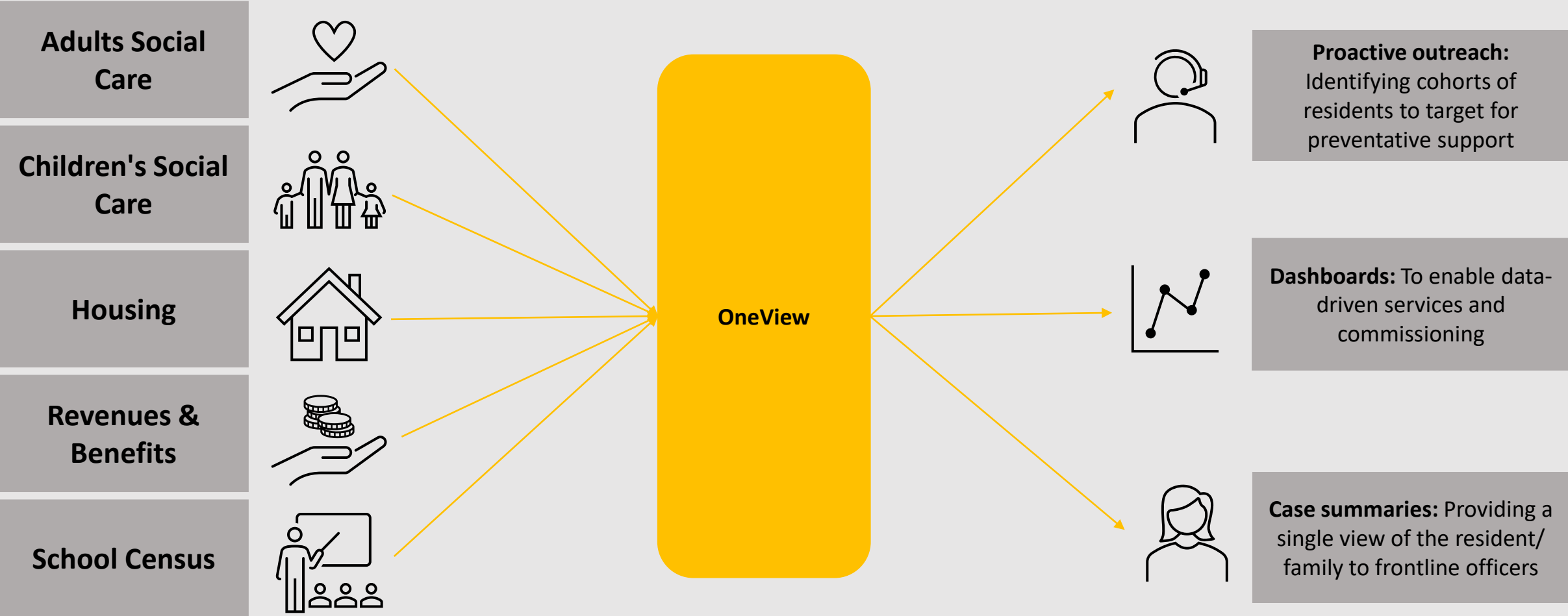
If data is the new oil – how do I make the most of it?

