

# Local Contact Tracing Service Blackburn with Darwen Council



<https://digital-blog.blackburn.gov.uk/>

# Establishing an approach

- **Business Change Team led work**
- **Director SRO**
- **Agile to enable pace**
- **Collaborative local & national approach**

# Governance & reporting

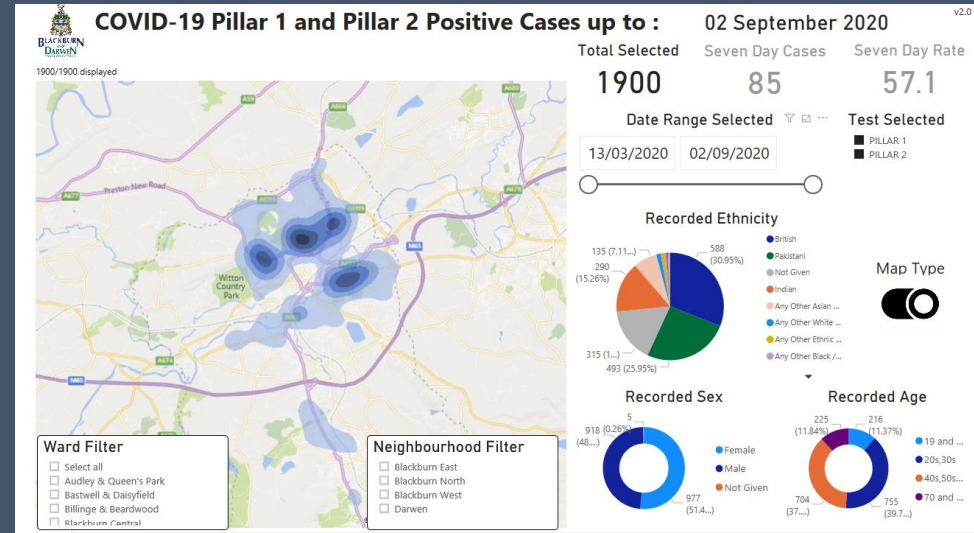
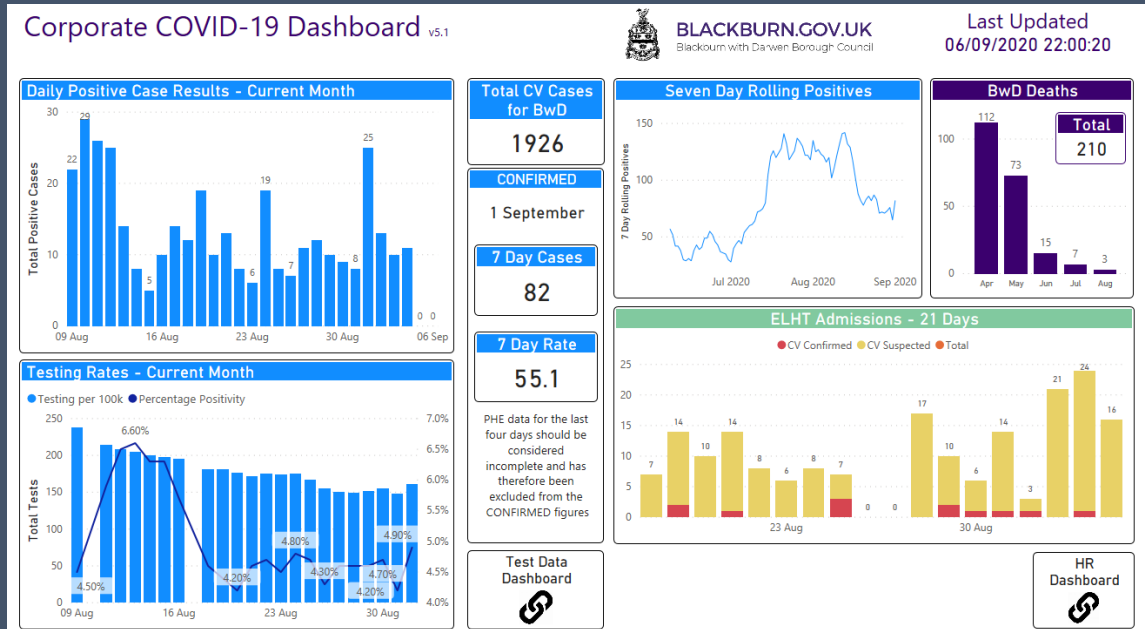
- Daily team stand ups
- Daily SRO & Change Manager brief
- Daily senior management team COVID meeting
- Weekly Management Board
- Bi-Weekly Member Engagement Board

