

NEXT GEN **SOCIAL WORK**

The technology is here - how do we catch up?

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NYC Ethical Impact assessment

Ethical Impact Assessment tool in use to prompt and document a proactive and purposeful team conversation around ethics and inform decision making and service design. Informed by research and emerging best practice.

- Focusses not on what AI and emerging technologies **can** do for us, but what it **should** do for us

Human Agency,
Liberty and Dignity

Technical
Robustness and
Safety

Privacy and Data
Governance

Transparency

Diversity, Non-
discrimination and
Fairness

Individual, Societal
and Environmental
Wellbeing

Accountability

Current



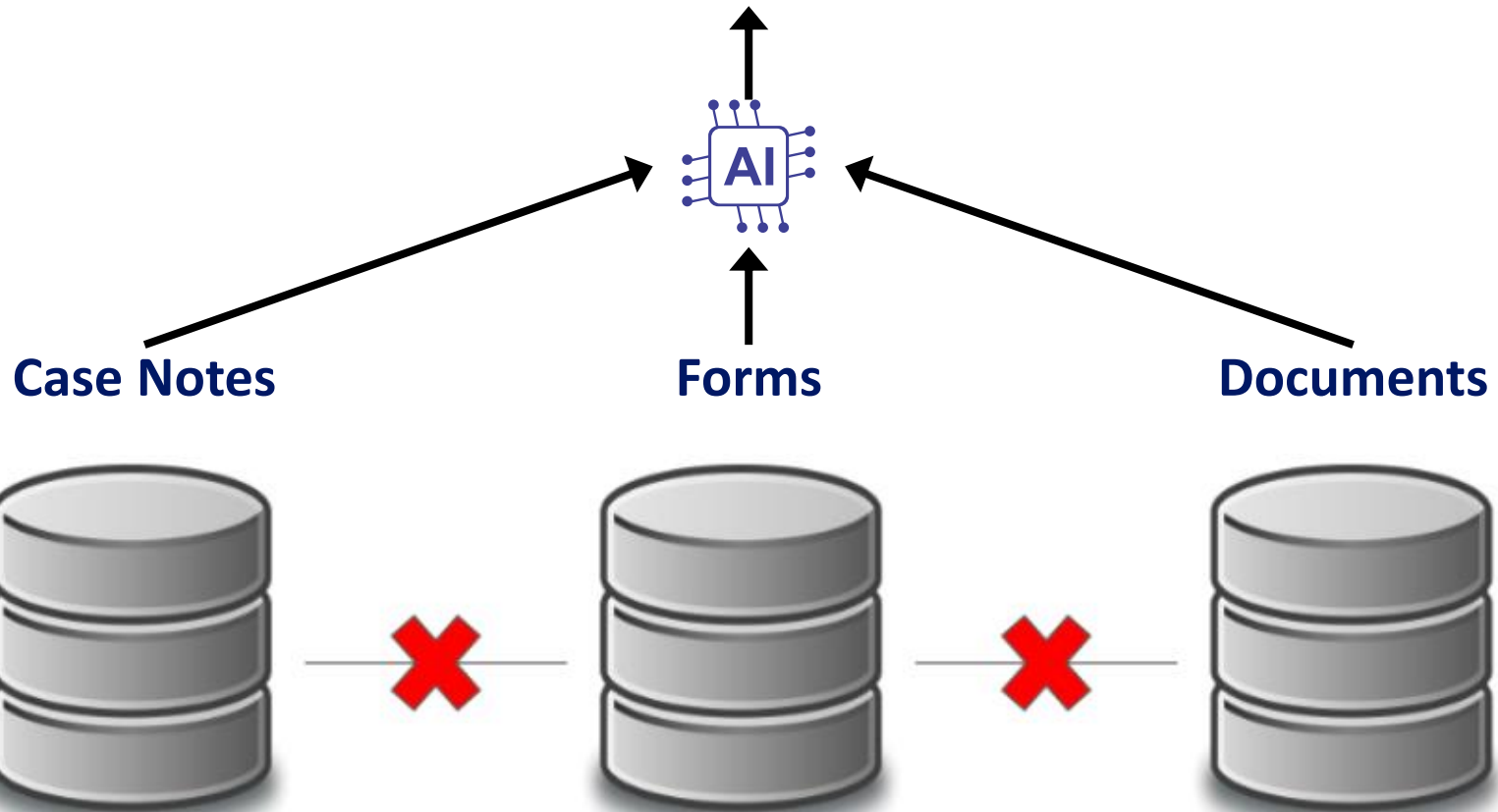
Case Notes

Forms

Documents



Future

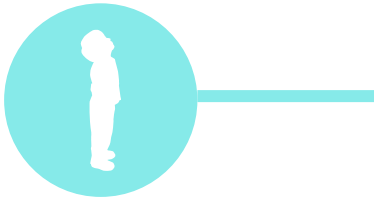


OFFICIAL

It takes a village to raise a child

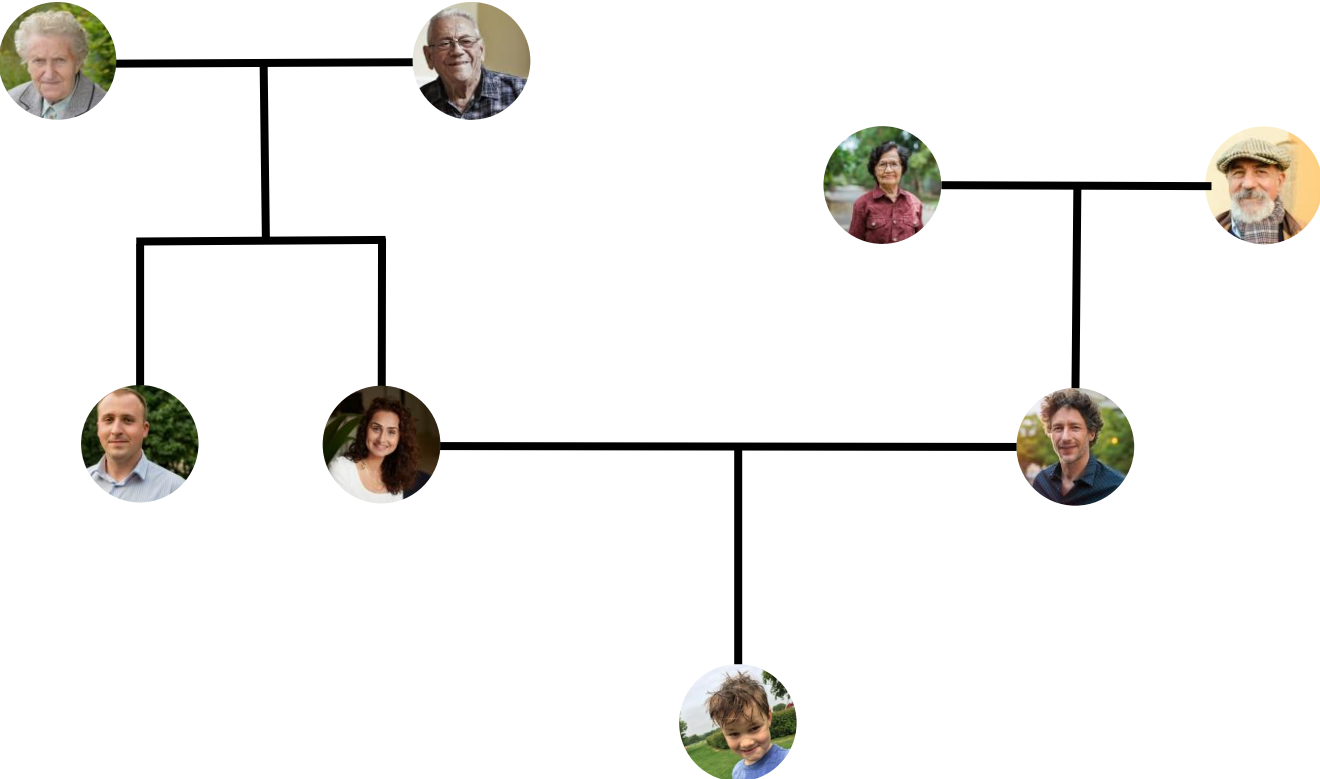


2000



Tom is 6 - he is open to a Social Worker in a safeguarding team and has just been made the subject of a child protection plan

