

# Social Care Digital Maturity Assessment 2017

## Summary of Final Results

# Background

- Social Care Digital Maturity Self-Assessment (DMA) was carried out from April 2017 to end of July with local authorities with social care functions
- It was the second LA DMA Digital – informed by, and developed with, the sector. The first took place in 2016
- Aligned with the NHS England DMA and can be used to support work in local areas, including prioritisation, investment and improvement activity
- Will be used to shape national support activity, enhance case for additional funding, and assist in the sharing of good practice across the sector
- Three core themes: readiness, capabilities and infrastructure with 2017 new sections: Business Intelligence and Digital Channels
- 103 local authorities completed self-assessment (68% of all 152 Local Authorities – 15 more than last year)
- 33 local authorities completed DMA for the first time
- 80% of local authorities have completed the DMA since 2016

# DMA Structure

## Readiness

- Strategic Alignment
- Leadership
- Governance
- Resourcing
- Information Governance

## Capabilities

- Records, Assessments and Plans
- Transfers of Care
- Decision Support
- Remote and Assistive Care
- Business Intelligence & Digital Channels **[NEW]**

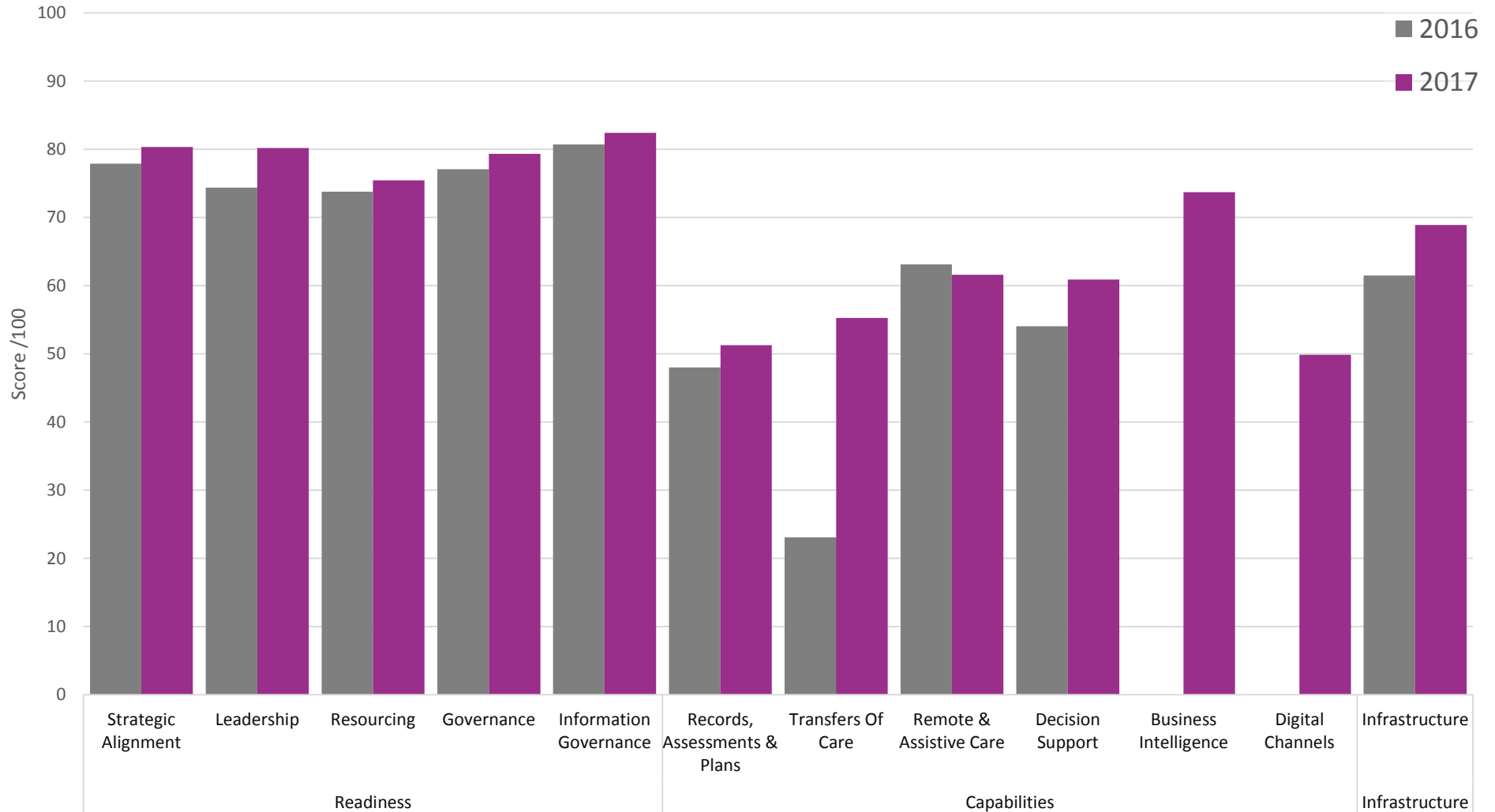
## Infrastructure

- Includes investment in technology, access to systems and being able to connect to health applications

# Headlines

- Sector remains keen to use digital tools as an enabler in supporting care
- Ongoing recognition of the importance of sharing infrastructure, systems and digitally held information with partners, especially the NHS
- One of the largest increased scores related to infrastructure – putting technology and processes in place to support workers collaborating across organisations
- Significant increases relating to technology supporting lone workers and supporting mobile working
- Still room for significant improvements in relation to co-production and using digital channels with citizens
- Only 15% of Local Authorities are using apps in social care

# National Average Scores by Section



- As in 2016, this was the theme in which local authorities scored best.
- Considering there were no new sections, and minimal changes to questions, the results were highly comparable to 2016.
- There were slight increases in scoring across all sections, with particularly strong performances in relation to the sections Leadership and Information Governance.

- This was the theme in which local authorities scored least well, as in 2016
- New sections, and significant changes to some existing sections reduced the ability to compare year on year in some areas.
- The Remote and Assistive Care section was very similar to last years', but the score was substantially lower
- There were much lower scores in relation to digital channels and quite a high performance in relation to business intelligence

- This section had the largest increase in score from 2016.
- It showed that nearly all local authorities are intending to invest significantly in technology and infrastructure linked to social care.
- There remains significant work to do in linking/sharing infrastructure with partners.