We need to connect data together and then make it accessible

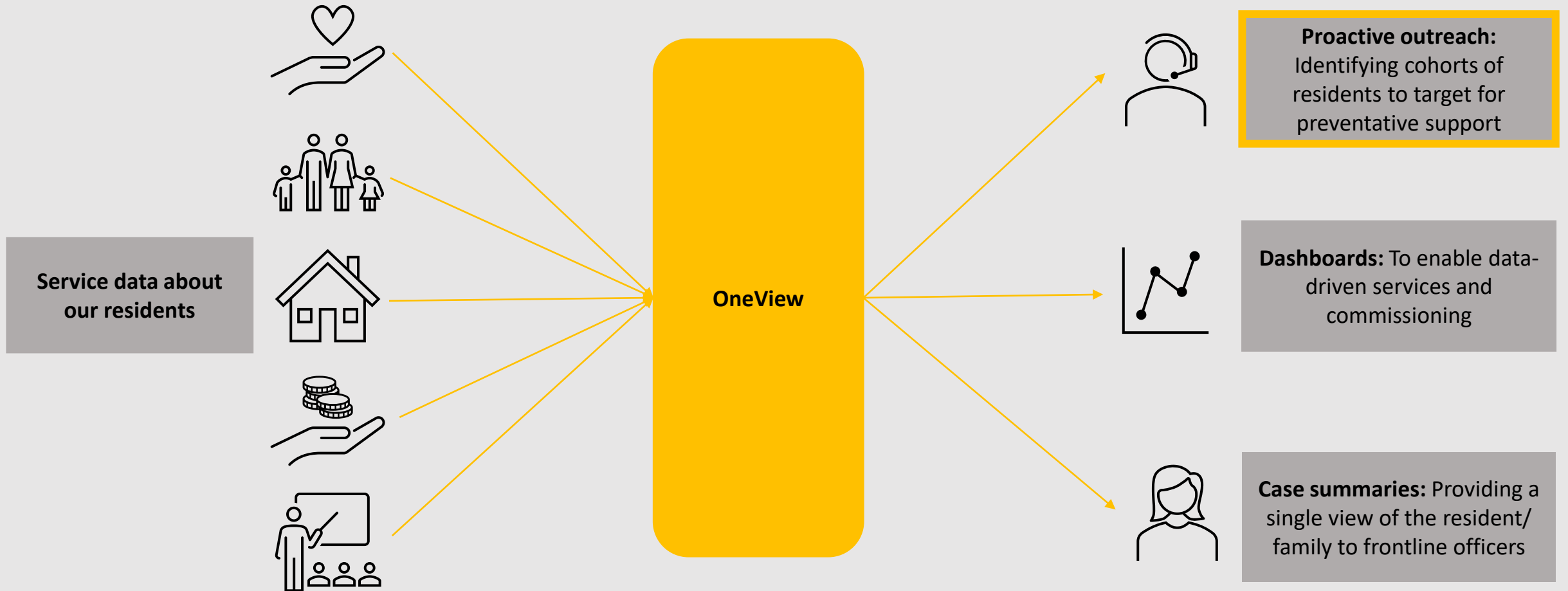
What are the opportunities AI presents beyond chatbots and note taking?

Artificial Intelligence use cases become much more powerful if data is good quality and well organised