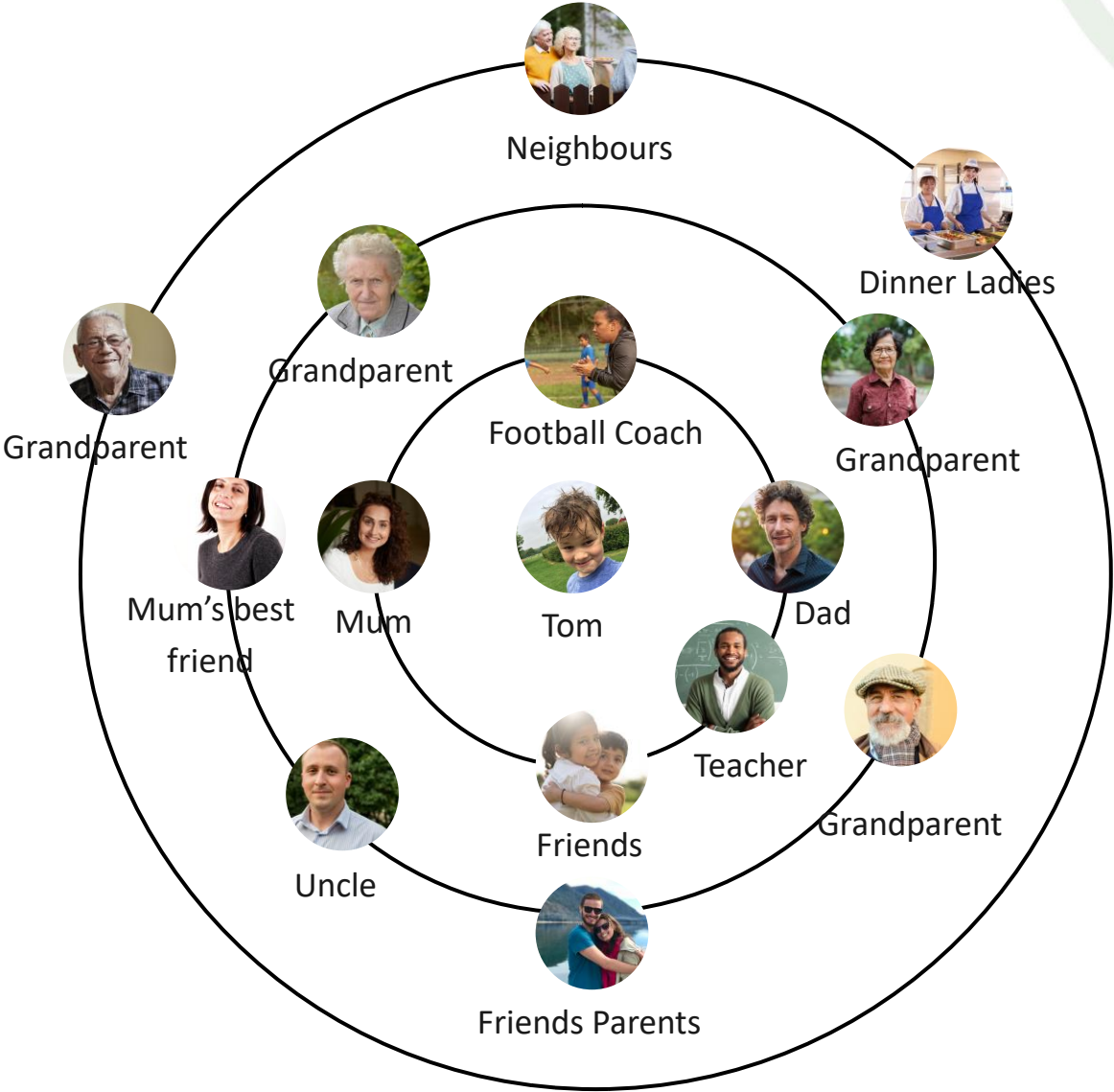
Genograms or Ecomaps



OFFICIAL



Genograms or Ecomaps



2000



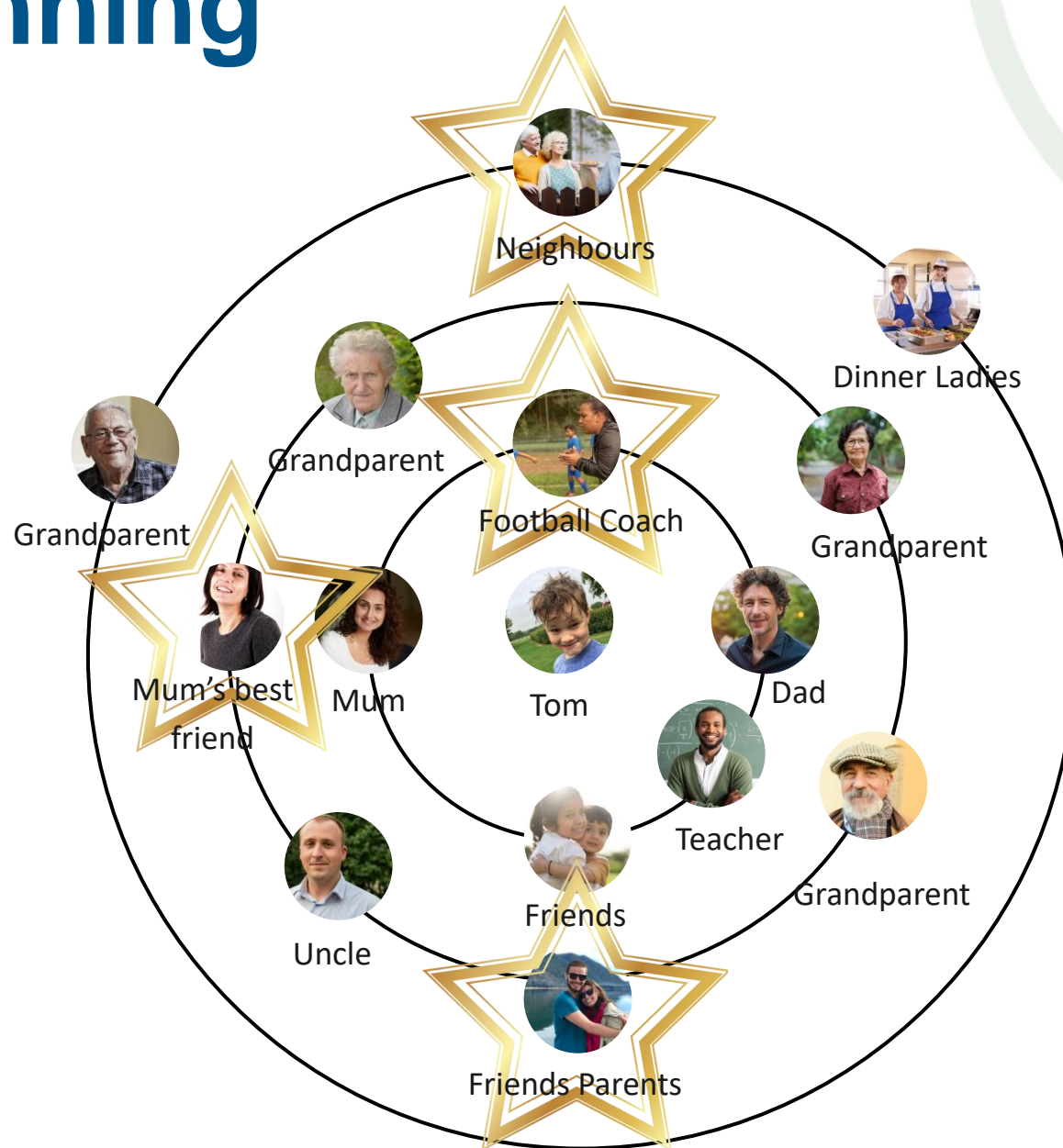
Tom is 6 - he is open to a Social Worker in a safeguarding team and has just been made the subject of a child protection plan

2000 - 2002



Tom's parents continue to drink alcohol and fight. Tom is experiencing neglect.