# Strategic Alignment

# Responses

Your organisation monitors emerging technologies, using regular horizon scanning to support social care planning and delivery

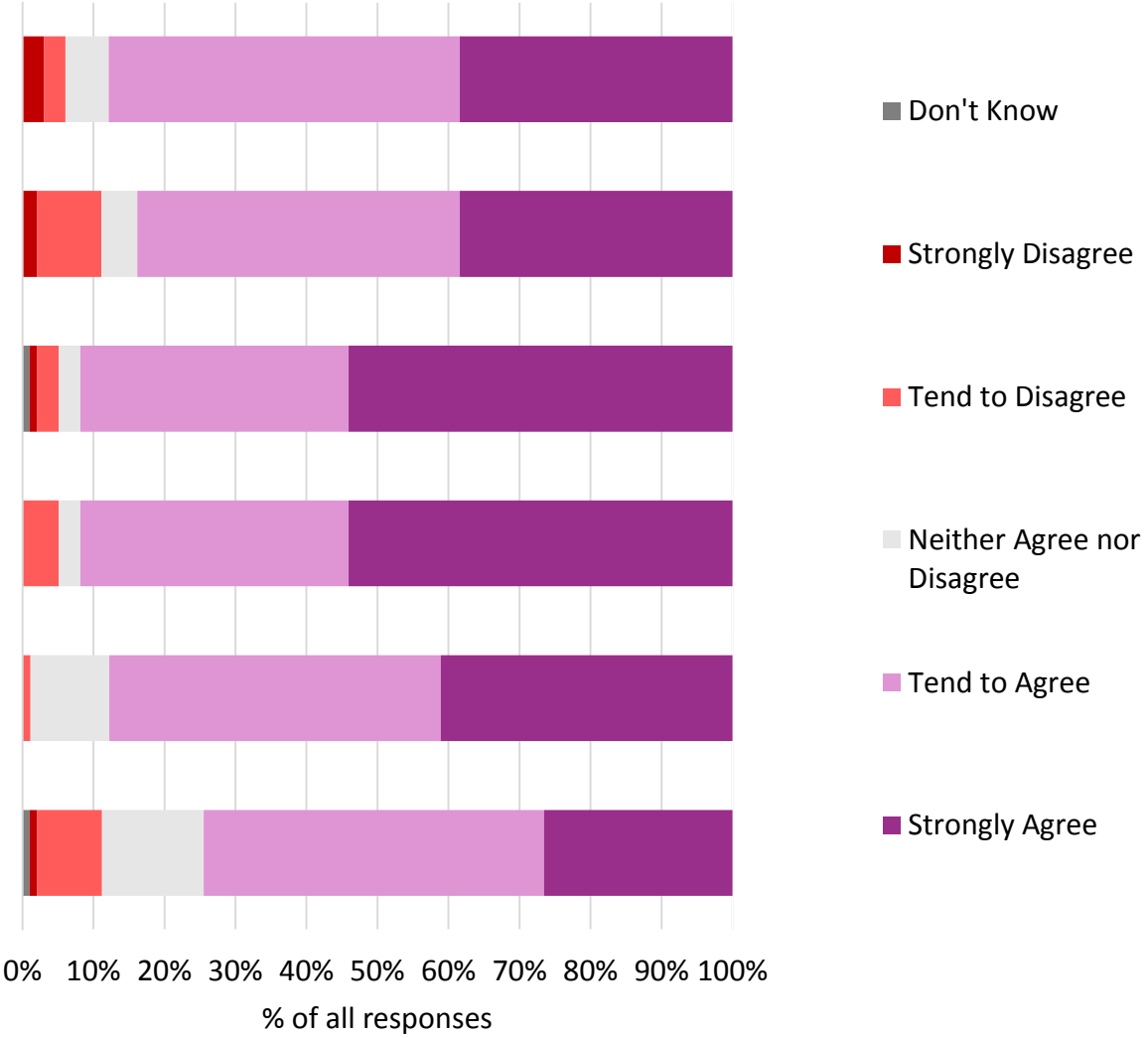
Digital technology is used to support improved collaboration and coordination with partner organisations

Digital technology is used to support improved collaboration and coordination across different parts of your organisation

There are processes in place to scrutinise and evaluate investment in digital technology and support ideas through to implementation

Implementation of the information and technology plan is fully aligned to, and supporting, a service or local area transformation programme(s)

Your organisation has a clearly defined information and technology plan which is aligned to your health and wellbeing objectives



Councils generally self-assessed as strong in this area, including:

- Clear plans linked to Health & Wellbeing objectives
- Transformation programmes in place
- Active horizon scanning

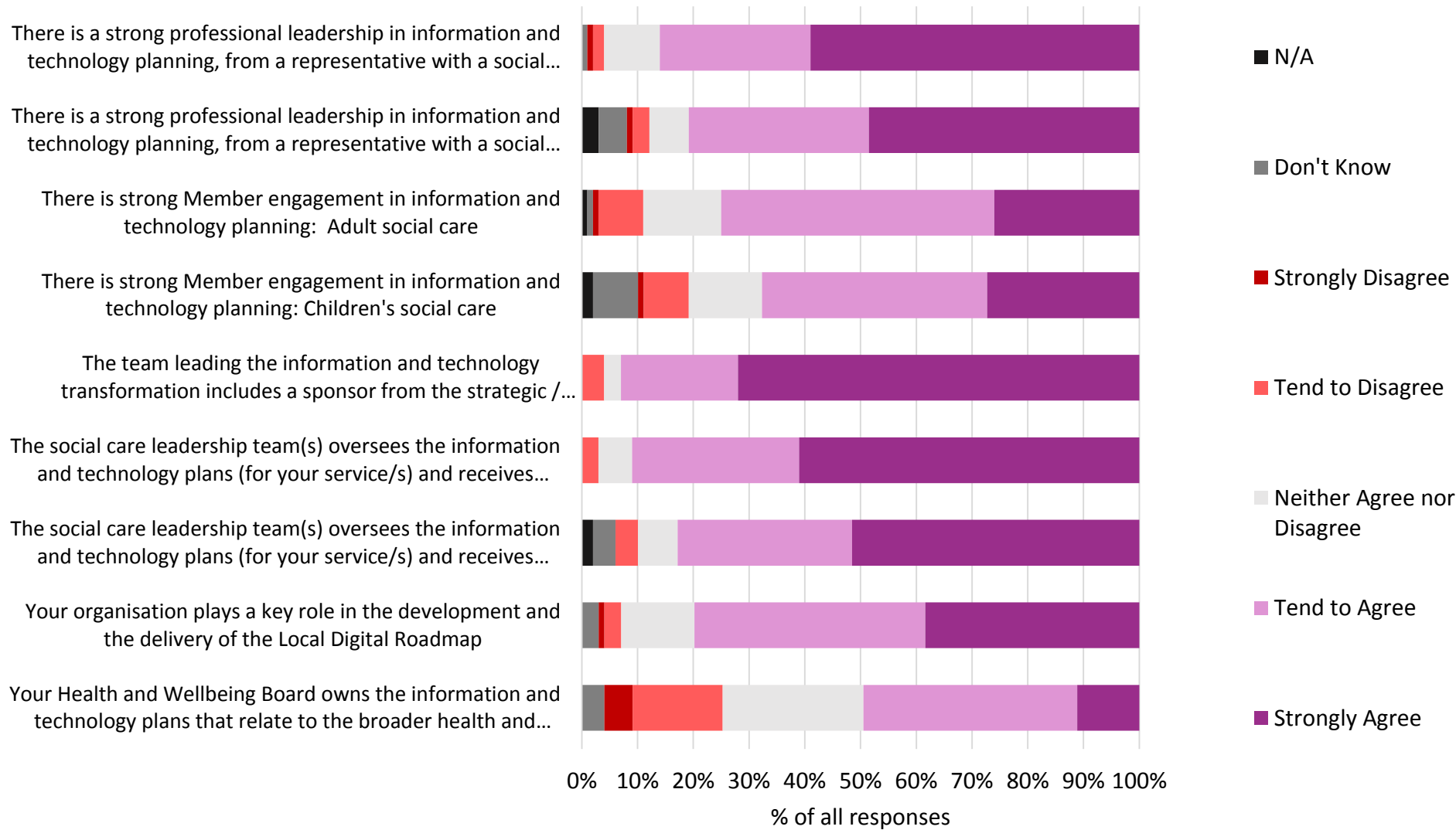
There is a need for LA social care to align its approach with both health partners and council-wide strategy and change programmes.

