

<b>Title</b>	'Single View' across Wiltshire
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<b>Type</b>	Case Study
<b>Status</b>	Final Revision 3a



## Change Control

Revision	Date	By	Note
1	03/03/2017	Paul Davidson, iStandUK	Following sessions with Kevin Marshal, Wiltshire Council
2	06/03/2017	Kevin Marshal, Wiltshire Council	Additional Content from Wiltshire.
3	09/03/2017	Paul Davidson	Finalise for publication
3a	17/03/2017	Paul Davidson	Correct typing error.

## Sharing information across Wiltshire

### Business Problem and Context

IT systems across the public service organisations collect huge amounts of data about their customers and their use of services every day. However, this data is stored in different databases on different networks and in varied formats making it difficult to share information, gain insight or get a holistic view either as individual organisations or as a partnership.

A restricted view of an individual through disparate systems can result in decisions being made on partial information that results in poor performance and higher costs. Therefore, it is difficult to fully understand issues that might arise and plan timely interventions and it is not possible to measure the overall efficacy of initiatives, or adapt to improve performance.

### Business Opportunity

In 2015, Wiltshire Council looked at this requirement and developed a business case to assess the potential benefits of information sharing across public service organisations across Wiltshire. Through the Better Care plan, the Council and eight partners implemented a unique and innovative programme.

Known as Single View, the programme established a partnership network to share data and information across nine different public service organisations across Wiltshire.

Those partners are

- Wiltshire Council
- Wiltshire Police
- Wiltshire Clinical Commissioning Group
- Dorset & Wiltshire Fire and Rescue Service
- South Western Ambulance Service
- Avon and Wiltshire Mental Health Partnership
- Great Western Hospitals NHS Foundation Trust
- Salisbury NHS Foundation Trust
- Royal United Hospitals Bath NHS Foundation Trust

All partners are signed-up to an overarching data sharing agreement which supports, governs and sets out the high-level technology and national standards necessary to allow safe sharing of information.

## Programme Governance

To achieve the data sharing requirements, a strong partnership led governance structure needed to be implemented.

### Single View Programme Board

The Single View Programme Board consisting of stakeholders across the partnership is accountable for the delivery of the Single View Programme within the Better Care Plan.

It agrees and sets strategic direction, supports partnership working and determines the products that will be delivered by the Single View programme team. It agrees the priority of the strategic products and scrutinises use of funding and expenditure to ensure value for money and agrees the level of resources, communication strategy, partner and public engagement and high level issue and risk management.]

### Information Governance Board

Represented by Information Governance (IG) specialists from the partnership, the IG Board provides the strategic information governance lead on the development, implementation and evaluation of the Single View work programme.

Its governance role is to

- Ensure a consistent and uniform approach across organisation boundaries which facilitates the secure, lawful and fair sharing of personal information with the consent of the individual
- Assess and check the appropriate organisational, technical, processes for the proactive management of access to, and sharing of information across the partnership
- Ensure all data sharing processes for compliancy with current, policies and regulatory procedures and is accountable for ensuring that a risk based Information Governance Framework is in place to effectively manage information
- Establishes the rules and roles for Information Governance across the partnership and checks the compliance for data handling and sharing through agreeing the information sharing protocols.

### Communications Board

The Communications Board developed and implemented the communications strategy and includes the partnership and HealthWatch Wilshire to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.

The Communications Board implements the processes required to provide news and information via the most appropriate channels across the partnership to raise awareness, promote success and delivery for the data sharing solutions as they are introduced.

### Partner Engagement

With the supporting governance infrastructure in place, the programme team has spent the last 18 months engaging with the partners to identify data and information sharing opportunities.

These initial opportunities were agreed and prioritised by the Programme Board and through the Information Governance Board, data sharing agreements for each solution was agreed with the data custodians.

### ICT

The ICT solution for Single View to make information sharing a reality has been developed by Wiltshire Council and is accessible via a secure web-based browser.

This innovative solution provides a secure and cost effective information sharing gateway that works for any requirement with no additional software required on the individual's computer. Robust and established data sharing processes are in place meaning that only relevant and selected information will be shared for the right reasons and with the right people at the right time, and only if it is required.

Role-based access has been implemented as part of the security design to ensure that information shared is done so by legitimate users for appropriate reasons. A built-in audit trail reports on access information showing when and who by ensuring that rogue or accidental searches are minimised.

### **Single View Solutions**

To prove that the vision could be realised, a series of initial solutions known as "product cases" have been developed

#### **Completed Solutions**

- 1) Adult Care Information Sharing has provided a simple, secure and cost effective means for GP's and care co-ordinators to gain access to information recorded on the Wiltshire Council Adult Care system. This provides GP's with access to the Council's Adult Care information allowing them to make better informed decisions that may need referral for care packages for their patient.