# Points to note

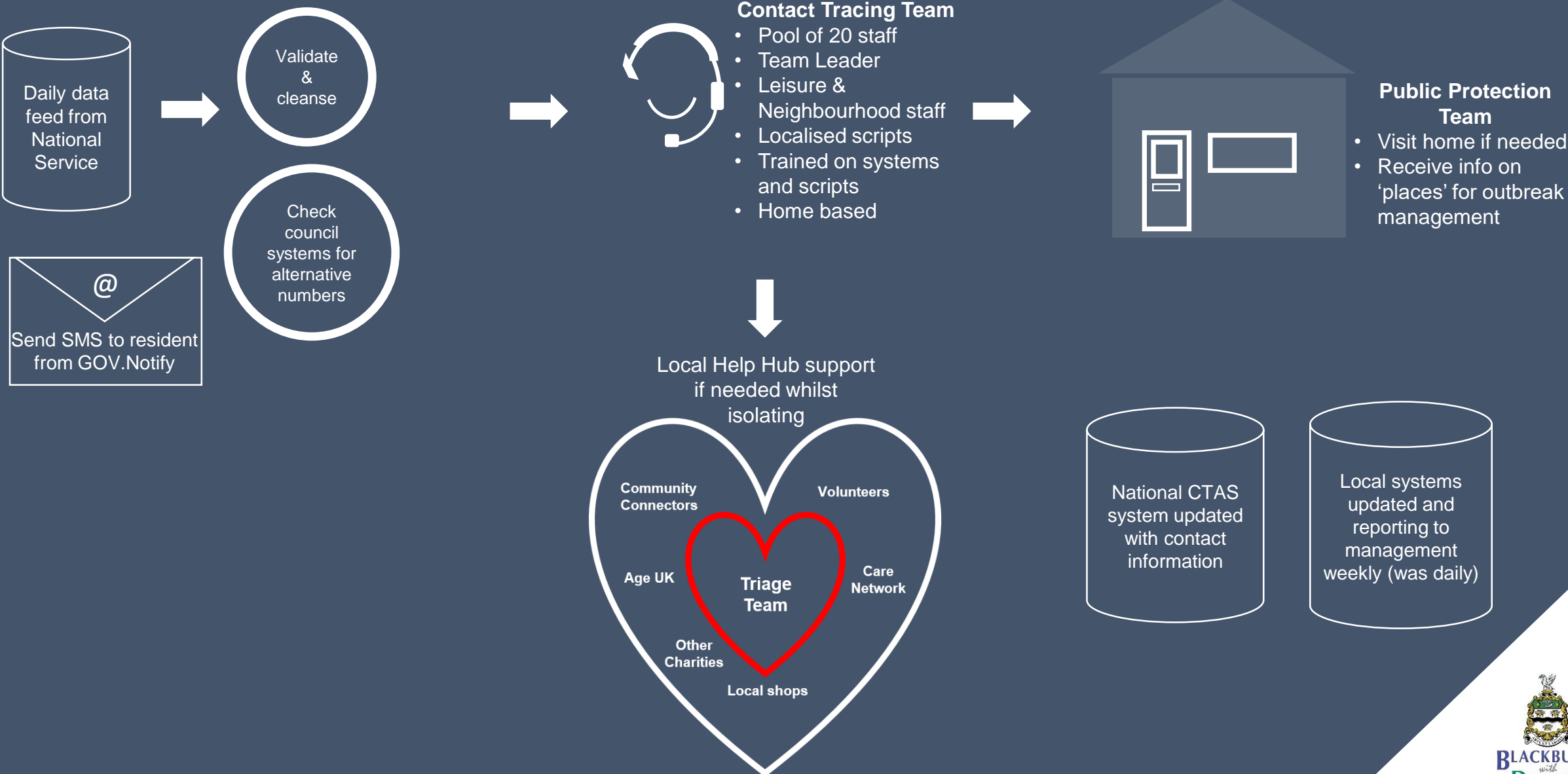
- We set this up working with PHE and national T&T
- We receive cases after 48 hours of national service trying
- In normal circumstances the national team try for 4 days
- We use the national CTAS system
- It's a 7 day local service
- We contact the confirmed positive cases and gain their 'contacts'
- Contacting the 'contacts' goes back up to the national service
- It's different than outbreak management but there is crossover