## Resources

- [Coventry City Council's Digital Strategy](#)
- [Bristol City Council's Adult Social Care Strategic Plan](#)
- [Cumbria County Council's Digital Strategy](#)
- [The Merseyside Local Digital Roadmap](#)
- [Suffolk Local Digital Roadmap](#)
- [Cumbria Local Digital Roadmap](#)
- [Rotherham Metropolitan Borough Council's Digital Strategy](#)

# Leadership

# Responses



80% of councils feel they play a key role in delivering their Local Digital Roadmap.

Elected members are strongly engaged in I&T planning in more than 2/3 of participating councils.

Approx. 50% of HWB Boards 'own' the I&T plans for health and care and receive regular progress updates.

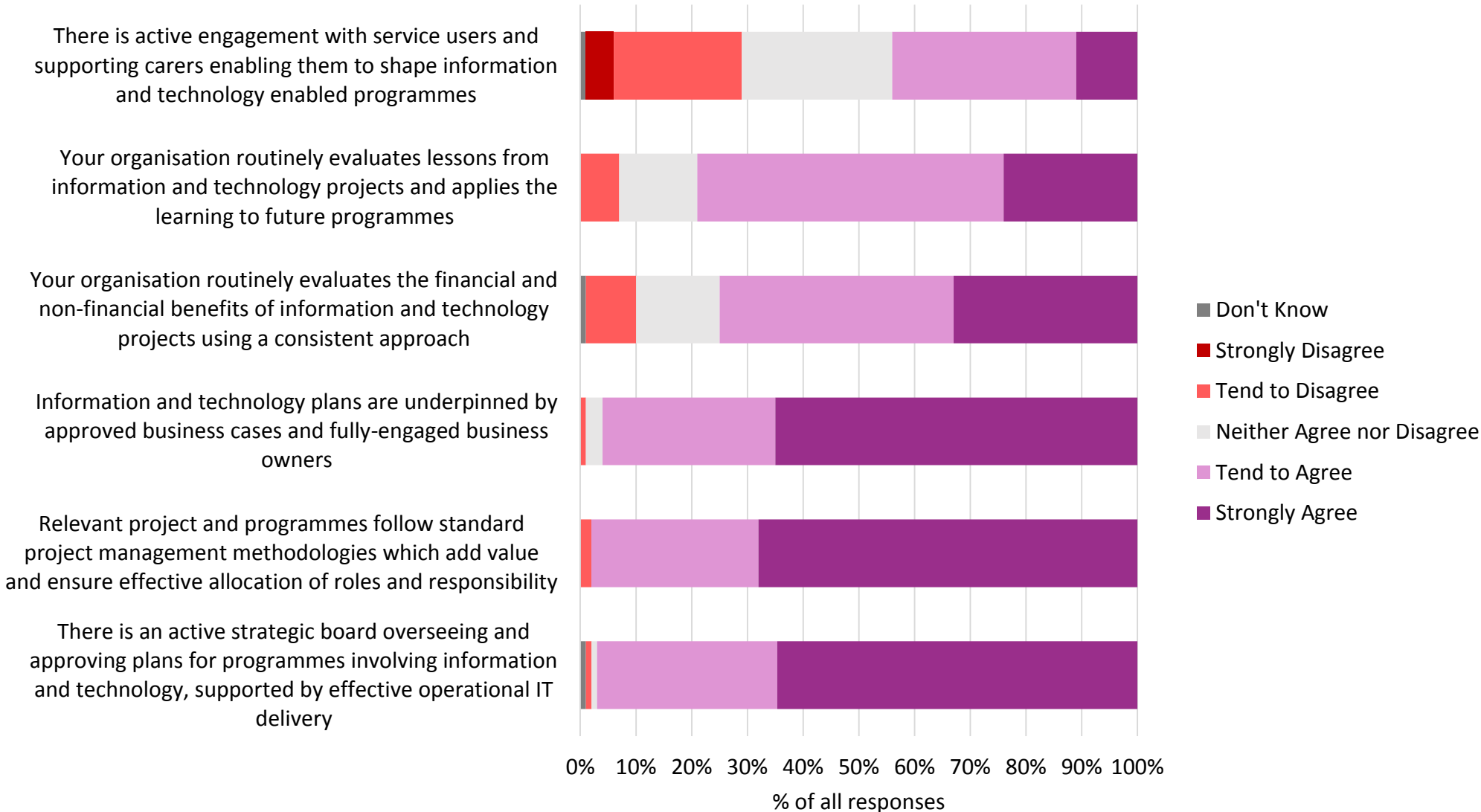
In general, the findings are more positive for adult social care.

## Resources

- [What a digital organisation looks like](#)
- [The Merseyside Local Digital Roadmap](#)
- [Suffolk Local Digital Roadmap](#)
- [Cumbria Local Digital Roadmap](#)
- [Key questions for local leaders](#)
- [Connecting Care Partnership – Children's records and local leadership](#)

# Governance

# Responses



Councils generally self-assessed as strong in this area, including:

- Active strategic board supported by effective operational IT
- Project management methodologies utilised
- Business cases underpinning decision-making

Potential to improve evaluation and lessons learnt from projects.

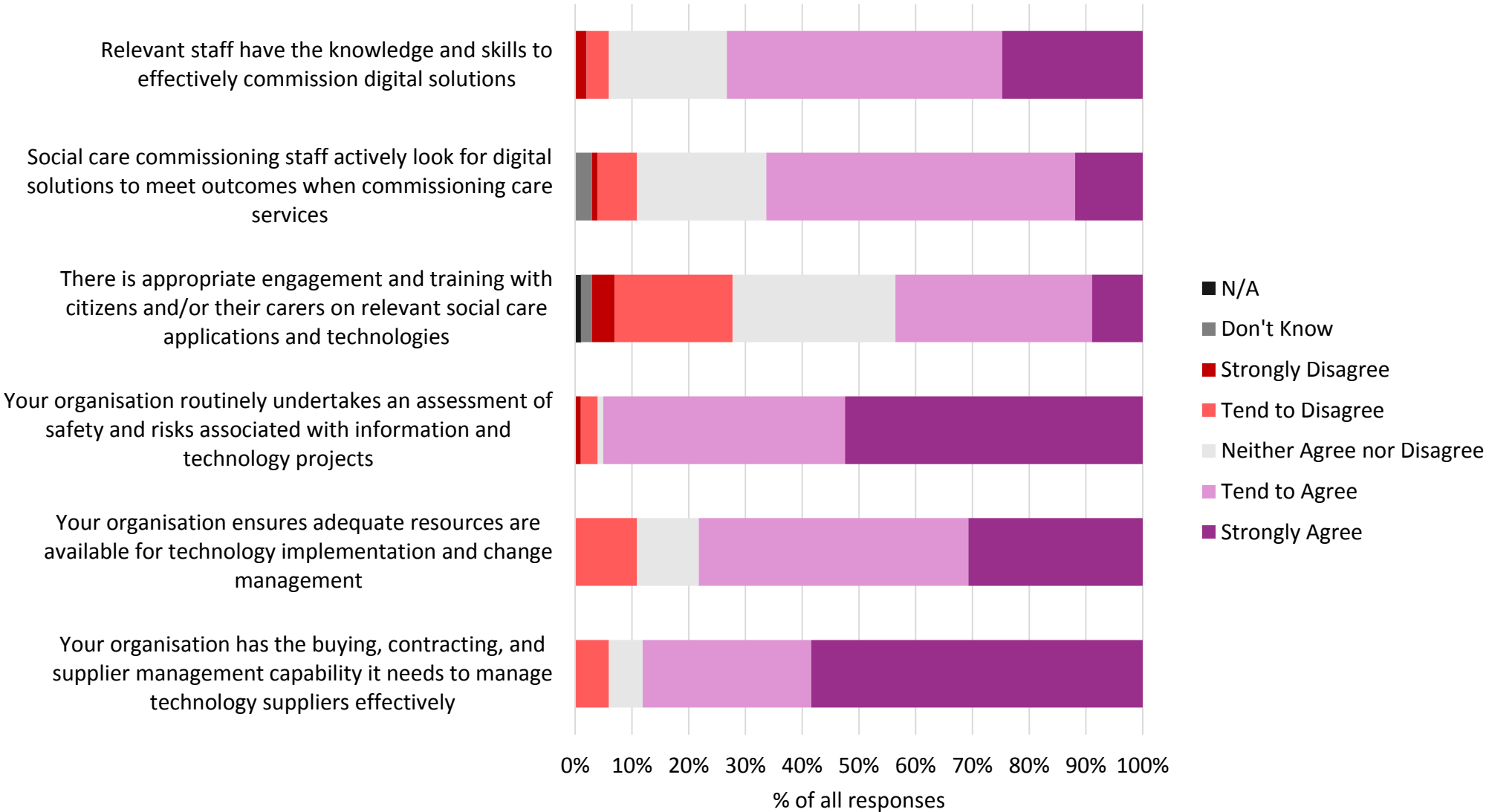
Involvement of citizens and care in strategic development of I&T programmes is a big area for development.

