

supporting vulnerable citizens with inter-agency collaboration



Welsh authorities and emergency services share data as Atos innovation helps identify local people who need sensitive handling

Five public service organisations in South Wales are working closely with Atos to track vulnerable citizens who slip between their separate databases. In a ground breaking collaboration, local councils, health boards, and Gwent Police are sharing local information, while Atos deploys innovative data matching, predictive analytics, and consultative dialogue to help deliver better identification of individuals and groups most at risk in the area.

Blaenau Gwent CBC, Torfaen CBC, Caerphilly CBC, Gwent Police, and Aneurin Bevan Health Board all currently gather valuable information about the people they serve, but in isolation from each other. There is no collective intelligence to inform their decisions, or even agreement on vulnerability characteristics. So people at risk are not always prioritised or treated sensitively, sometimes with tragic consequences.

The vulnerability intelligence project aims to enhance the quality of response, and enable more meaningful strategic needs assessments, based on comprehensive, consistent and accurate information. The project could change radically the way the public sector works together to provide its services in future, improve significantly the lives of citizens, and deliver cost savings by removing the costs of managing separate information sources.

Economic landscape drives social change

Atos is a familiar public sector technology partner in Wales, leading the 'Merlin' consortium which has supplied comprehensive ICT services to government bodies for the last 17 years.

South Wales has been badly affected in recent years by the decline of traditional industries such as coal mining and steel working. In many parts of the region, unemployment, deprivation, and financial hardship levels are consistently higher than the UK average. Inevitably, poverty, abuse, mental health and other problems follow in the wake of social conditions such as these, leaving many citizens vulnerable.

For many local people, failure by local service organisations to recognise their inability to pay financial penalties, or read and properly understand forms, can be very distressing and contribute to a spiral of despair. The consequences of mismanagement can even be tragic if, for example, some forms of vulnerability are not prioritised during emergency situations such as flooding.

Better knowledge about individual people's vulnerability is therefore imperative in delivering services. It can also help authorities to introduce effective preventative strategies.

"Improved intelligence can help us to be more proactive in the way we deliver services to individuals," says Dean Thomas, Service Manager, Strategic Transformation Team & Resilience at Blaenau Gwent. "By intervening sooner we can potentially decrease the likelihood of someone becoming vulnerable. So collaborating to get better intelligence is in the public's best interests, in terms of quality of life and cost effectiveness."

With encouragement from the Welsh Government, local authorities and emergency services have put effort and resources into collaboration and securing better intelligence about vulnerability in recent years. A Single Integrated Plan was developed in 2011 to streamline the ways that organisations work with each other. An advanced Direct Electronic Incident Transfer programme encouraged a better exchange of critical information, particularly between emergency services.

The momentum for change was accelerated in 2013, however, when Blaenau Gwent, Caerphilly and Torfaen councils were awarded a grant by the European Social Fund "to create a 'vulnerable information sharing hub' that draws together data and information about vulnerable people and groups, which currently already exists in isolation across public service organisations."

With Aneurin Bevan Health Board and Gwent Police joining the collaboration, the quest was on for a technology partner that could understand the public sector's distinctive operating environment, advise on characteristics for identifying vulnerability, compare and analyse the data that each organisation was currently collecting, and design a solution to meet all the partners' requirements for integrated data collection in future.

Right place, right capabilities

Atos is a familiar technology partner for the public sector in Wales. It leads the 'Merlin' consortium, which for 17 years has supplied comprehensive ICT services to government bodies, focusing on major strategic programmes of work. With an extensive range of public sector clients all over the UK, Atos supports the UK Government's ambitions to provide more opportunities for small and medium sized enterprises (SMEs).

Atos has set up a SME Harbour programme to enable simple, safe and transparent partnering with SMEs in Wales as well as elsewhere in Britain.

Atos is able to demonstrate a unique combination of capabilities that meet and exceed the project's requirements. It offers business technology consulting, where highly experienced specialists understand the rapidly changing technology world, but root their innovative recommendations in the language of organisational management.

