

Support Families Case Study

Appendix 1

February 2024

Supporting Families, the journey so far: Case study

DLUHC* set BCP Council a target of claiming 564 successful family outcomes (April '23 - March '24).

Where were we?

- Monthly manual data collation across a range of 17 defined outcomes for DLUHC Phase 3
- Data cleansed, analysed and validated manually
- Data correlated into Outcome Report in Excel to provide holistic overview of family outcomes

Where are we now?

- Collaborative effort to combine automated and manual work to identify families risk indicators
- Monitor progress across an increased range of 34 defined outcomes
- Making best use of new technology in line with BCPs transformation program
- Produce outcome analysis for approximately 1,600 families for DLUHC Phase 3

* Department of Levelling Up Housing and Communities

Supporting Families, the journey so far: Case study

Key figures: (Please see PBI Performance report for more detail)

- To date (2023-2024), we have achieved 95% of our Payment by Results target (514 claims)
- Equates to £411,200 of outcome payments, which support existing council programmes
- Q4 target to claim for a further 50 families and secure additional income.

Data and Analytics (D&A) Team:

- Working with children's services to further enhance and automate elements of the model, in addition to using new tools like Power BI to supplement remaining manual processes
- Automated cleansing and analysis of Education, Keeping Children Safe and Secure Housing data in Azure Lake, Semarchy & Azure Synapse
- Developed management dashboards in Power BI to visualise and track progress of Supporting Families (SF) Performance
- SF Eligibility Report and Outcome Report can assist in three key headline criteria - Education, Keeping Children Safe and Secure Housing - to aid monthly risk and outcome analysis

Supporting Families, the journey so far: Case study

“Once automation is optimised, reducing manual processing, more time can support evidence collection to demonstrate impact on outcomes and value for money across the early help partnership system. Assisting in prioritising commissioning and service delivery.”

Pippa Emmerson, Service Manager – Targeted Support and Safeguarding