# Intelligence

- At a senior level, data has been informing our strategies and targeting
- Significant changes to data needed as we've gone into 'intervention'
- Generally work on 2 week sprints for updated versions



# High level process overview



# Business Analysis & Project Management

## BwDbc chain of defined steps pre Go Live

Timeline | July 22/23 | July 24 | July 27 & July 28 | 29<sup>th</sup> July



Tracer Training



Localised Training Developed



Access to CSV Files push or pull tba



Process map end to end



Tracers & system operational

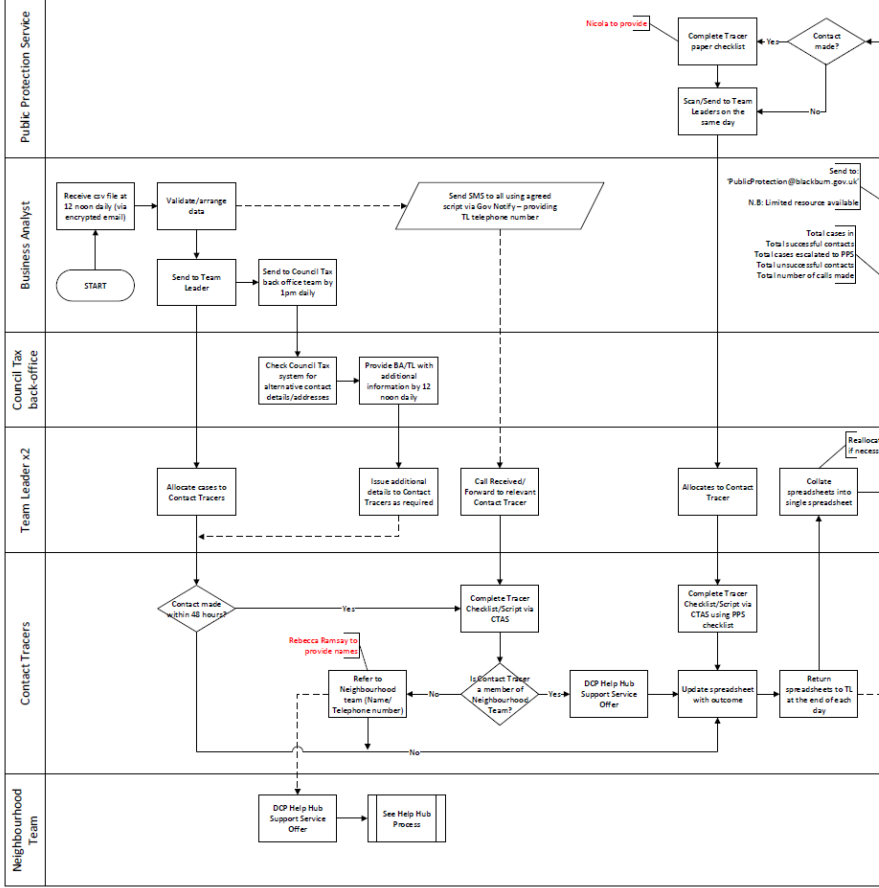


Readiness confirmation meeting



Go Live

Title: BwD Track & Trace To-Be process (v0.09)



