

Potential savings in Phase 2 of the One View programme

A best-in-class predictive analytics platform such as One View offers wide ranging benefits for the Council and to residents. For example, our rapid covid response relied on One View to identify people who were vulnerable weeks before we received the vulnerability lists from the NHS. This meant that we could rapidly reach 8,000 vulnerable residents and support them far more quickly during the pandemic.

As we scale up the use of One View, more and more residents will benefit. More residents will get a holistic service because Council officers have a single view of their situation, we will contact more residents proactively to offer them tailored advice and support, and a lot of Council officer time will be saved by having data in one place rather than needing to access it in different places or ask other officers to provide it. Many of these benefits are hard to quantify, especially when the specific projects as part of Phase 2 are still being developed.

However, we do want to provide a sense of the scale of savings related to this programme. Working with commissioners and services we have conservatively estimated the following savings/costs avoided/income from Phase 2 of the programme:

1. Having the required data infrastructure to identify and claim payments as part of the DLUHC Supporting Families programme (worth £1.5m p.a.). The Supporting Families Programme reporting requirements have significantly increased in complexity and there is now a greater range of data sets required. One View is the ideal tool to deliver this and DLUHC have been complimentary about the system.
2. One View will play a critical role in the Adults Social Care Digital Transformation. It will underpin our approach to delivering care technology to those that need it most, to understanding the needs of our residents and using this to predict future need, and as a way of using data keep people as independent as possible for as long as possible. Delivering care technology more cheaply and delaying escalation in the ASC system is estimated to save at least £100k per annum from 24/25. It should be noted that this is on top of the savings outlined as part of the ASC Digital Transformation business case.
3. We are developing a model to understand how children move through our social care system. Once up and running this tool will support commissioning in a range of ways. One critical area is taking a strategic view of current placements and using that to understand what sort of placements we will need in the future, as part of our Sufficiency Strategy. This work will ensure we have suitable placements available for children and reduce the need for expensive spot purchased places. Improving placements and supporting de-escalation for Looked After Children is estimated to save at least £100k per annum from next year.
4. We have piloted proactive outreach for people in debt and found that this increases benefits for residents, increased debt repayments to the council, and reduces the need for enforcement. As we scale up this approach, we estimate we will generate an additional £500k per annum in benefits for residents and an additional £500k debt repayed to the Council per annum.

The above doesn't get into many of the areas we are planning to work in such as Family Hubs or Temporary Accommodation where there will be considerable time savings for officers as well as a far better service for residents. But they give a sense of the considerable savings and benefits to residents that are possible.