Case Study 5

Reading Borough Council
Digital Service Pathway Modelling







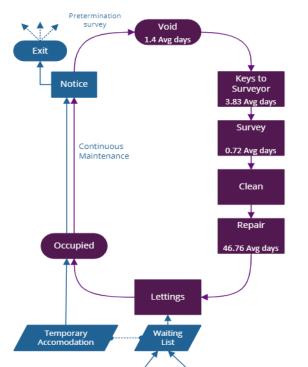
Reading Borough Council – Digital Service Pathway Modelling

Reading Borough Council funds a number of different services to provide accommodation and support to people who are found sleeping rough in the area. The Council was keen to find out more about the people who find themselves in this situation and to understand how effective current services are in providing the support to enable individuals to rebuild their lives and move on into independent accommodation.

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Our collaborative work achieved the following outcomes:

- A 'pipelined' dynamic Power BI auto-updating model for mapping individuals through homelessness services.
- Established a clear view on the key incidences or attributes that lead to an individual sleeping rough, from the data held in the Omhs database and equipped the team in replicating this. Whilst also anticipating the introduction of a new system so that the configuration still worked.
- Gave comment, initiated debates and made suggestions for process improvements including the establishment of a framework of KPI's.
- Developed an innovative Digital Service Pathway Mapping tool and other in systems tools to monitor, achieve better data quality and visualise the whole entire business process, whilst visualising client attributes.
- By using a social return on investment approach we provided an understanding of how
 effective current provision is in achieving positive outcomes for individuals and identified
 savings opportunity of c£1.6m



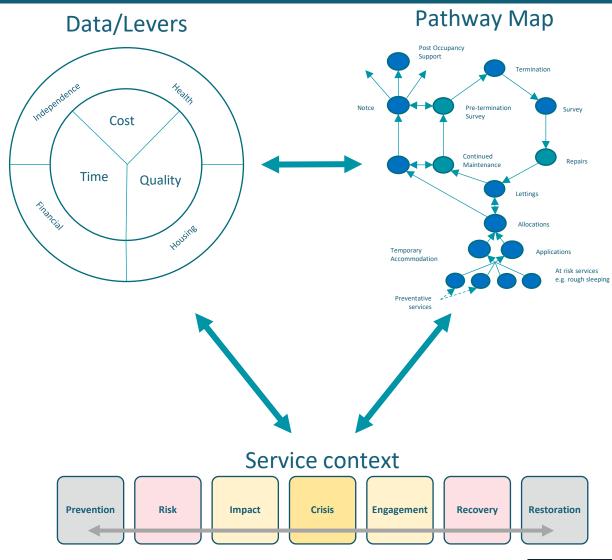




Digital Pathway Modelling - Overview

The Digital Service Pathway Mapping concept we have developed takes a **set of processes that are interlinked, applies data analytics and supply chain network modelling expertise to them**, to create visibility of service areas and wider ecosystems; better understand process flows; bottlenecks; gaps and make recommendations for improvement and build tools for continuous monitoring and scenario planning.

We believe that mapping the services, organisations involved and overlaying data such as demand, throughput, service capacity, costs, funding body, RACI, amongst other available data sources, both from a functional and digital point of view will deliver holistic visibility and an accessible and explorable way of understanding service pathways identifying and prioritising areas for improvement leading to significant money saving and the ability to do more, with less





^{*}Although we have focussed initially on Housing and Homelessness, this concept can be applied in myriad Public Sector Environments, with single service visibility (eg Rough Sleeping) expanding to linked areas, (eg Adult Social Care) to create whole ecosystem visibility to aid joint commissioning decisions.

Benefits

A model of the service pathways will deliver:



A strategic overview of the service to identify performance, gaps and efficiency in service delivery



Performance measurements across entire service provision and specific pathways



Understanding for service providers of their role within the provision and collaborations within their areas of provision



Recommendations to service users of which services are right for them and how to access those services



Recommendations to service providers and funding bodies of how to improve service pathways and improve outcomes

Visualising the service flows enables better decision making on:

- Ways to use resources more efficiently and 'deliver more, with less'
- Developing more preventative or early-stage services to enable shorter pathway journeys and better outcome success
- Collaborate and interact to produce better service provision (this needs translating for me as I don't understand it)
- Targetting services (better/more accurately/more quickly) to those who need it most
- Redesigning service pathways to make them better value for money and more successful for users