## Resources

- [Co-production and digital inclusion – from the carer perspective](#)
- [Government Digital Standard](#)
- [GOV.UK Service Manual](#)
- [Engaging Citizens Online Briefing: Business case for digital investment](#)

# Resourcing

# Responses



Councils are strong at undertaking assessments of safety and risk with I&T projects.

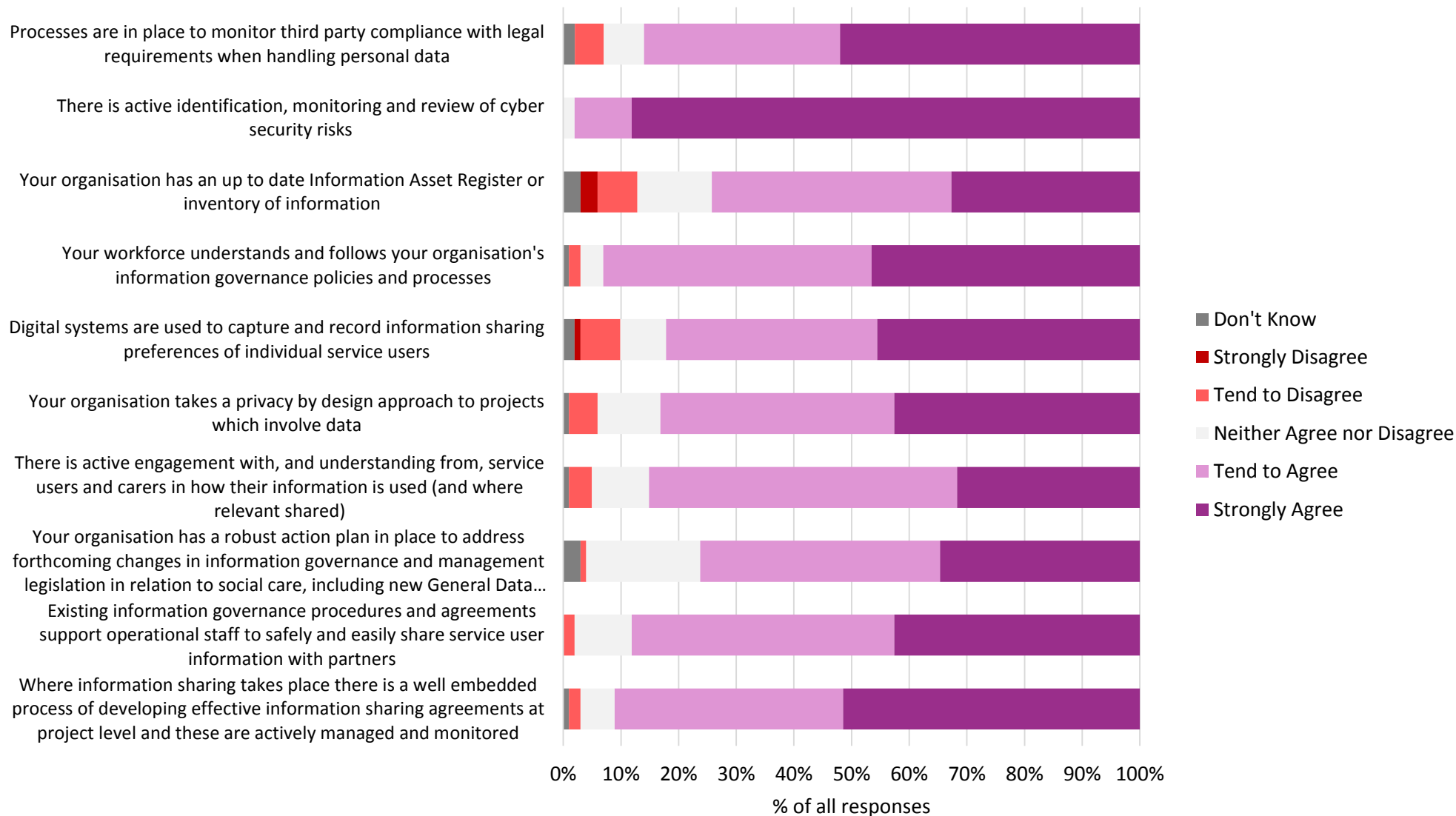
Commissioning staff could more actively seek digital solutions.

Significant potential for better engagement of citizens and carers when developing care technology solutions.

## Resources

- [Co-production and digital inclusion – from the carer perspective](#)
- [Going digital resource: Living better for less with technology-enabled housing](#)
- [Digital working, learning and information sharing for operational social care staff](#)
- [Project 99 – Working with young people for digital wellbeing](#)
- [CVT Connect – Co-creating a web app](#)
- [Developing digital care practitioners](#)





Councils have prioritised cyber security and  $\frac{3}{4}$  local areas have a robust plan for forthcoming changes, including GDPR.