Safety Planning



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2000



Tom is 6 - he is open to a Social Worker in a safeguarding team and has just been made the subject of a child protection plan

2000 - 2002

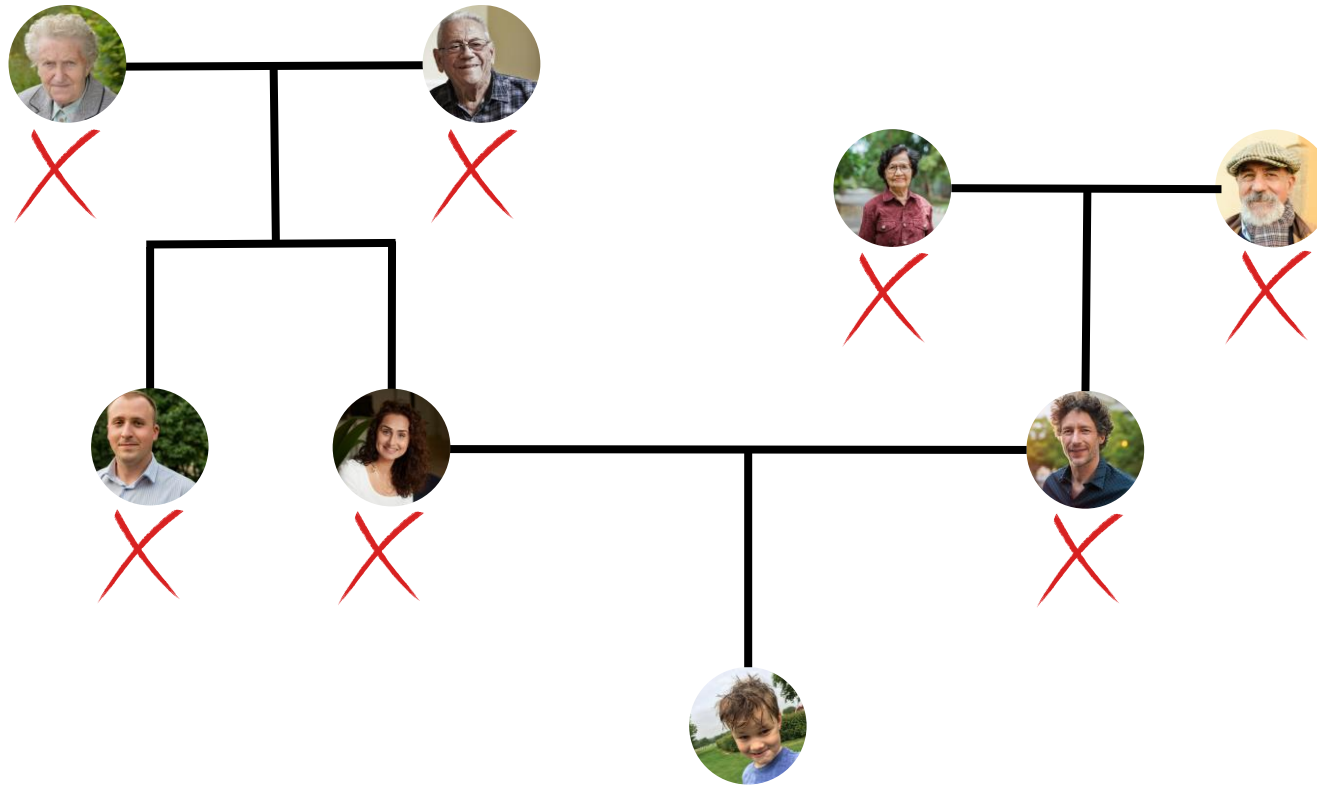


Tom's parents continue to drink alcohol and fight. Tom is experiencing neglect.

2003



The local authority apply to a court and ask for an Interim Care Order. Tom's parents are asked to identify family members who could care for Tom to assess during the proceedings



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2000



Tom is 6 - he is open to a Social Worker in a safeguarding team and has just been made the subject of a child protection plan

2000 - 2002



Tom's parents continue to drink alcohol and fight. Tom is experiencing neglect.

2003



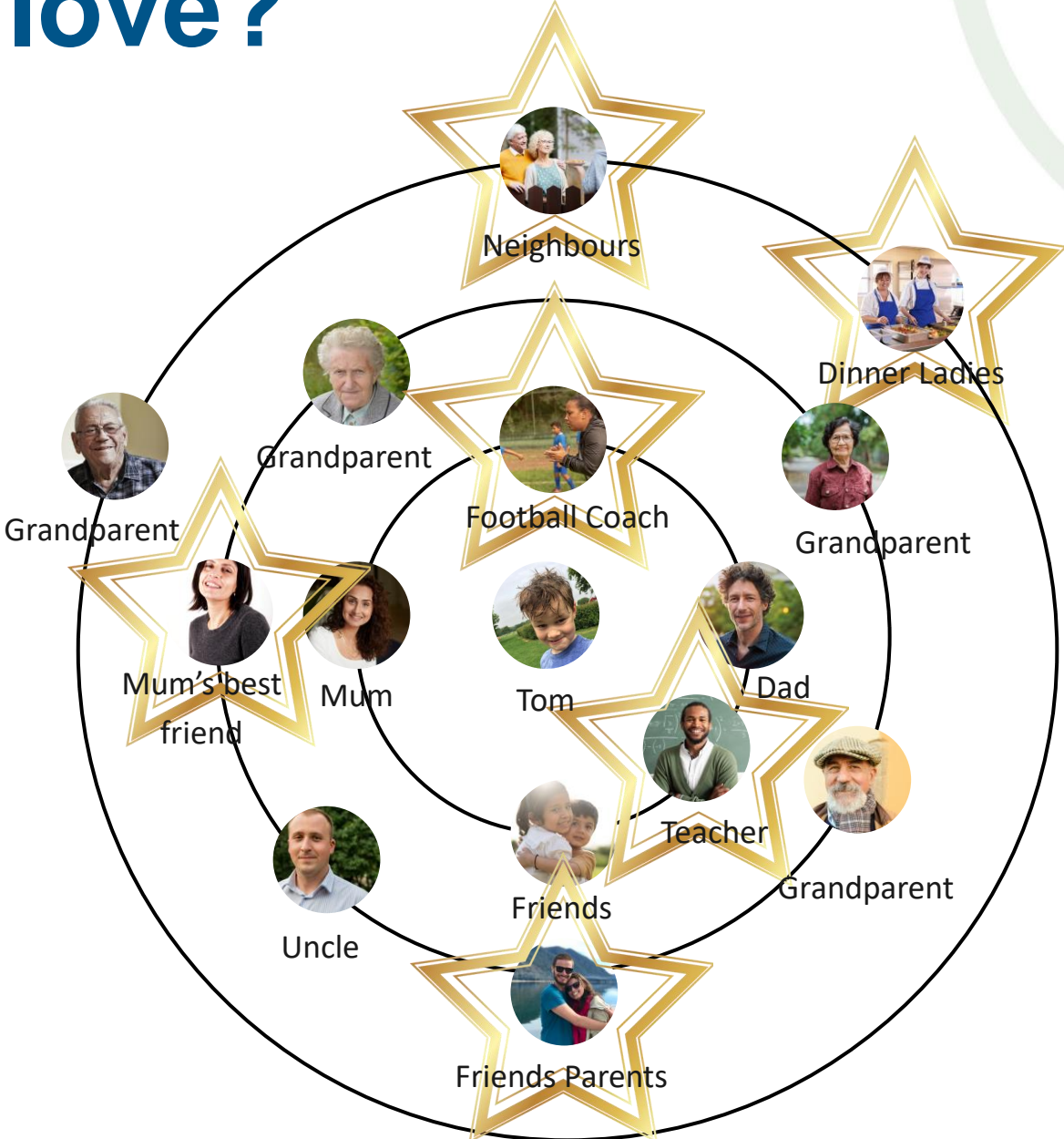
The local authority apply to a court and ask for an Interim Care Order. Tom's parents are asked to identify family members who could care for Tom to assess during the proceedings

2004



The local authority doesn't find any family members who would be suitable to care for Tom and recommend a foster placement

Who could love?



