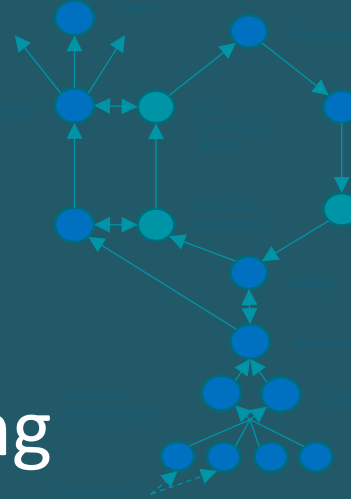
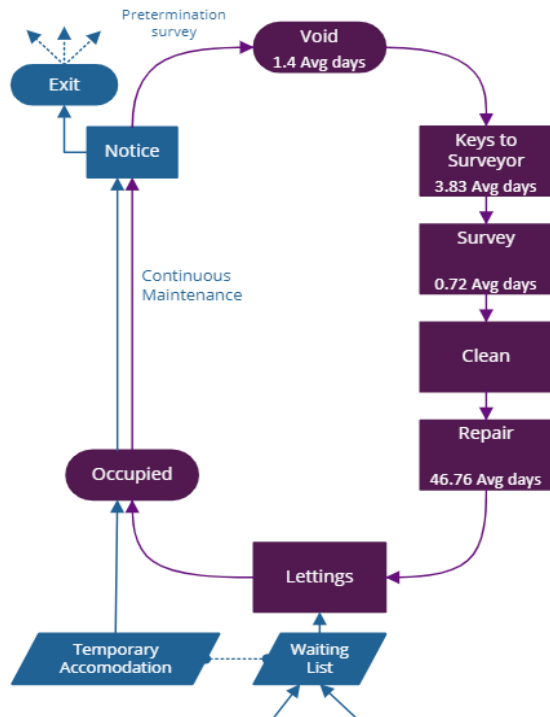


## Case Study 5

# Reading Borough Council Digital Service Pathway Modelling



Our collaborative work achieved the following outcomes:



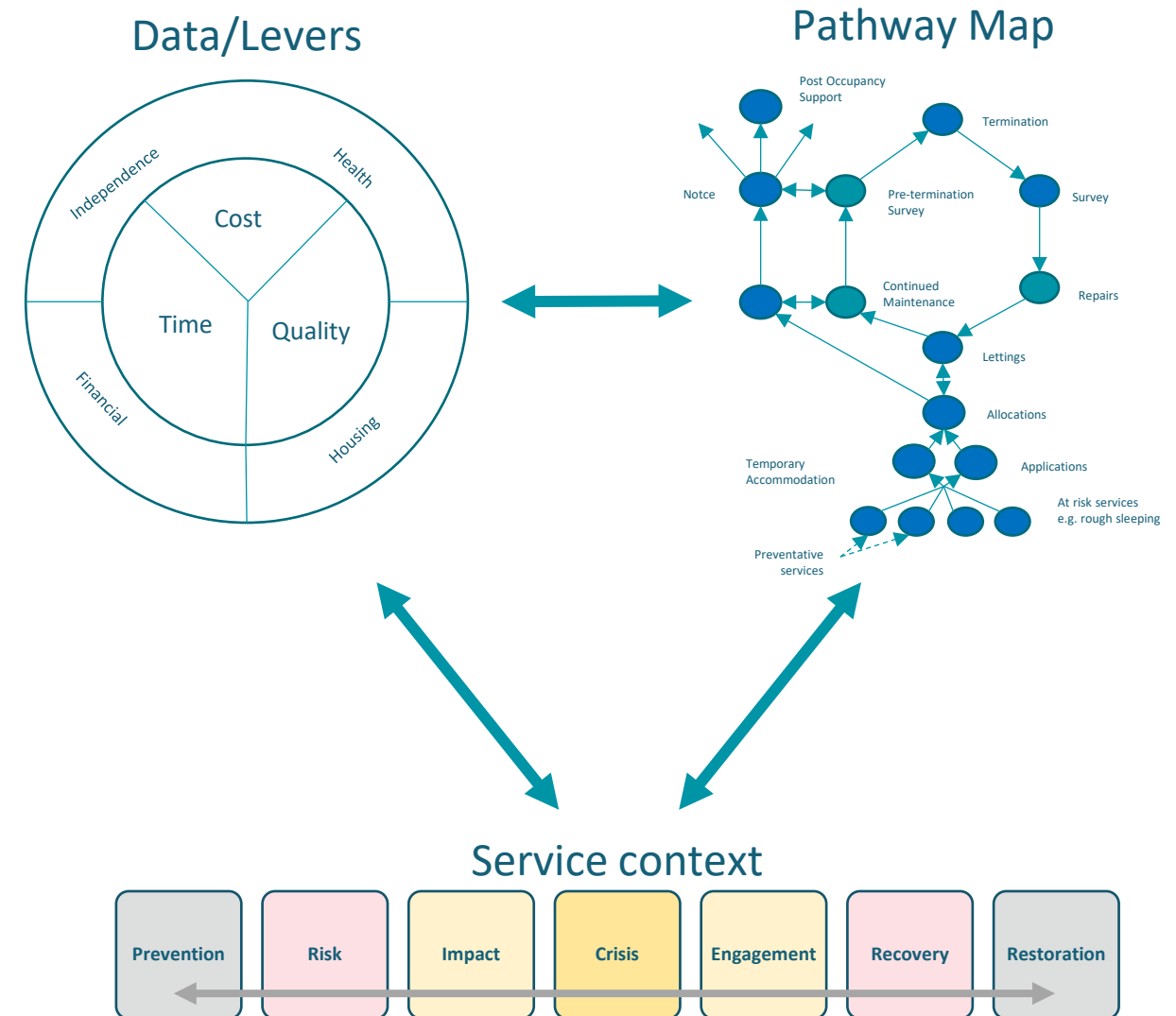
- 
- Reading**  
Borough Council  
Working better with you

# 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.



## 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