## Resources

- [Understanding secure email guidance](#)
- [Local government GDPR Khub Group](#)
- [Dorset Information Sharing Charter \(DISC\)](#)
- [Cyber attack! Could you run services without IT for a week?](#)
- [Cyber attack – crisis communications advice](#)
- [Cyber security: protecting information and data in health and care](#)
- [Information Sharing Agreement – Social Care providers](#)
- [Protocol for the Sharing of Personal Information between Health and Social Care](#)
- [Using the NHS Number as an identifier](#)
- [The Merseyside iLinks Information Sharing Framework](#)
- [Privacy by design – Information Commissioner’s Office Guidance](#)
- [Information Commissioner’s Officer Overview of the General Data Protection Regulation](#)
- [Information Management Policies](#)

# Records, Assessments and Plans Data LAs Hold

What percentage of clients has a verified NHS number included on all information shared with other care providers or organisations involved in the care of a client? Adult social care

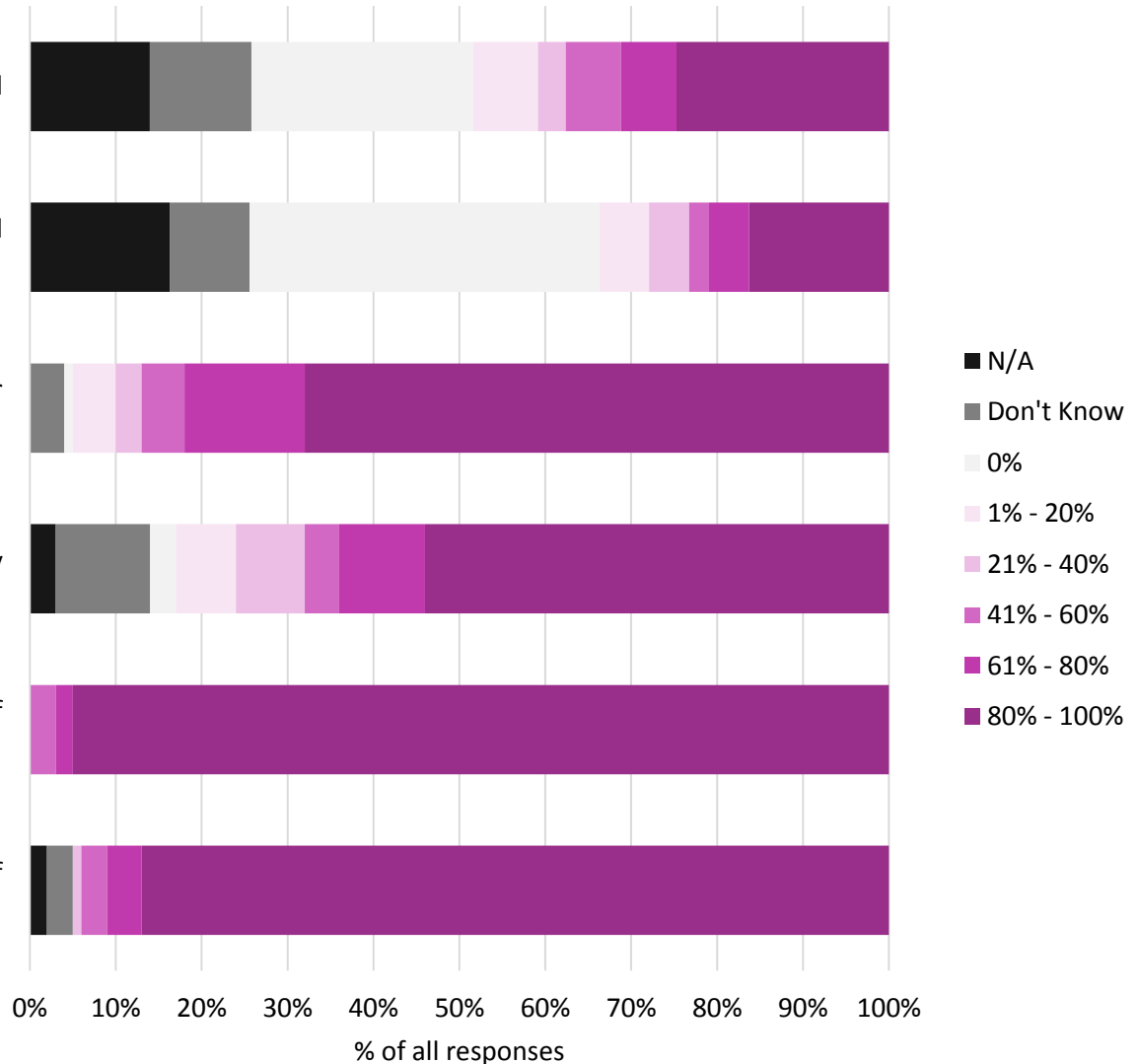
What percentage of clients has a verified NHS number included on all information shared with other care providers or organisations involved in the care of a client? Children's social care (Child Protection / Looked After Children)

What percentage of active social care clients is the NHS number matched and verified for? Adult social care

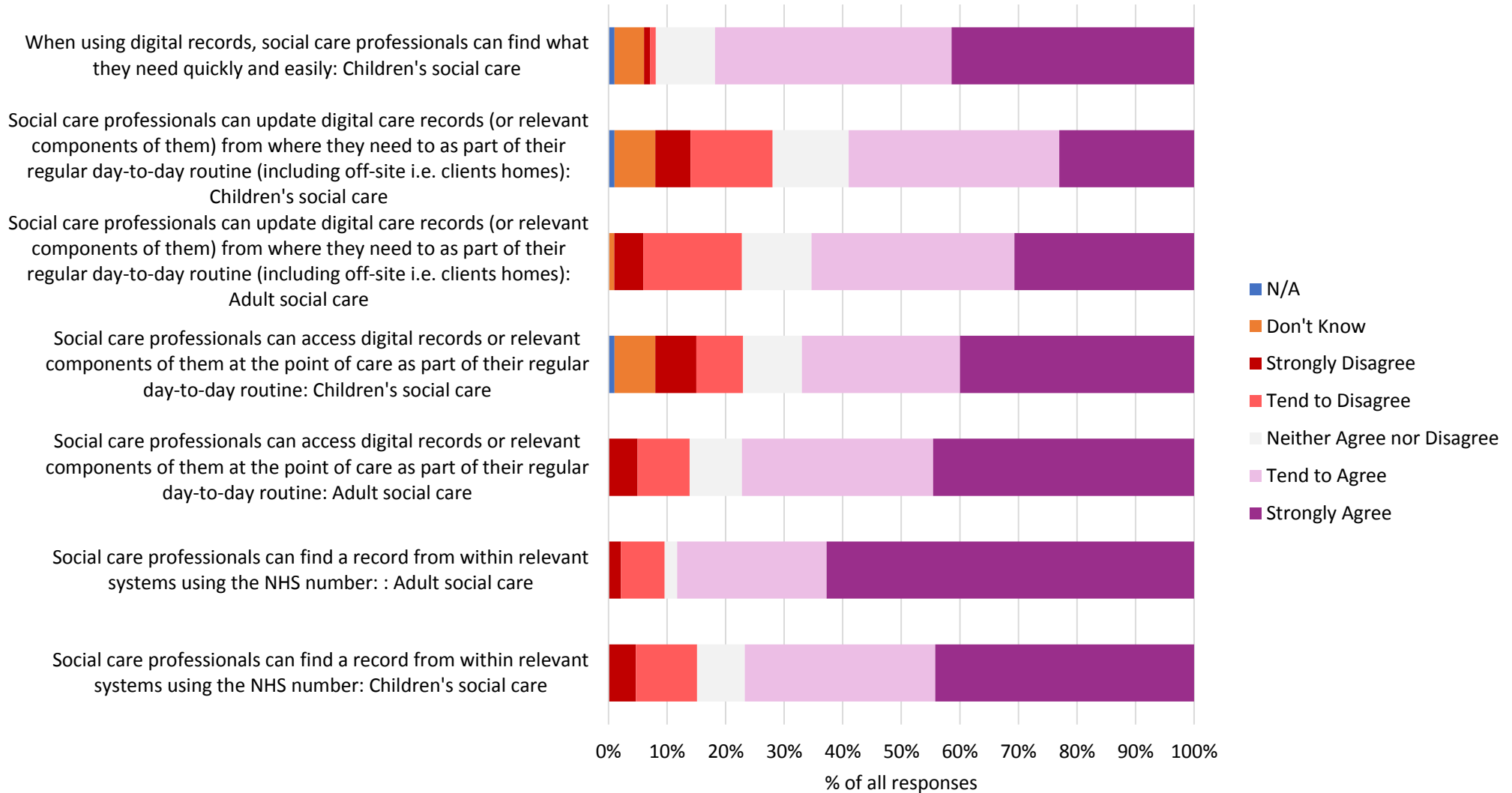
What percentage of active social care clients is the NHS number matched and verified for? Children's social care (Child Protection / Looked After Children)