2000



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2004



The local authority doesn't find any family members who would be suitable to care for Tom and recommend a foster placement

2007



Tom moves to live with foster carers that he doesn't know - they live 30 miles away so Tom starts a new school.

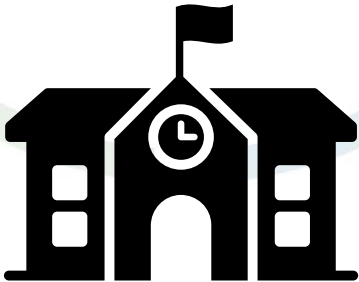
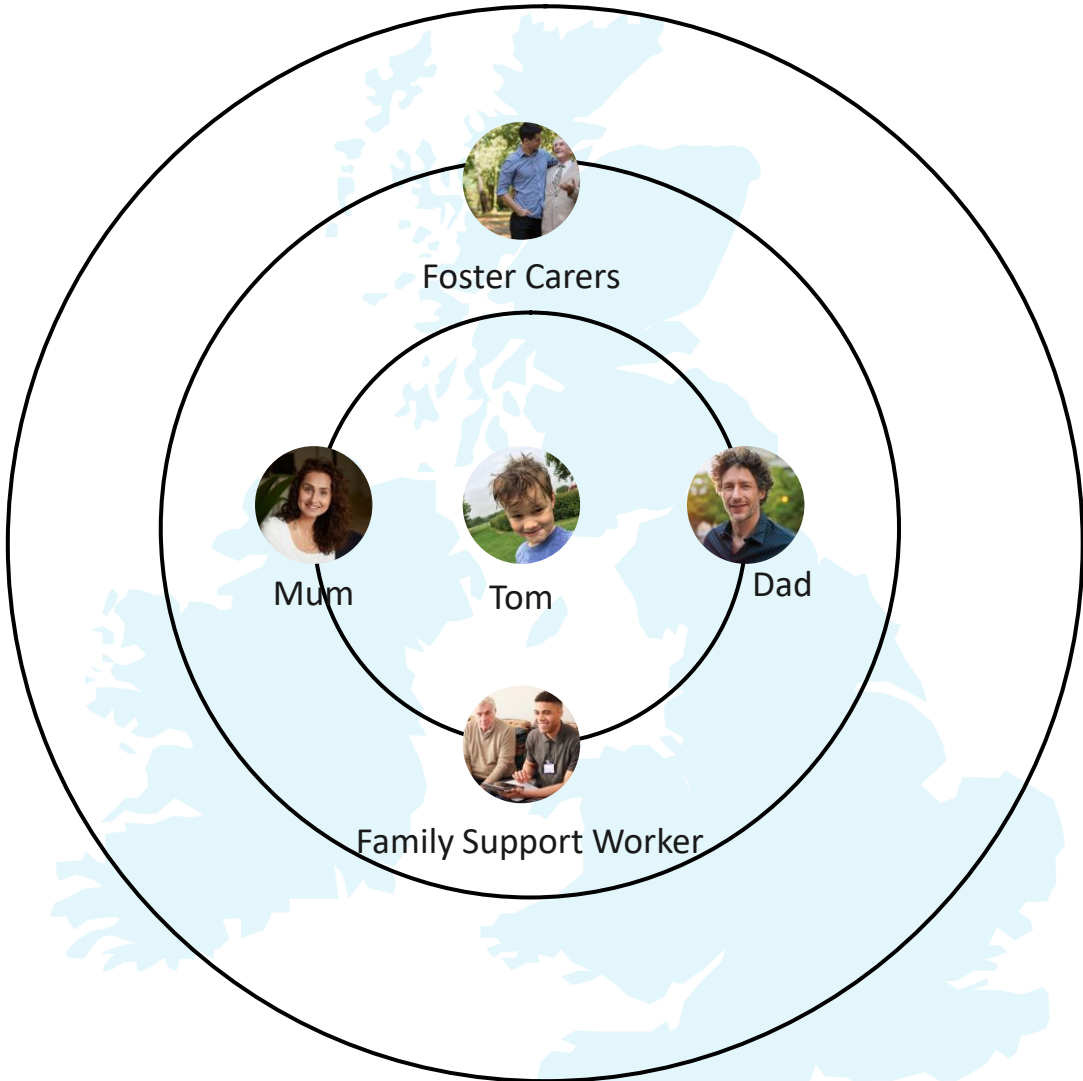
Who could love?



No Football



Can't play with friends



New School



New Town

It takes a village to raise a child

2000



Tom is 6 - he is open to a Social Worker in a safeguarding team and has just been made the subject of a child protection plan

2000 - 2002



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2007



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2009



Tom's "placement" breaks down and he goes into residential care - this is 40 miles away from "home" and 20 miles away from where he lived with his foster carers.



Review
☆☆☆☆

Review
☆☆☆☆

PLAN

PLAN

PLAN

Review
☆☆☆☆

Review
☆☆☆☆

PLAN



Neighbours

Football Coach



Friends

Mum's best friend



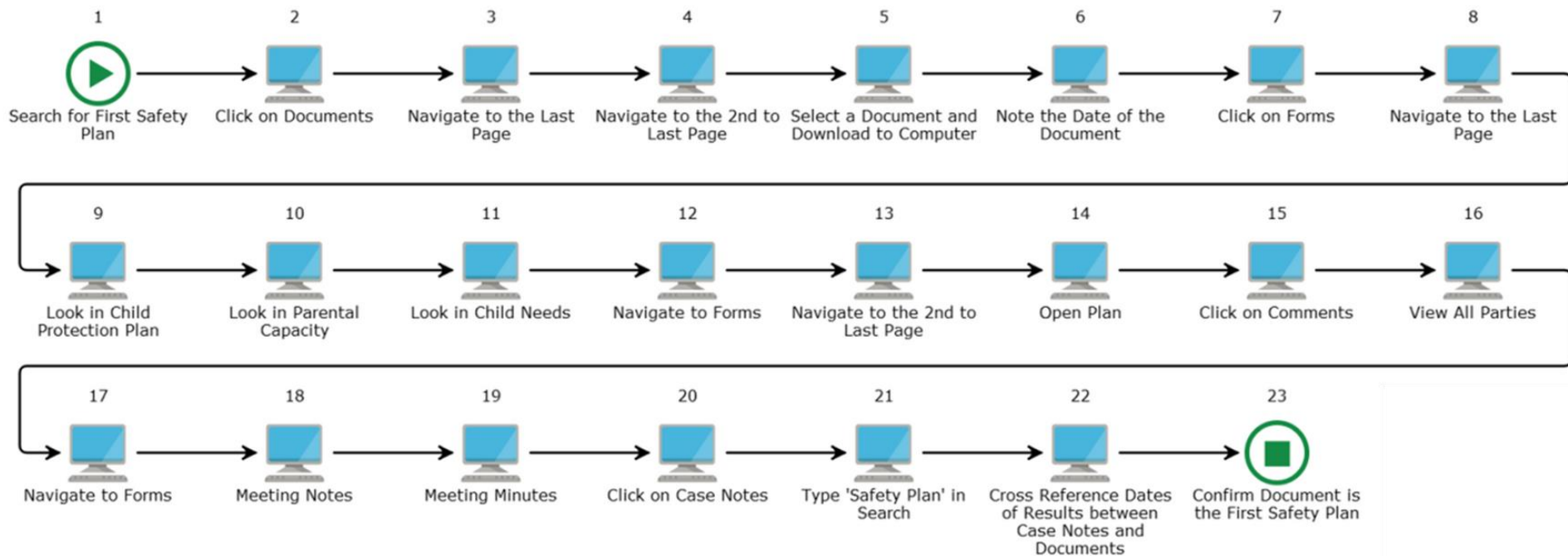
Friends Parents

Dinner Ladies

Teacher

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Replaced by...