Description

- 6/25 national training
- All staff Safe guarding L2 & GDPR trained
- Recording of training to be collated
- All tracer details Petra for system access

- Local training to be pulled together
- Remaining tracers to be trained 27 July
- All training process mapped

- Daily CSV data file made available
- Analyst run tests on data extraction

- Map process data in
- Map process data out to tracers
- Map process for case closures etc

- All remaining tracers to complete training
- All system checks to be finalized
- All ready

- Are we all ready operationally @ BwD
- Are all systems good
- Are all tracers ready
- Agree we can go Live

- Meeting to confirm that go live was successful from an operational perspective end of day

Owner

Alison Smith

Alison Smith/HR

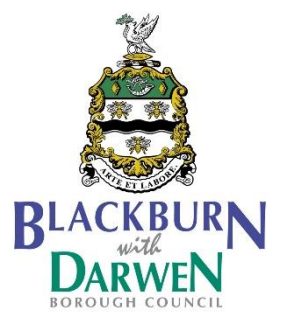
Business Analyst

Business Analyst

Alison Smith

Paul Fleming

Paul Fleming



# Online Information

- Previously we had pointed to national GOV.UK information
- We increased local content in line with interventions
- We set up a dedicated page for Test & Trace
- We iterated and simplified information on the website

**Lessons** : Provide straightforward information locally, working towards GDS design principles. Give people confidence in this information and review how they are using the site.



What are you looking for? Search

Home | A-Z of services | Translate

## Coronavirus

- Local restrictions & plan
- Get tested
- Latest news
- Local COVID-19 data
- Help hub
- Support for business
- Support for residents
- Schools

Building closures BwD Help Hub for residents Coronavirus and public rights of way Covid-19 public safety information resources

FAQs Local Covid-19 data Local outbreak management plan Local restrictions to control virus spread

Schools (COVID-19 information) Sign up for notifications Support for business Support for residents

Taxi drivers/operators and Covid-19 Testing and tracing Volunteer with us



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What are you looking for?

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Home » Coronavirus » Testing and tracing

## Testing and tracing

Updated 03.09.20

- Symptoms
- Get a test**
- Test results
- Community testing
- Self isolating
- Financial support for those self-isolating

### Further information

Community testing leaflet September 2020 Test and trace

## ٹیسٹنگ اور تعاقب

تازہ کاری 03.09.20

علامات

ایک ٹیسٹ حاصل

ٹیسٹ کے نتائج

کمیونٹی ٹیسٹنگ

خود الگ تھلگ

ان خود کو الگ تھلگ کرنے کے لئے مالی مدد

### مزید معلومات

ٹیسٹ اور ٹریس کمیونٹی ٹیسٹنگ لیفلٹ ستمبر 2020



# Council website

# Learning

- Even with a pool of 20 resource was an issue. Ring fence 7 day teams
- We've had occasional bottlenecks in receiving data
- We developed our own training, bringing down the time from 2 days to 2 hours to train contact tracers
- We learned from Leicester and shared our learning with 10 + LAs. Every conversation helps the collective
- Start with a Minimum Viable Product and iterate
- A local number and local conversation works
- Be aware of media impact, positive and negative
- We've discovered people in distress. Help Hubs work.
- Some cases have been children which wasn't flagged
- Have access to bi-lingual support

# Results

- **Successfully engaged 95% of all cases**
- **Complete contact information gathered on 61% of total cases**
- **Partial contact information gathered on a further 18%**
- **18% have been referred to Public Protection to visit the home**
- **10% of cases were received locally after the isolation period expired and results adjusted accordingly**

# Next steps

- **We've launched a Swab & Test Service using similar methods and shared resources**
- **We're looking to take on the contacts next, as well as the cases**
- **Building this into a longer term sustainable service**
- **Further Integration with outbreak management**

# Questions



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