What percentage of information held about the current cohort of clients is stored electronically? Adult social care

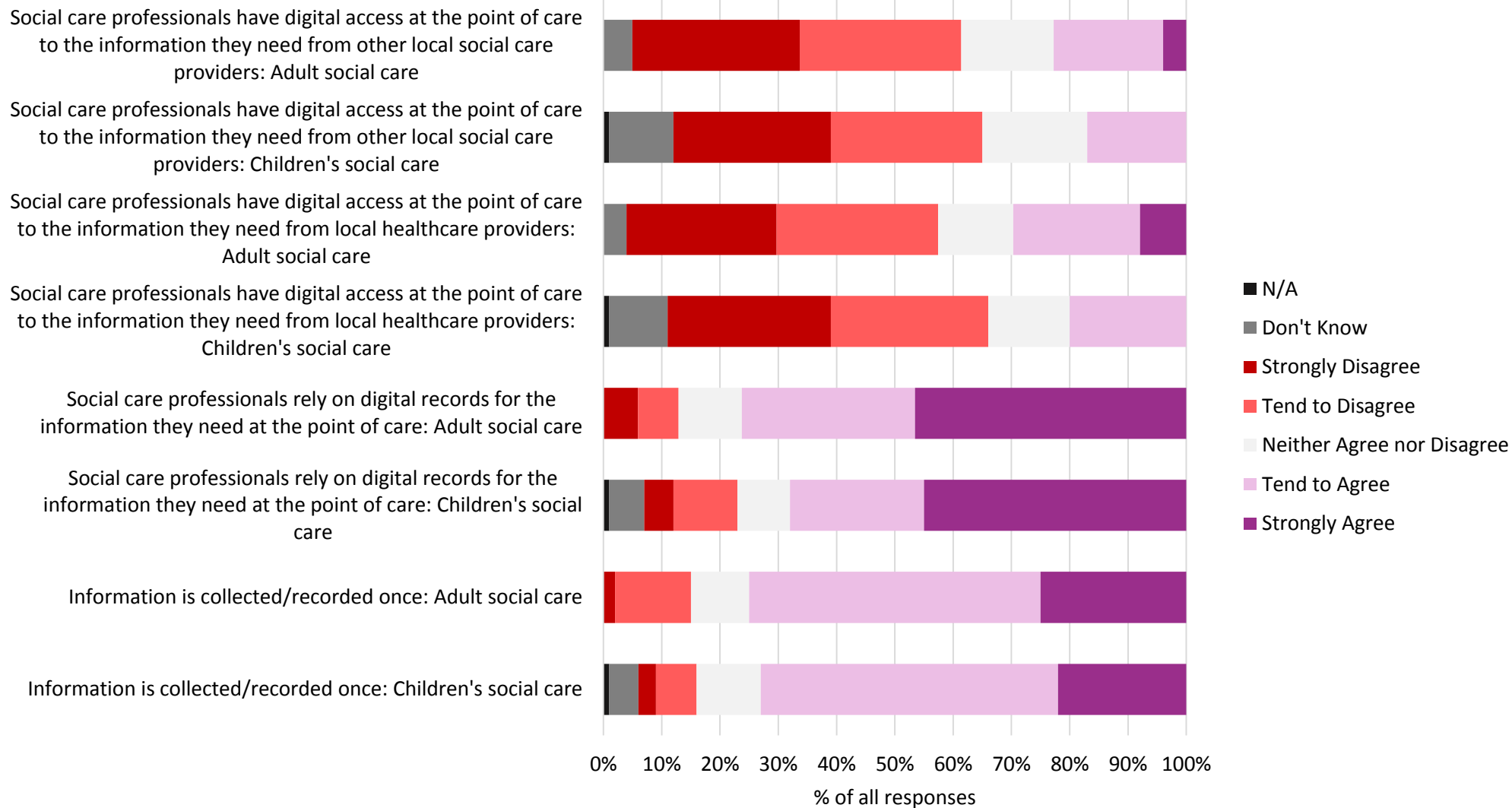
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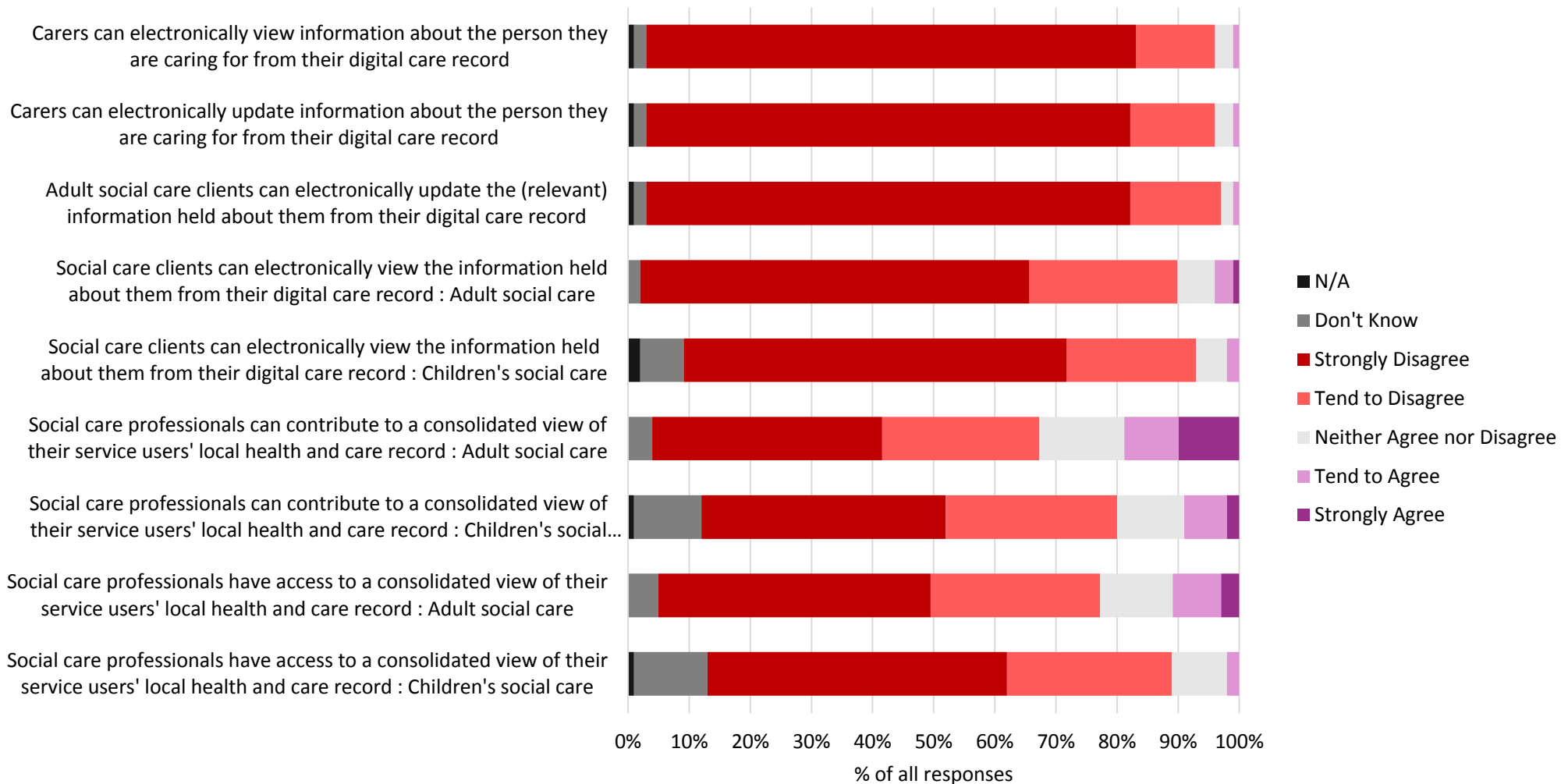
# Records, Assessments and Plans Data LAs Hold