Demo

Knowledge Mining



- CYPS > Children's and Families > Knowledge
- DEMO - Reimagining Case ...
- Home
- Child Summary**
- Timeline
- Documents/Notes
- Ecomaps
- Locations
- Data Insight
- Definitions

Child Summary - Confirmed relationships and identified entity types

Child's Name
 LouiseRhiannon Dapper

Child's Name
LouiseRhiannon Dapper

Case Reference
P123789

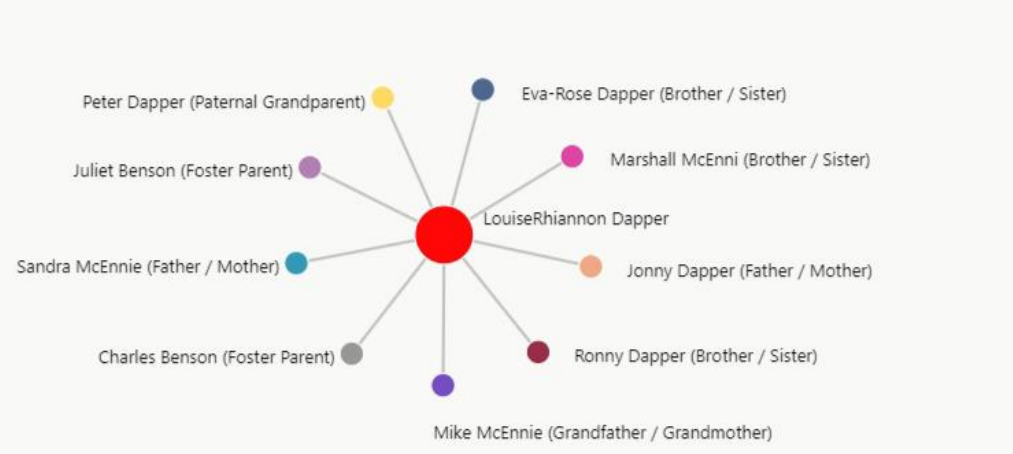
Date of Birth
06 October 2022

Age
1

Gender
F

Confidence Score
 0.80 1.00

Relatives formally entered into LCS



Locations
39FJB7G
4W998T5F
6KCX87X4
79LGFF3W
99J7H824
9W424B5C
A&E
Aberdeen
accomodation
ADM
antenatal clinic

Organisations
\+Choices
101
65 HIGH ST
Absent Parenting
Acomb Medical Practice
ADM
Adoption Social Worker
AlphaBiolabs
alternative carers
AP
Apgar

Contacts
0113 230 2100
01234 123456
01609 110011
01609 111999
01609 123456
01609 333888
01609 444999
01609 535636
01609 666999
01609 780 780
01609 780780

Addresses
Croasdale Square
Elders Street
High Street, Eastfield
80 High Street

Person
A Farmer
A Pilcher
A Render
A Smith
Adam Middleton
Adrian Server
Adrian Walters
Aggrieved
Alesha

Person Types
3rd Respondent
acquaintance
addressee
Admin
Administrator
adopter
adopters
adoptive family
adult

Products
Affray
alcohol
alcohol gel
ambulance
Amphetamine
amphetamines
Android
answerphone
antibiotics
anti-depressants
baby bag

Others
(10.30 - 12.30)
(10:15 - 2:15)
(11/10/22)
(14th November @ 4pm
(2 hours
(21/09/2022
(29th March 2023
(4 days
(4pm
(6 fl oz.



CYPS > Children's and Families > Knowledge

DEMO - Reimagining Case ...

Home

Child Summary

Timeline

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Timeline of contact made and received

Full Name

LouiseRhiannon Dapper

Date

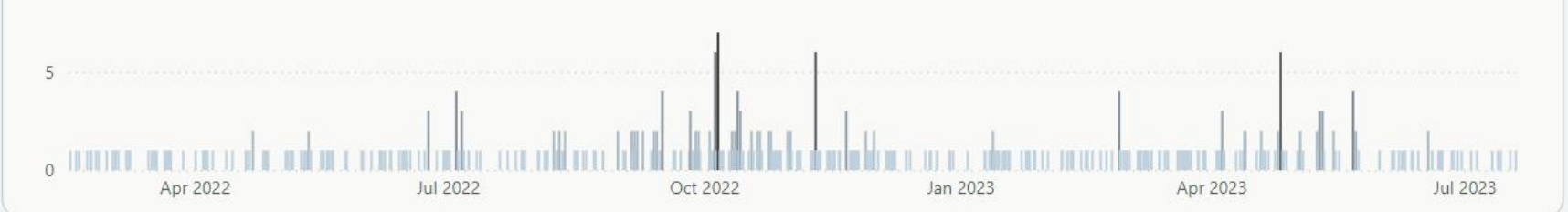
15/02/2022 19/07/2023



casenote document

Count by date

Count of date 1 7



Note description and date

- T/C to Midwifery Team to discuss referral - advised to email Nicola Ba
- T/C to midwife from Low Newton Prison - follow up email sent confir
- Performance and Allocation Note
- T/C HMP Low Newton on video call line and main line Midwife is now
- referral acknowledgement letter to NHS
- Unborn Baby's Safeguarding Discussions
- 5 Day visit completed
- T/C Sandra - Visit arranged for tomorrow.
- *CIN Assessment Visit*
- TCF
- TCT Beyond Housing
- TCT Jonny
- T/C Beyond Housing
- Texts with Sandra
- Emails with Housing
- T/C Sandra
- TCT



Document and Case Note summary

Child's Name

LouiseRhiannon Dapper

Date

15/02/2022 19/07/2023

casenote document

Search
Text Column Notes Column

results returned

569

Date	Text	Type
15/02/2022 10:09:00	<p>*Decision: Family Assessment and Support Team*</p> <p>*Rationale:*</p> <p>MAST and the Midwife is worried that Sandra is pregnant. Sandra states that she has had 3 children who are not in her care. To be pregnant again must be mixed emotions and a worry for Sandra. During screening, LCS records have been read and it would appear that Marshall who is now 6 may have been Sandra's first child and the court decided in 2016 that he would be cared for by adoptive parents. It is not clear who the other 2 children are. There is a reference to a Lottie born in 2016 who may have been open to services but is not on LCS in relationships and can not be found. There is also reference to a possible concealed pregnancy in 2017 but according to the system there was no confirmation. It is likely that the locality team will know more about the family dynamics and history and LCS needs to be updated to reflect this.</p> <p>This baby is due in June. Sandra has confirmed that she continues to be in a relationship with Jonny. She is also spending 2 weeks in prison and it is unclear why but it would appear that this is how the pregnancy has become known. There is a worry that Unborn Baby may be harmed if Sandra was to be hurt by Jonny. There is a worry that previous assessment and courts have suggested that Sandra is not able to meet a babies needs and at present it is not clear if this has changed and what support Sandra, the father and baby may need.</p> <p>Health checks have been sought in order to try and establish if the generic teams are aware of the pregnancy outside of prison and if they are able to share any clarifying information on how many children Sandra has. Health checks confirm that Sandra has three other children who are cared for by adopted parents (Lottie and Ronny not found on LCS/EHM so to be clarified and added by FAST during assessment. Health have confirmed that there is no knowledge of Sandra's pregnancy and therefore there is a worry that this pregnancy has been concealed and medical oversight may not have been sought.</p> <p>When considering the pre birth procedures a pre birth assessment is required.</p>	casenote
17/02/2022 13:08:00	<p>Email sent to 'Natasha.barker5@health.net'</p> <p>Hi Natty,</p> <p>I have just had a chat with one of your colleagues who advised me to contact you via email. I am a Duty Social Worker in Salford and have received your referral for SE currently in Low Newton Prison. We would like to make contact with Mum to discuss the referral and gain consent to complete an assessment. Please may you contact me on Duty number on 01609 111999 to discuss the best way for us to make contact with Mum.</p> <p>Thank you.</p>	casenote
18/02/2022 16:00:00	<p>Hi Natty,</p> <p>Thank you for all your support with this. As agreed during our telephone conversation we look forward to receiving contact details for the Wing/Prison and Family workers to discuss facilitating a visit or video call for Monday/Tuesday next week.</p> <p>I will let our Manager know Sandra is due to be released Thursday next week and we can arrange to see her at her Salford home during the video call on Monday or Tuesday.</p>	casenote