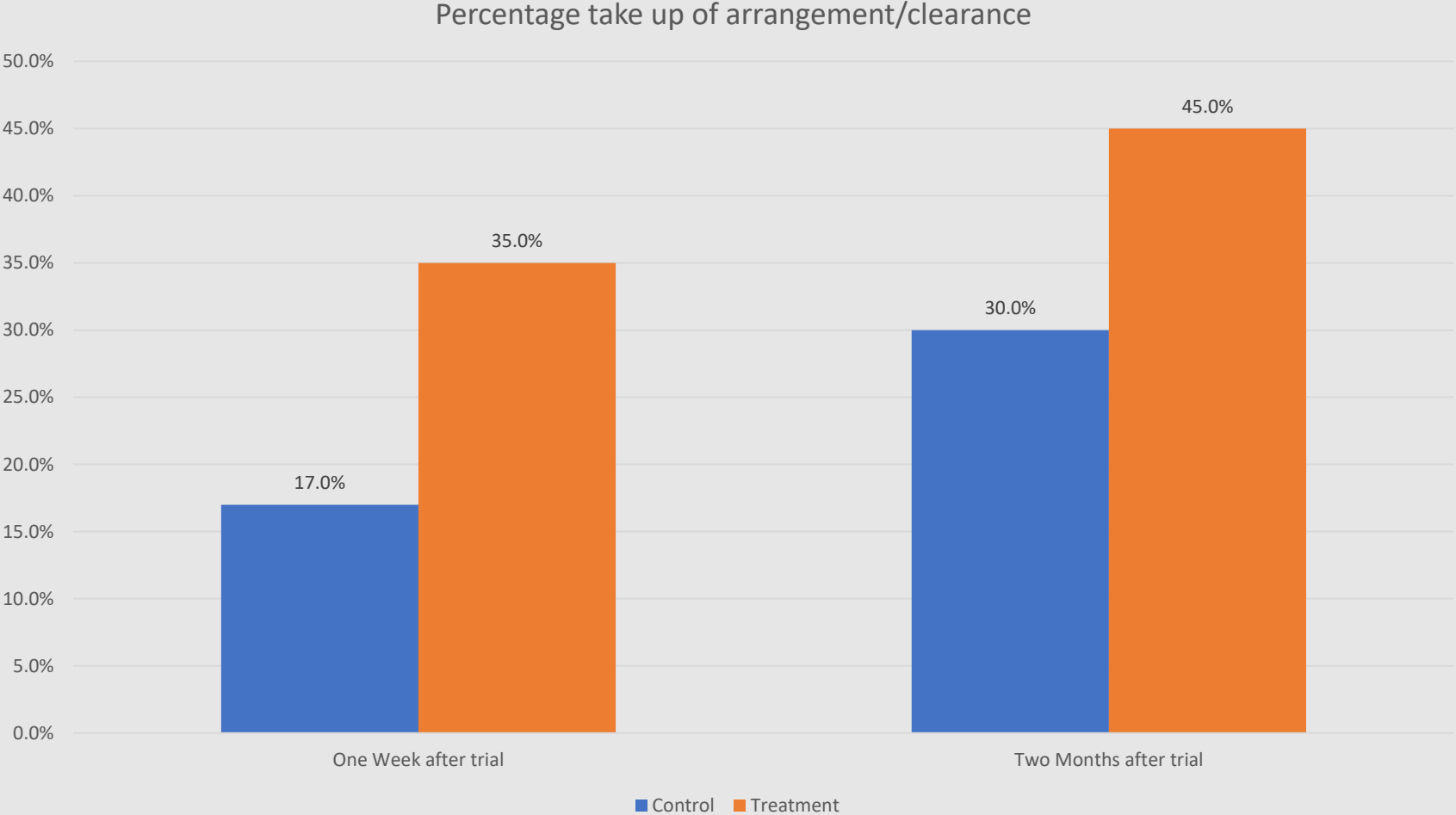
By connecting data across silos, we can get a single view of the resident, family and borough as a whole