A dedicated Analytics and Information Management multi-disciplinary team of 28 specialists is also fast developing a leadership role for Atos, with recent experience in pioneering public sector projects at NHS and Sport England, where close engagement with stakeholders results in actionable outputs and recommendations.

Atos has an unrivalled track record in designing solution architectures for every kind of technology challenge. At one end of the scale, as Worldwide IT Partner of the Olympic & Paralympic Games for 20 years, Atos develops solution architectures for the biggest sporting event in the world. But its methodologies are also tried and tested in much smaller operations, where the highest standards of data security apply.



Solution for today and tomorrow

With Blaenau Gwent taking a lead role, the five collaborating organisations are working with Atos to define a six month pilot project from April 2014 to tackle the barriers to information sharing, and potentially prepare the ground for a longer term solution.

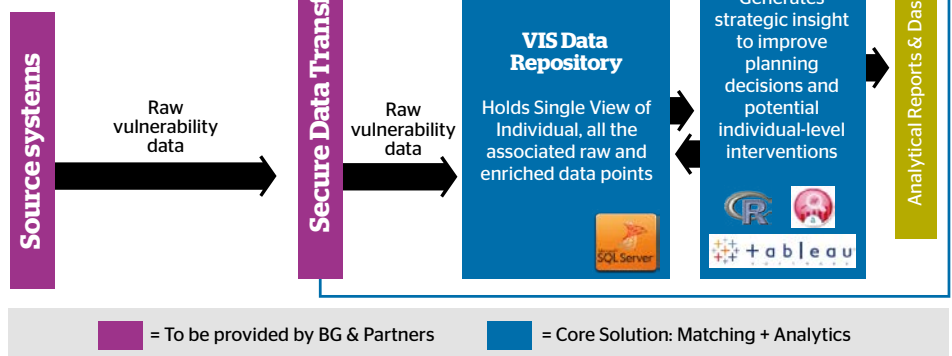
Atos is providing a multi-disciplinary approach:

- ▶ Advising on business objectives, ways to identify forms of vulnerability appropriate to all five organisations, information sharing protocols and governance arrangements, and methods of data collection
- ▶ Comparing and matching data collected so far
- ▶ Deploying rich analytic and information techniques to derive insight and intelligence from the data sets, 'translate' the data into meaningful information, and assess it against the project's objectives
- ▶ Developing training to support recommended changes in collection
- ▶ Managing a local SME as part of Atos' Harbour programme.

Atos has developed a high level solution architecture for both the pilot project, and for a potential permanent solution (based on a secure external user portal).

Vulnerability Intelligence Service High-level Solution Overview

1. **Blaenau Gwent** social care system extract
2. **Torfaen** social care system extract
3. **Caerphilly** social care system extract
4. **Aneurin Bevan** systems / data warehouse extract*
5. **Gwent police** systems / data sharing project extract*



At the end of the pilot project in September 2014, following three matching and analytics deep-dive 'sprints' with stakeholders and users to define and run queries and review results, an independent evaluation will assess the project. It is likely to recommend a long-term solution for inter-agency collaboration and data sharing.

"We don't have a baseline for success with this project," says Jonathan Pinkney, Regional Project Coordinator at Blaenau Gwent CBC.

"But if at the end of the pilot we have good quality, accurate and consistent information that we can take to a social worker, and say: how can you use this data to perform your duties better - to stop someone being abused, or help someone more quickly? That will be fantastic success."

If Jonathan Pinkney's success criteria are achieved, the pilot project could create an important template for inter-agency collaboration and vulnerability identification, for replication all over the UK in future.

About Atos

Atos SE (Societas Europaea) is an international information technology services company with 2013 annual revenue of €8.6 billion and 76,300 employees in 52 countries. Serving a global client base, it delivers IT services in 3 domains, Consulting & Technology Services, Systems Integration and Managed Services & BPO, and transactional services through Worldline. With its deep technology expertise and industry knowledge, it works with clients across the following market sectors: Manufacturing, Retail & Services; Public sector, Healthcare & Transports; Financial Services; Telco, Media & Utilities.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and is quoted on the NYSE Euronext Paris market. Atos operates under the brands Atos, Atos Consulting & Technology Services, Worldline and Atos Worldgrid.

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