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Ecomaps - Use text filter to highlight desired entity

Full Name
LouiseRhiannon Dapper

Date
13/02/2022 - 19/04/2024

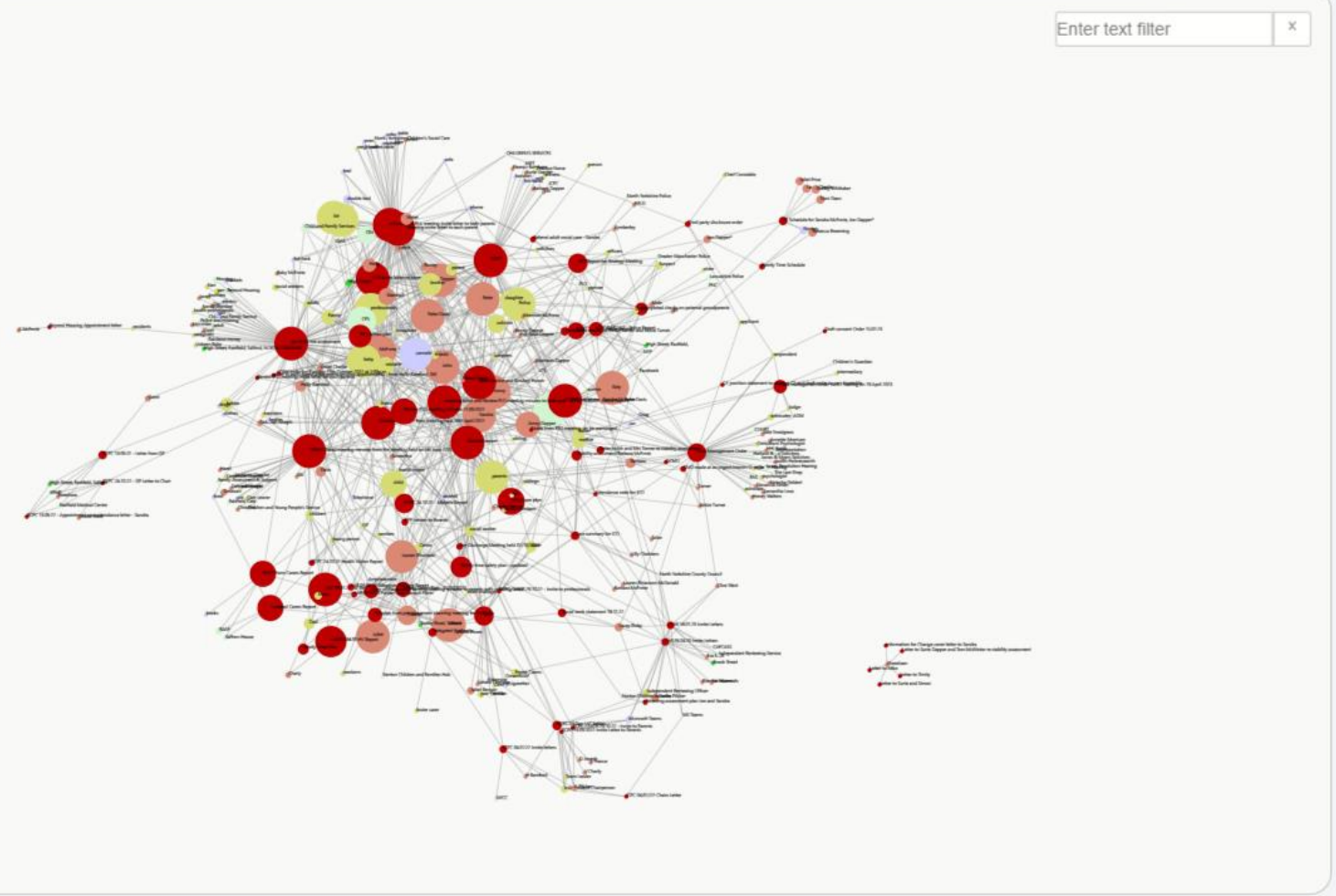
Type
Entity

Role
All

ConfidenceScore
0.80 - 1.00

Node colour key

Source node	Red
Person	Light Red
Person type	Light Green
Address	Green
Location	Light Blue
Product	Light Purple





- Home
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Locations identified within Documents and Case Notes - *Incomplete addresses may return odd locations*