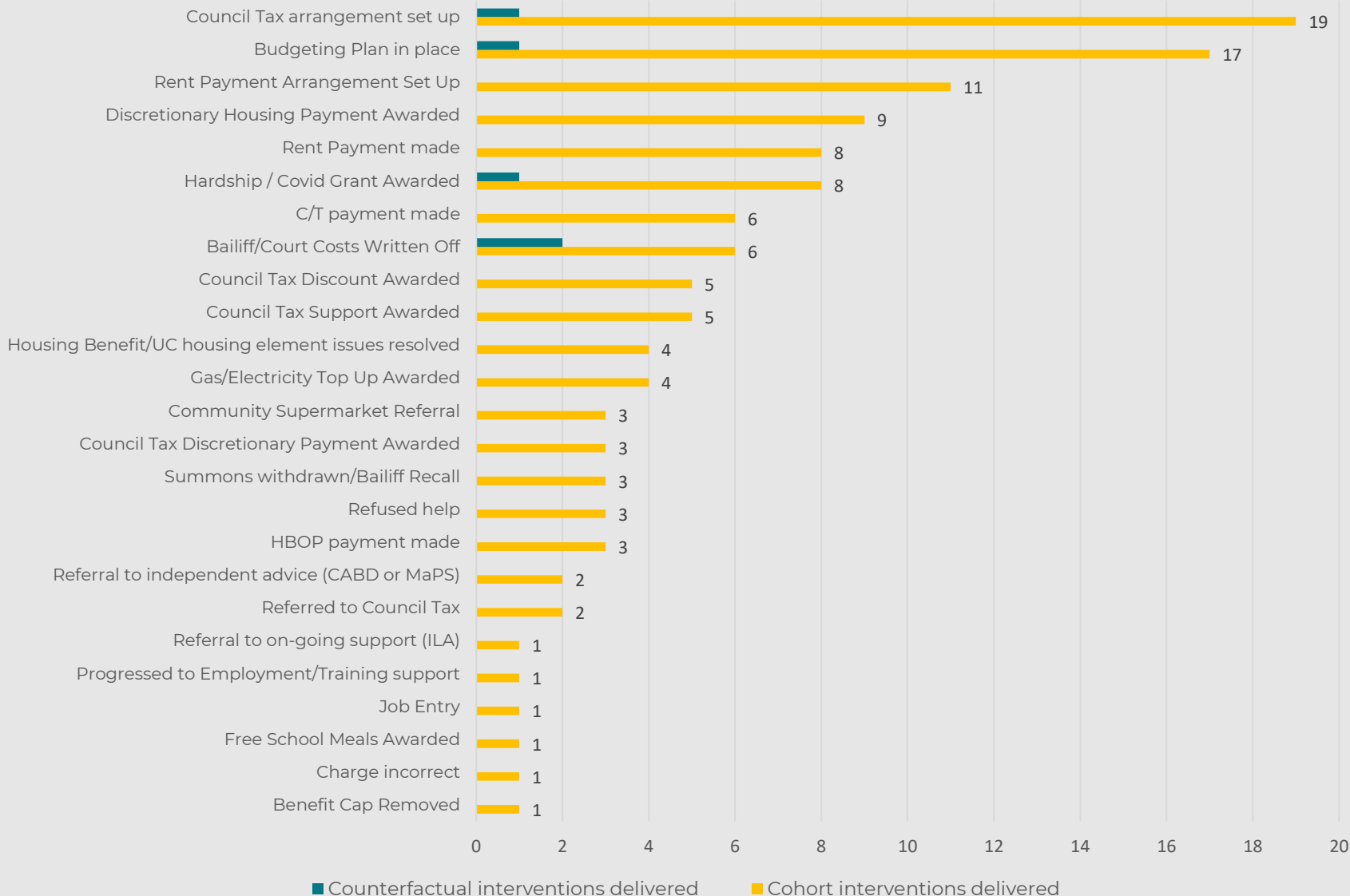
We started with proactive debt outreach because it was an organisational priority, and we had an existing offer



Pilot 1: People we contacted were much more likely to set up a payment plans or clear their debt



Pilot 2: The people we contacted received a wide range of support to get them back on track