This is now live in the first surgery, Bradford-on-Avon. Initial benefits to date are;

- Ability to refer to the right person at the right time for the right care needs, reduces resource time and gives a clearer understanding of patient/customer requirements
  - Access to the Council's Social Care information 24/7 by the surgeries and improves time efficiency in processing referrals
  - Provides better, more timely and informed decision making for the provision of medical services
  - Improves the patient experience because referrals are made quicker, allowing them to recognise the benefits in a timelier approach
  - Creates a bigger picture and gaining a better understanding of patient/customer's situation.
- 2) The Safe and Well product case was aimed at providing Social Care information to Dorset and Wiltshire Fire Service to identify required home safety visits for people with disabilities and mobility challenges that are known to the Council through Social Care. The visit covers and falls prevention, fire hazard assessment and fitting free smoke alarms as required.

In the first week, the Fire service made contact with 12 addresses scheduling a free Safe & Well visit.

#### **Product cases under development**

- 1) A product case is being developed to supply information from the police system to Avon and Wiltshire Mental Health partnership that flags patients that have a fire arms licence to assist those professionals when making safeguarding decisions.
- 2) Work has begun on a product case to provide the Police with access to council held addresses on a 24/7 basis without a dependency to contact the council.
- 3) A product case has gone live to share Adult Social care worker information to our Council Tax service to allow better informed decisions about citizens that have defaulted from making council tax payments.
- 4) A product case is being developed to cross match council tax data with electoral registration to identify invalid claims for Single Occupier discount.
- 5) A solution is being developed for the council's Children's Safeguarding team within our MASH (Multi-Agency Safeguarding Hub) to allow them to search upon a name in a system and find all the agencies and organisations that child or family is known to.

As a measure of the success so far, we have received very positive references from Health and Fire who are already recognising benefits from the first two data sharing product cases. Demand is now high for the ACIS product case to be rolled out across all Wiltshire Surgeries and the three acute hospitals.

### The approach is founded on

- Agreement of 'Roles' and 'Purposes' across the members of the Information Governance Board
- 'Custodians' sign-off that data can be shared with a 'role' at an 'organisation type' for a 'purpose'
- Daily extracts from line-of business systems
- a 'Data Matching' tool
- Data views created using .NET and Microsoft Reporting Systems
- Role based access via Microsoft Azure in the 'cloud'.
- An 'audit log' to track data use.
- HTTPS over the internet to a restricted range of IP addresses
- Access via web browser

### Implications for Standards

- iStandUK 'Strategic data sharing'
- Information Sharing Protocols and Agreements
- Licencing Model
- Capabilities
- Data Inventory
- Use of Personal Identifiers
- Attribute Exchange
- Registers

### iStandUK Publications

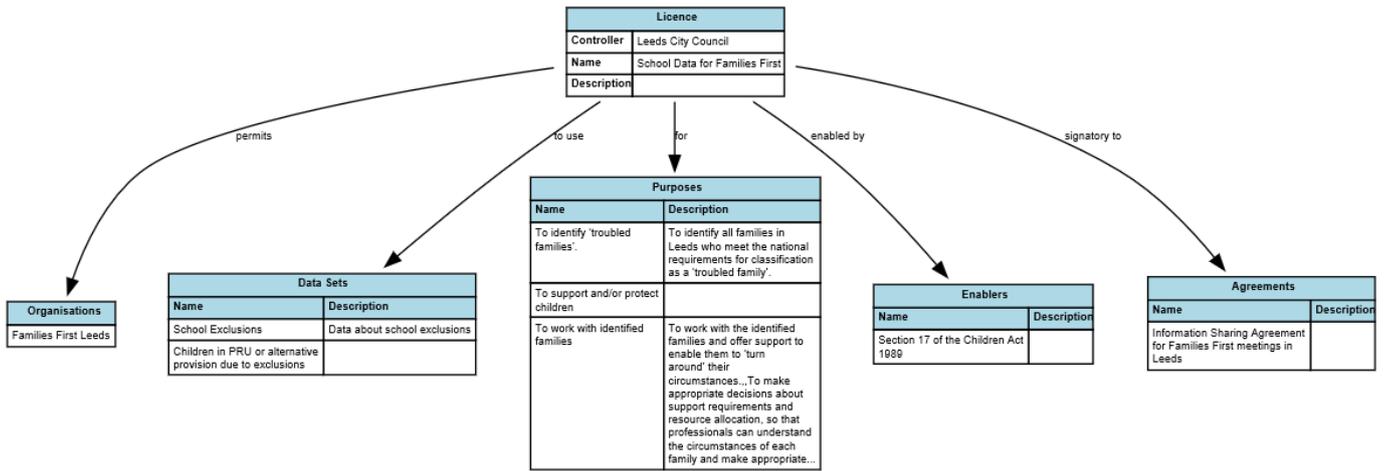
A strategic approach to Data Sharing - <http://istanduk.org/white-papers/a-strategic-approach-to-data-sharing/>

#### Themes for

- Syntax
- Semantics
- Quality
- Rights
- Trust
- Transport
- Governance

### iStandUK Licencing Model

iStandUK have proposed a data model for data sharing, shown here illustrated with content from the Leeds 'Families First' programme.



## Sources

Presentation from Kevin Marshall, Wiltshire Council, to the DWP Business Design Authority, 23<sup>rd</sup> January 2017.

iStandUK session with Kevin Marshal, Wiltshire Council, 7<sup>th</sup> February 2017.