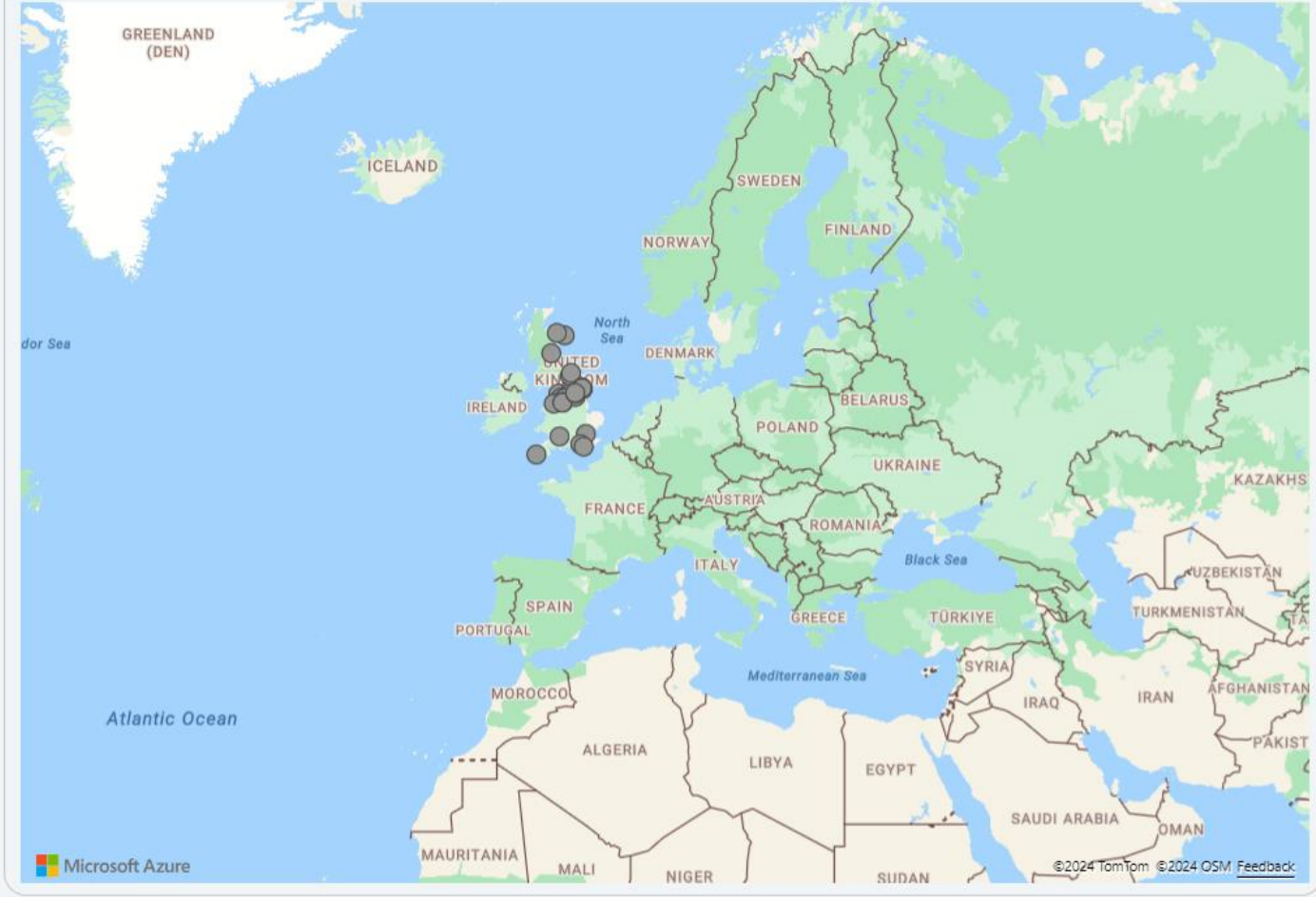
Full Name

LouiseRhiannon Dapper

Addresses

- Croasdale Square
- Elders Street
- High Street, Eastfield
- 80 High Street
- Aberdeen Walk,
- Beyond Housing,
- Blackburn Road, Darwen
- Blossom Street, York
- Brook Street
- Brook Street, Shoreham
- Brunswick Square, London
- Cadenhead Road, Aberdeen
- Chapel Street
- Clifton Road
- County Hall - Northallerton - North Yorks - DL7 8AD
- Craigroyston, Lumsden
- Croasdale Square,
- Elders Street, Salford, YO11 1DZ
- Gladstone Road, Salford
- Grove Street
- Grove Street,
- Halfpenny Lane
- High Street
- High Street, Eastfield
- High Street, Eastfield,
- High Street, Eastfield, Salford

First text by text





Data Insight - Returns counts and hierachy of found entities

Full Name

LouiseRhiannon Dapper

Date

13/02/2022 19/04/2024

casenote document

category

Person

Confidence Score

0.80 1.00

Confidence Group

All

Confidence Group	Person	Total
.80 - .89	398	398
A Render	3	3
Aggrieved	1	1
Baby McEnnie	2	2
C	1	1
C Cloverfield	1	1
C&FSW	1	1
carer	1	1
carers	1	1
Clive West	1	1
Clive West guardian	1	1
Dapper	4	4
Downing	1	1
FC	1	1
First Names	3	3
Foreshaw	9	9
FSW	1	1
Gertrude Guest	1	1
GP	1	1
H Bamford	1	1
Holly Bamford	1	1
J	1	1
Jack Chateau	3	3
Jade	1	1
Jade Wensleydale	1	1
John	20	20
Jon Dapper*	25	25
Jonny Dapper	2	2
JS	1	1
Total	11755	11755

Up to 950% more than when performed manually

In the pilot workshops an activity designed to test and validate ecomaps was conducted. The goal was to compare and demonstrate how many person entities the AI could identify against a manual process. Work was also undertaken to assess the quality and accuracy of the autogenerated ecomaps.

The task involved asking attendees to identify people in a child's network by examining the documents and case notes available in the source system within a time limit of **ten minutes**. This was then compared with the autogenerated ecomaps, that are available instantly.

Team	Number of people listed in manual	Number of entities identified in tool	Number of unique entities*	% increase manual vs. unique entities identified by the tool
Front Door	6	537	63	950
Early Help	10	616	24	140
Adoption	6	537	63	950
Leaving Care**	10	3765	32	220

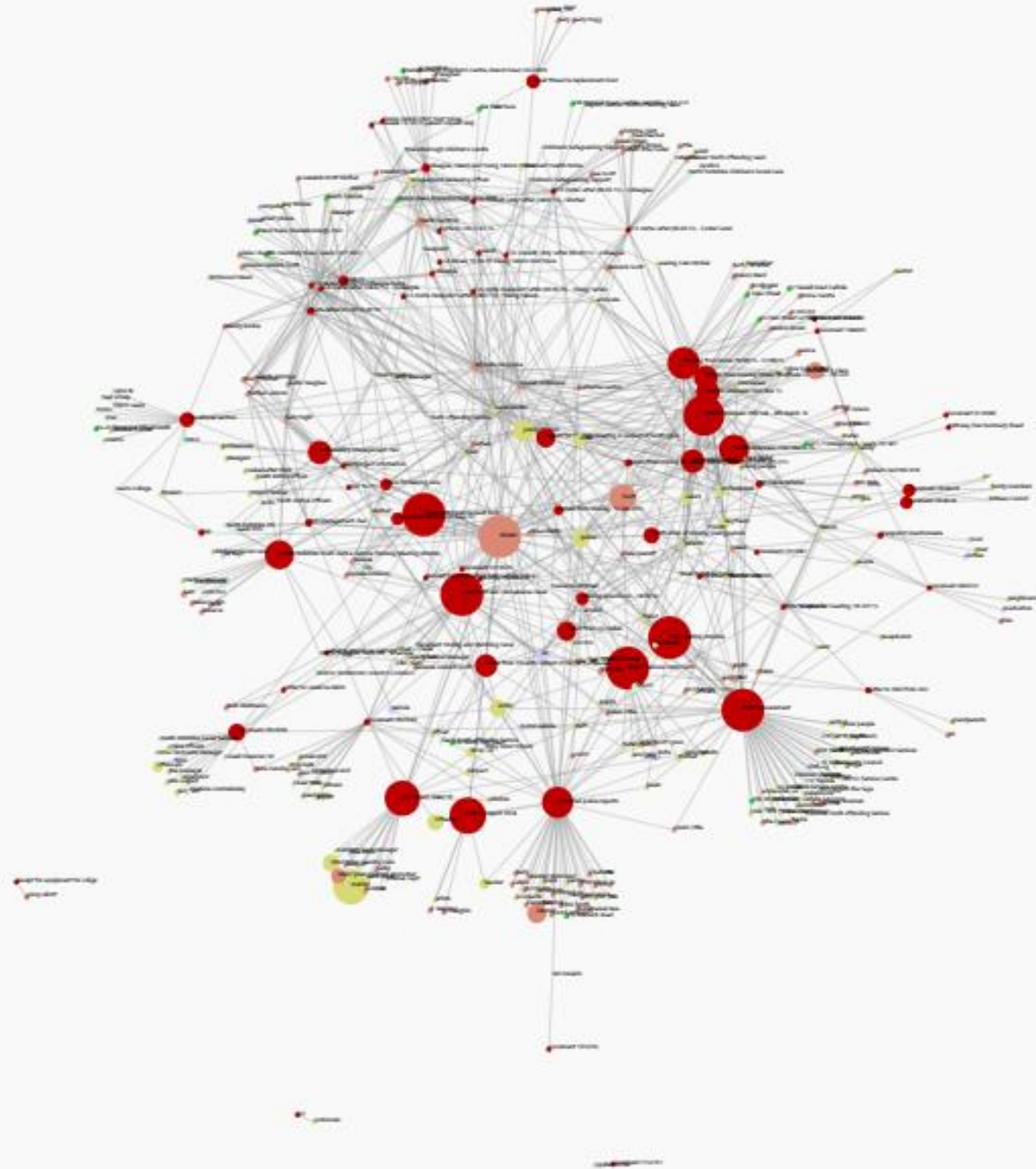
Table 9: Table to compare manual and autogenerated ecomaps