Financial Benefits

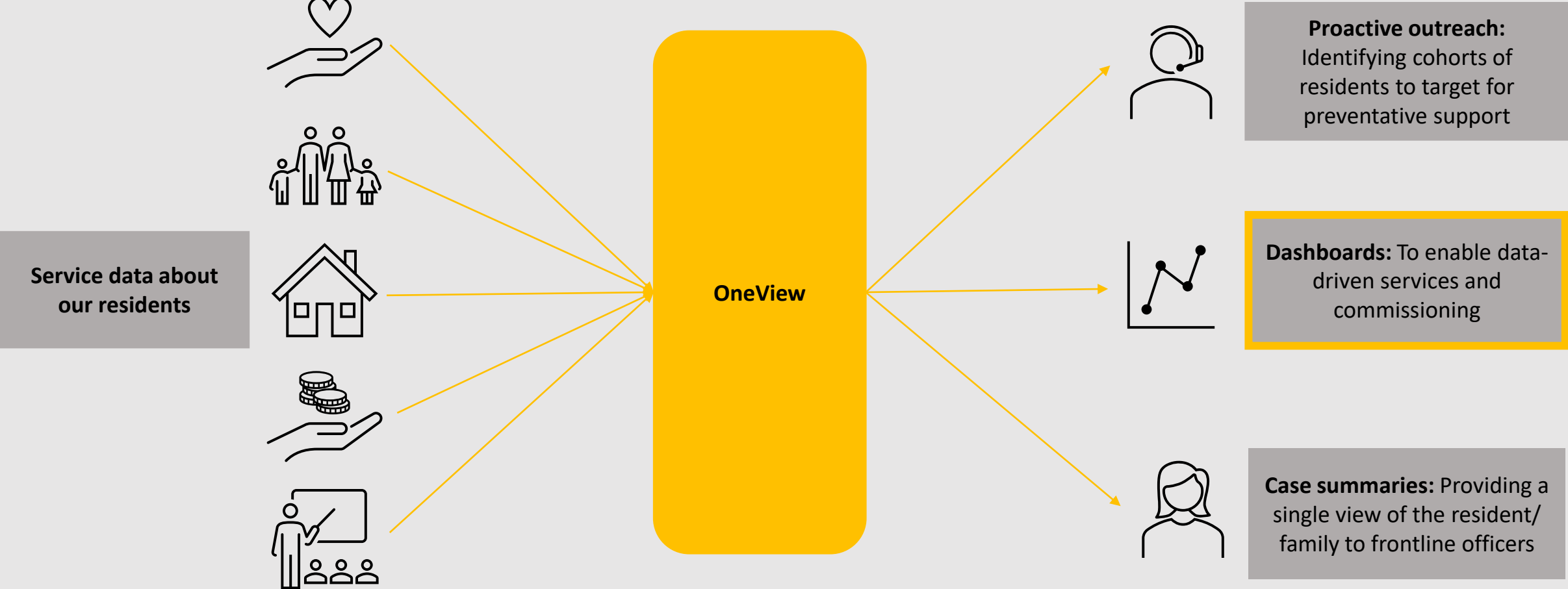
- £400k+ additional income delivered to residents
- £75k additional debt collected over 4 months

Have now building proactive work in business as usual and generating considerable benefits for residents

Debt outreach

- Can pay
 - Can't pay
 - Debt + mental health
-
- Raised over £1m for residents
 - Hundreds of thousands paid back to Council
 - Fewer court appearances and bailiff referrals
 - Getting residents back to financial sustainability

We have used dashboards to meet specific needs



Dashboards: Automation and AI to understand residents and deliver interventions

Supporting Families

We have automated:

- identification of families and
- Identifying outcomes achieved

in the Supporting Families programme.

This has saved of 4.5 FTE per annum

Children in Care

AI can 'read' case notes for a fuller picture of risk

Helps us understand how children are escalating and de-escalating through our system

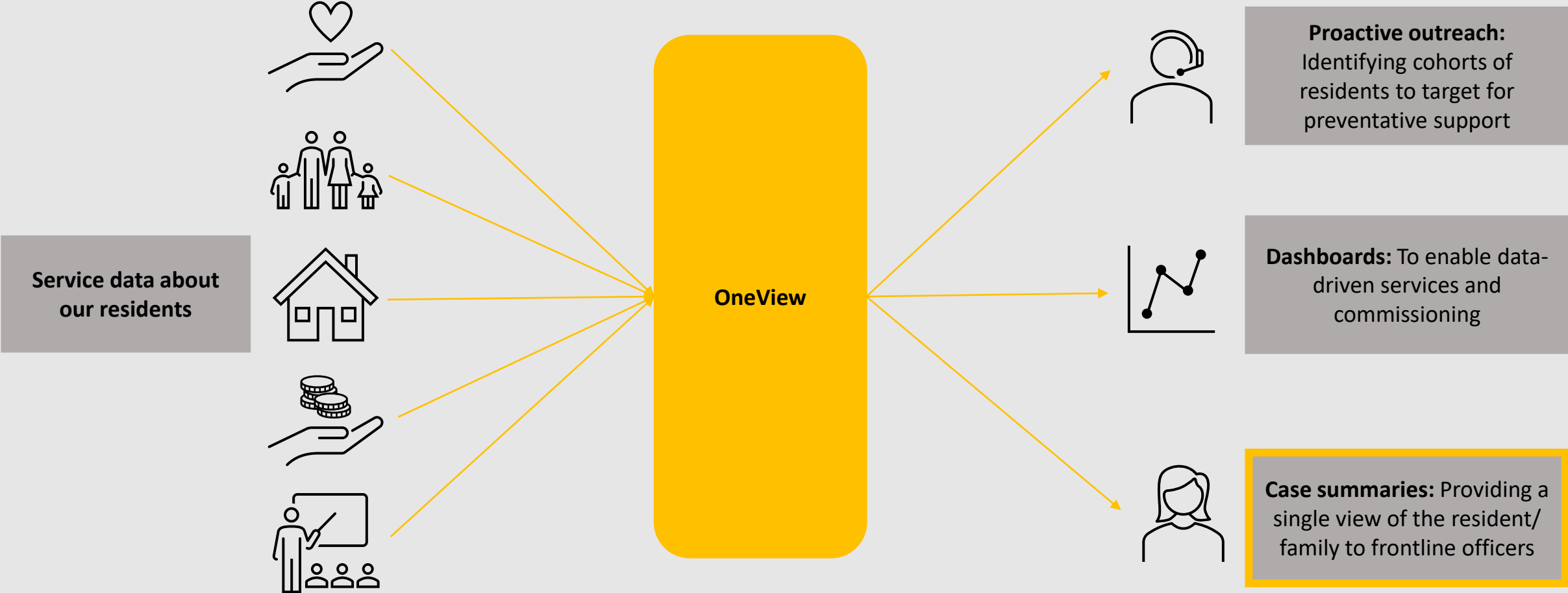
- *How many placements do we need to buy next year?*
- *How are the risks faced by children changing over time?*