# Records, Assessments and Plans Data LAs Hold



# Records, Assessments and Plans Data LAs Share and Receive



Still very small numbers of service users and carers able to digitally view and/or update their care records.

Increasing use of the NHS number in both Adults and Childrens social care.

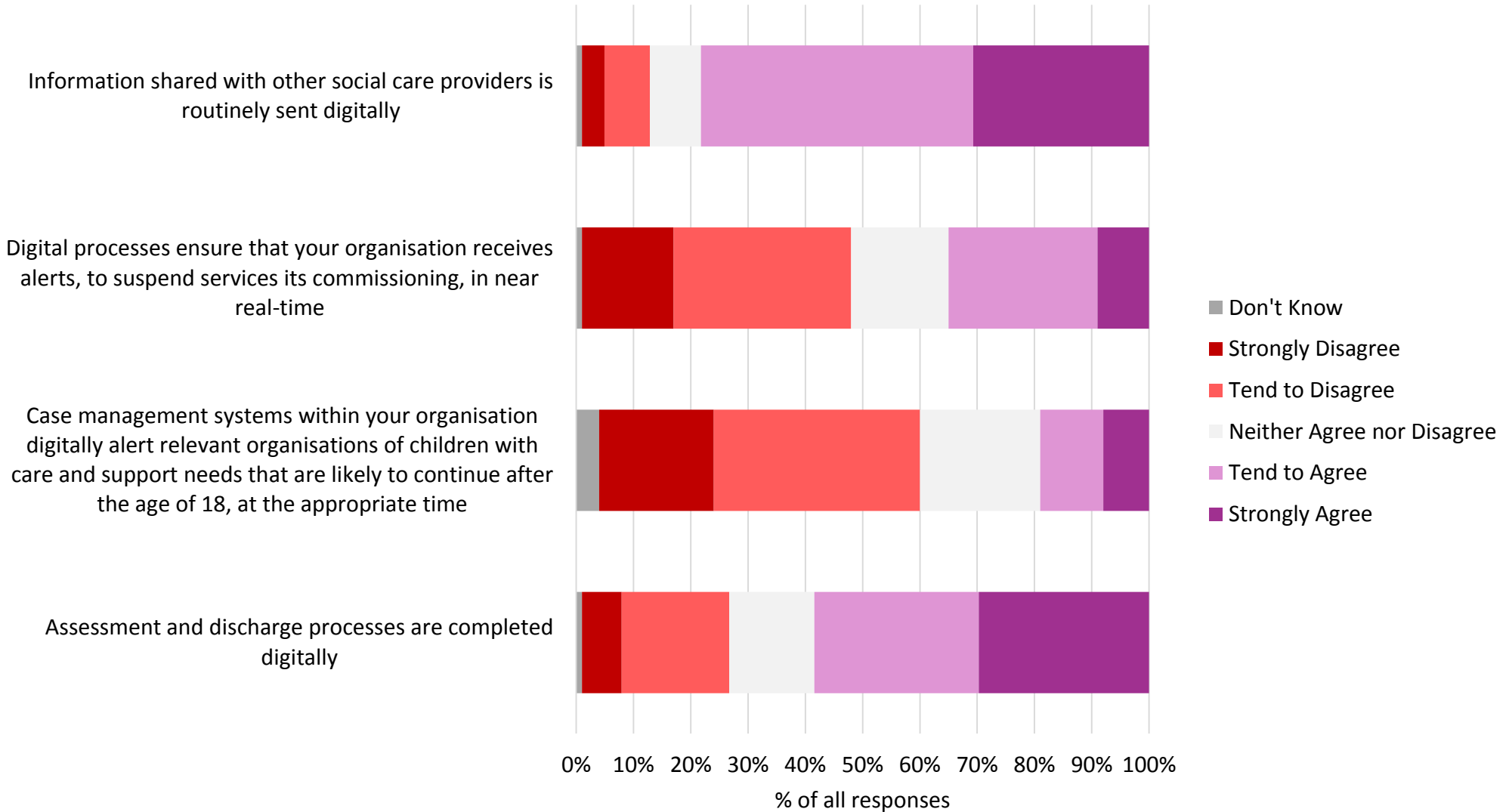
Access to a consolidated view of local care and health records remains low, although many areas are working to progress this.

## Resources

- [Health and Social Care Network](#)
- [The Merseyside iLinks Information Sharing Framework](#)
- [Advice on sharing information about service users with the voluntary sector](#)
- [Centre of Excellence for Information Sharing Resources](#)
- [Connecting Care Partnership – Children’s records and local leadership](#)

# Transfers of Care

# Responses





Over half of local authorities complete all their assessment and discharge processes digitally.

Service User information is, on the whole routinely shared digitally with social care providers.