*no data matching

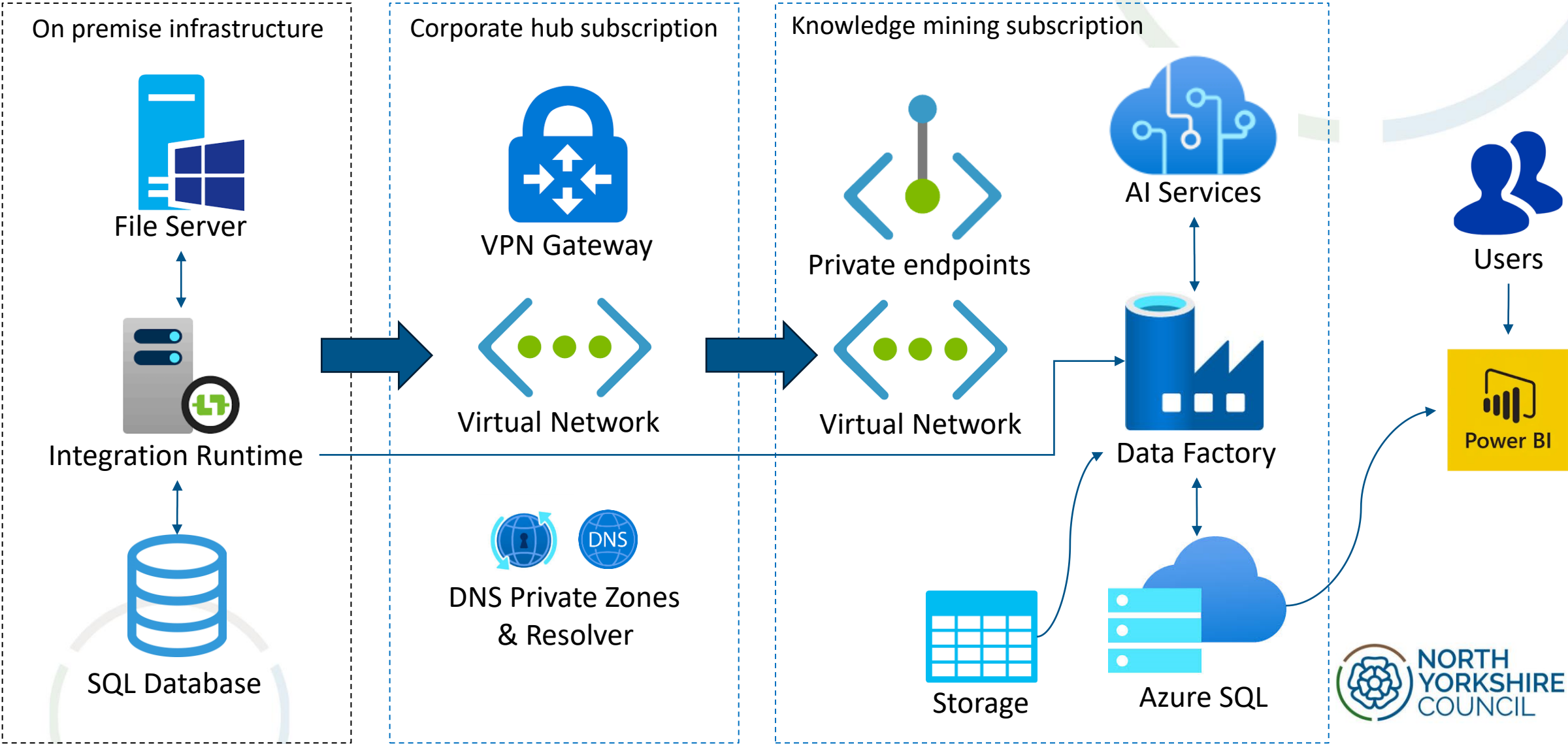
*for this work the confidence score was set to one

**attendee worked with person for 9 years

Task	Time using source system (seconds)	Clicks	Time using the tool (seconds)	Clicks	% Time saved in seconds
Finding a safety plan	180	14	15	5	94%

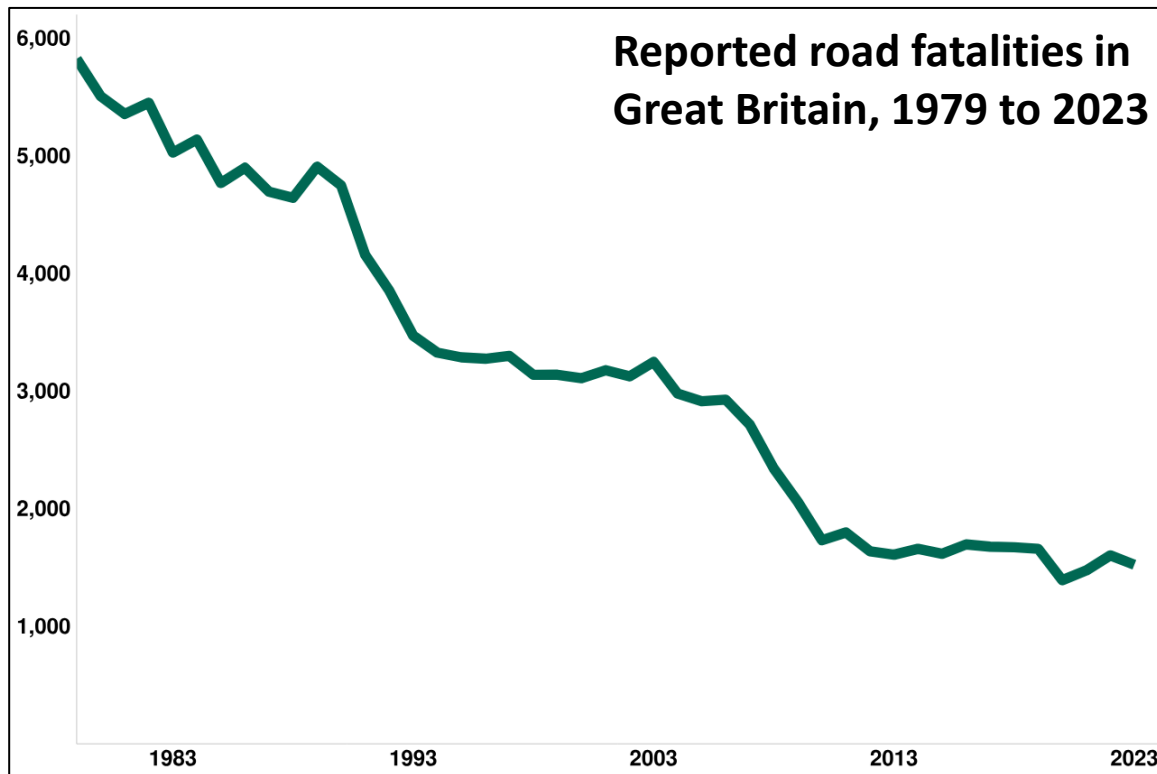


Technical Architecture



What if AI is wrong?

There is no world where AI will be right 100% of the time, because it depends on the information people provide it, and there is no world where people are right 100% of the time!



Cars are not 100% safe, but how many of you travelled here today in a car?

AI isn't right or wrong

It's the colleague that can read in seconds what a human would take hours, days or weeks.



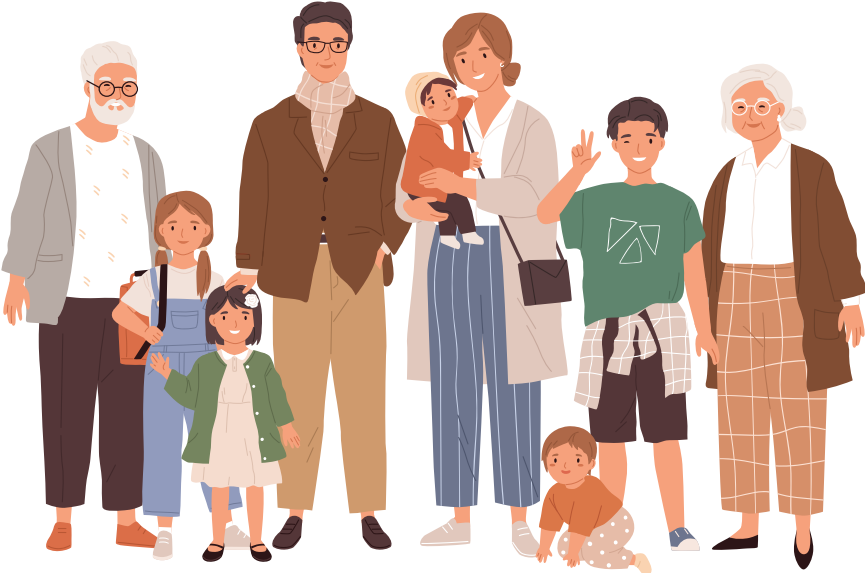
It's not about changing the decision-making process; it's about increasing the transparency of the information to support it.

Future potential

Contextual Safeguarding

Workforce Morale

Recruitment & Retention



Super Single Views - Single Source of Truth

Children's/Adults/Health

Multi Authority Information Sharing



No one system holds the full picture...