Covid

Matched data meant we could identify where vulnerable residents lived 6 weeks before health partners shared data with us

This meant getting support to people more rapidly, enabling them to isolate and ultimately saving lives

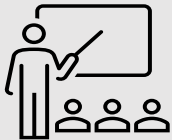
And finally, there was a political drive for frontline officers to have access to wider data



Community hubs staff can now see a broad range of data (with consent) to help residents more holistically



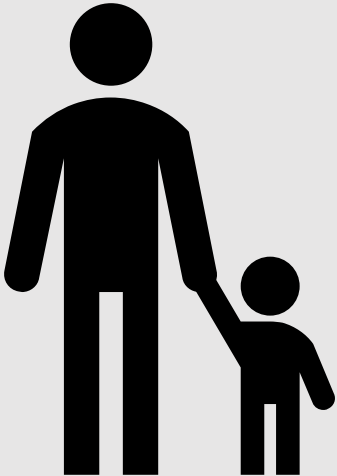
Police and YOS – case status, worker and contact info, crime data for SF module



Education – Current School, attendance and history



Housing – Tenure, status, history and applications



Health – data from assessments, Supporting Families data, SEND and system flags



Debt/Support – Debt summary, support/awards, CTAX and Rent data



Social Care and Early Help – who is allocated, summary data and contact info

There are many teams that can work more effectively if they have quicker access to wider data

Already deployed

- **Community Hubs**
- **Family Navigators**
- MASH
- **Revenues**
- **Benefits**
- **Homes and Money hub**
- **Temporary Accommodation**

Piloting

- Adults case summary pilot
- Environment & Enforcement
- Anti-social behaviour

In build

- Housing Triage
- Education & Inclusion
- JobShop
- NRPF

Scoping

- Children's case summary
- Adult Intake Team
- Homes for Ukraine
- Housing
- Parking
- Landlord services

Teams highlighted in **bold** will also have access to the *Benefits Calculator, Income & Expenditure Tool*

Next steps....

....and lessons learnt

Huge potential benefits of prevention

Homelessness prevention

Falls

There's lots of important ancillary work

Information Governance & Equalities

Ethics

Procurement

Making it a 'thing' your organisation does

Org priorities: find priorities that you can support

Benefits: Show value through a mixture of quick wins and long terms goals

Comms: Need to talk about what you are doing and why it's important

The hard bit: working with teams to implement good tools

Service Design: listening carefully, prototyping, iterating

Stakeholder engagement: showing the opportunity and pushing relentlessly

Organisational development: you are here to help, and you aren't going away

Q&A



Please scan the QR code to
request a copy of the slides