Blackburn - LGA Local Services Open Data Pilot

**Highlights – 6th December 2020**

* eRedbook has had funding removed from it and so Blackburn with Darwen is seeking funding from Lancashire Integrated Care System (ICS - a consortium of Lancashire County Council and the Lancashire Clinical Commissioning Groups).
* Ken is arranging a meeting with Russ McQueen and Laura Hodgkinson (leads in the area of customer contact centre and the council’s digital programme and CRM at Blackburn with Darwen) to try to align the emerging service directory with the council contact centre – Blackburn Direct and the new CRM platform Abavus.
* All three collecting/assurers were trained and freed to use the Placecube Open Place Directory software on 4th, 5th and 17th December. Each initiative has its own champion and is progressing its own data set. These can be merged to a larger services collection via the project’s discovery tools.
* We now have three spreadsheets from Blackburn to migrate (totals 200 services). A fourth one may yet also be achieved in time (1200).
* All parties met for a session to discuss the assurance policy and procedures 13th Jan. Good progress made in principal. Ian to draft up a brief policy document for all to agree.
* Ken Barnsley (Blackburn with Darwen) attended the project pilots’ update meeting on 12th December and is comfortable with progress and next steps.
* The Service Finder has been demonstrated to each initiative and discussed with the development team for improvements. It will be reviewed by frontline workers when data have been migrated which is expected before end of February.
* AZ workshop to review the classification system with personas is arranged for 10th February

**Next steps**

* Migrate and import data in Open Place Directory system
* Assure data in Open Place Directory system
* Make use of the Service Finder application
* Collate collection metrics and work with LGA to deploy in the lessons learned final report.
* Meet with Blackburn direct
* Attend the final pilots’ progress meeting in London on 20th February
* Contribute to report writing

**Risks**

* CVS data being migrated

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| *Planned* |  | **Completed** |  | In progress |  | ***At risk*** |  |

KB=Ken Barnsley; PF=Paul Fleming; GH=Garth Hodgkinson; James Hadleigh; SQ=Sarah Quin; HT=Heather Taylor; PD=Paul Davidson; NG=Nicki Gill; MT=Mike Thacker; SD=Simon Dickinson; IS=Ian Singleton

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| **Outline Pilot Plan** | **Blackburn Council** | **Blackburn CVS, Refresh, Care Network, Community navigators, Blackburn West PCN** |

| **Task** | *Planned*/**Progress** | **Responsible** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **Jan** | **Feb** | **Mar** |
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| 1. Local pilot governance board (½) | * **Director of Digital & Business Change has signed the MOU** * **It has been agreed to scope the project to Blackburn West** * *Plan will be presented to xxx place board who will oversee this project* | KB  KB | **21st** |  |  |  |  |  |  |  |  |  |
| 1. Place discovery exercise (1) | * **Initial interest was gauged and four parties were encouraged to join the project – CVS, Care Network, Community connectors, re:fresh and West PCN. Likely to be a social prescribing project from NHS.** * **Public Health will oversee and Director of Digital will provide advice on software and an open data platform** * **Each party met with Ian to gain a high-level understanding of the project – all four initiatives were happy to consider further details.** * **Heather’s team is taking responsibility for the loneliness project with the PCN** * **Stakeholder map has been developed** | KB  IS  IS | **25th** | **1st**  **5th**  **24th** |  |  |  |  |  |  |  |  |
| 1. Pilot plan creation (2) | * **Outline plan agreed as per LGA document** * **Agreed to use Lancs/Cumbria NHS software licence of Bristol software** | IS/KB  PF/IS |  | **24th** |  |  |  |  |  |  |  |  |
| 1. Develop assurance level and strategy across the place (1) | * **Discussion held with the three potential assurers but agreement not reached.** * **Assurance policy agreed in principle after discussion 7th Jan.** * Document being drafted | KB/IS |  |  |  |  | **7th** |  |  | **7th** |  |  |
| 1. Adoption of LGA service standard by the place (2;PD1) | * **A workshop to consider the schema was held***.* * **A basic spreadsheet has been developed to give people something to use to collect data immediately** * **No schema changes requested as happy to implement placecube software** | IS  IS |  | **23rd** |  |  |  |  |  |  |  |  |
| 1. Adopt LGA service to need model by the place (1;NG2) | * **A workshop to consider the classification model was held** * **Happy to use service-type** * *Review of classification through personas* * Complete mapping of existing data | IS  All  All  All |  | **23rd** |  |  |  |  |  | **7th** | **10th** |  |
| 1. Local services published to national standard (PD2) | * **Consideration was given to each initiative as to migrating existing data. Plans are in place to carry this out in October** * **Migration of Care Network completed** * **eRedbook and Community connectors now in for conversion** * Awaiting CVS | IS  PD |  |  |  |  |  |  |  | **7th** |  |  |
| 1. Assurance model described, implemented, tested (1) | * **A workshop to consider a potential assurance process was held** * **Assurance model agreed to be based on approved assurers overseeing defined service-types –** Changed minds! * **Allocation of service-types carried out** * *Awaiting step 4* | IS |  | **23rd** |  |  |  |  |  |  |  |  |
| 1. Collection and maintenance model described & tested (1) | * **A workshop to consider a potential collection process was held** * **The collection process will be based on the Bristol model using the Placecube software.** * **Care Network, CVS, NHS redbook and Community connector/link workers identified to collect** * **Placecube software instance delivered** * **Onboarding and training completed** | IS |  | **23rd** |  |  |  | **13th** | **4th, 5th, 17th** |  |  |  |
| 1. Loneliness - Exercise and trial of data discovery and consumption (1) | * *Loneliness project personas to be considered as part of workshop 10th Feb* | IS |  |  |  |  |  |  |  | **7th** | **10th** |  |
| 1. Other initiatives - Wider rollout by place and involvement of data consumers (1) | * **Understanding of Care network, CVS, Community connectors use of data confirmed. Tested at persona workshop** * *Meet Blackburn direct to engage with council contact centre and website* | IS/All |  |  |  |  |  | **13th** |  | **7th** | **?** |  |
| 1. Pilot data collection (2;PD2) | * **Spreadsheet used** * **Care network and community connectors now using Placecube OPD** * *eRedbook data to use Placecube* |  |  |  |  |  |  |  |  |  |  |  |
| 1. Pilot data consumption (2) | * Dependent on investigations in task 7 * *Working with Sitekit, Service finder, eRedbook,* , *council website and contact centre* |  |  |  |  |  |  |  |  |  |  |  |
| 1. Collect and analyse data delivery metrics and costs (1) | * **Happy to comply with recommendations from LGA** * **Met with Helen to compile progress and stories** * *Collection metrics from each collector/assurer* |  |  |  |  |  |  |  |  |  |  |  |
| 1. Develop case study/lessons learned contributions (1) | * *Meet with LGA and other pilots* |  |  |  |  |  | **3rd** |  | **12th** |  | **20th** |  |
| **Task** | **Progress** | **Responsible** |  | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **Jan** | **Feb** | **Mar** |