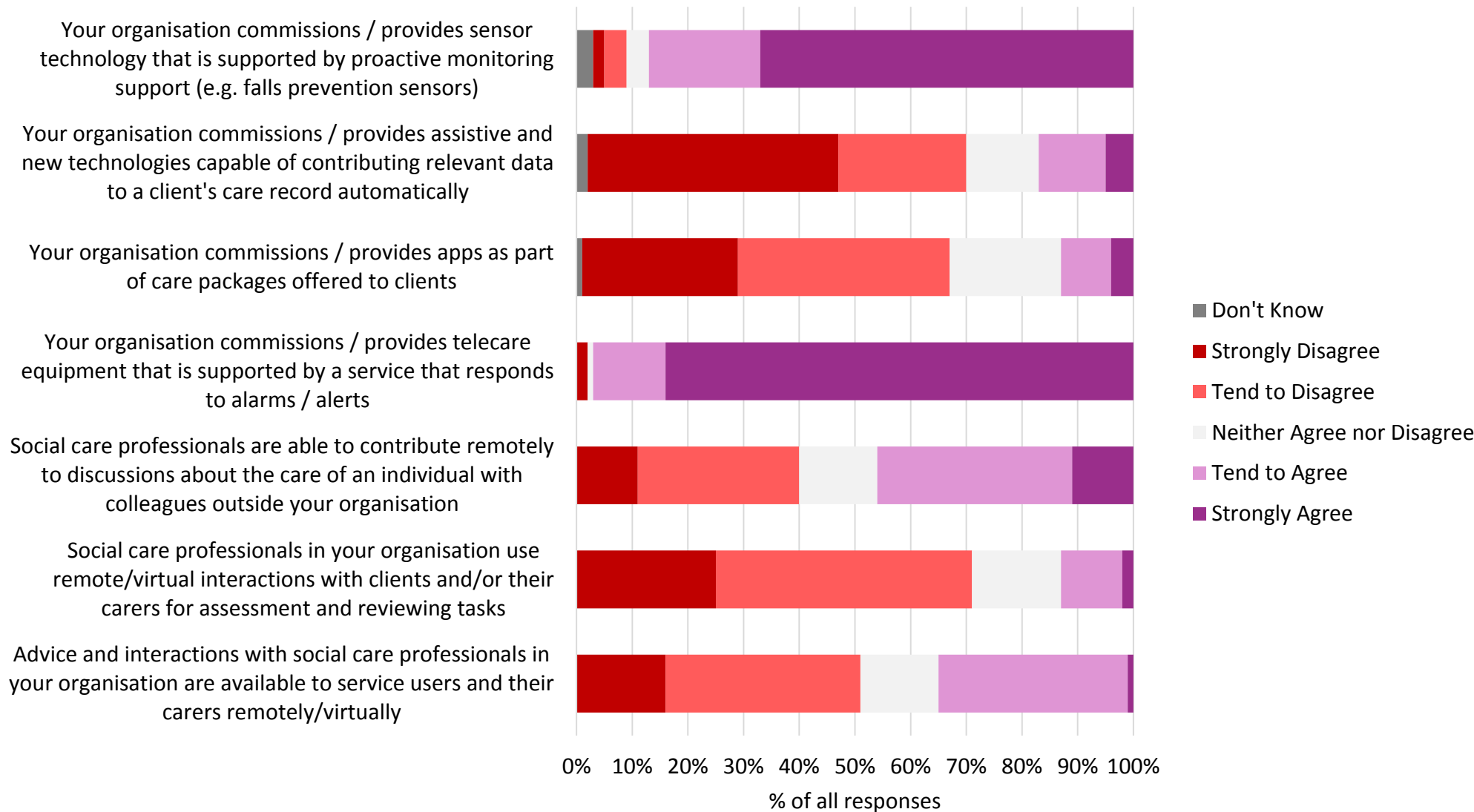
Very few local authorities have case management system that automatically flag up children with care and support needs likely to continue into adulthood.

## Resources

- [Report: Insights from the cutting edge of data-driven local government](#)
- [Advice on sharing information about service users with the voluntary sector](#)
- [Centre of Excellence for Information Sharing Resources](#)
- [Universal Capabilities required for Health and Care integration](#)

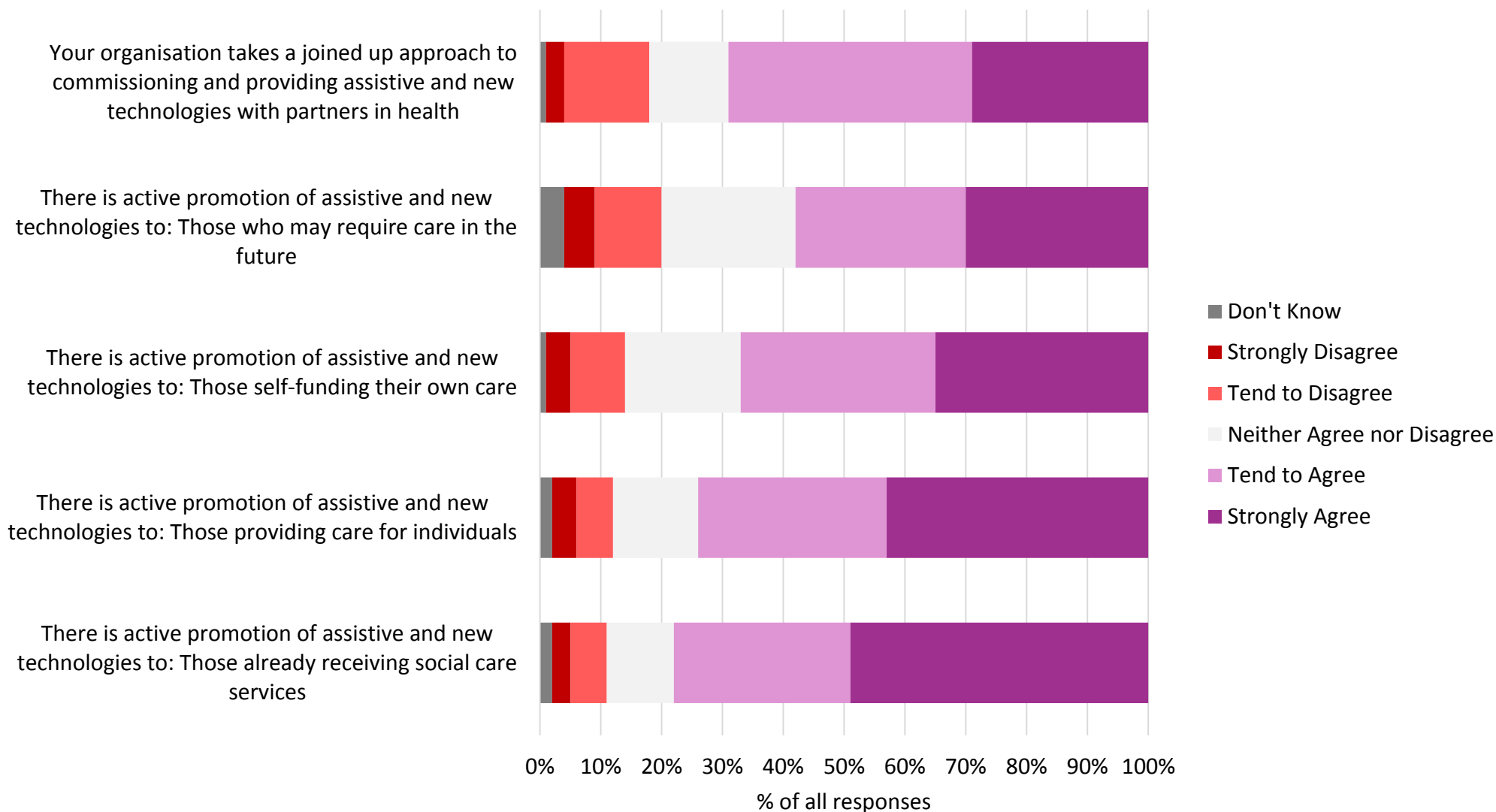
# Remote and Assistive Technology

# Responses



# Remote and Assistive Technology

# Responses



Nearly all local authorities offer the traditional alarm based telecare, with a high proportion also commissioning proactive sensor based equipment.

Few include data captured from these to add to an individual's care record.

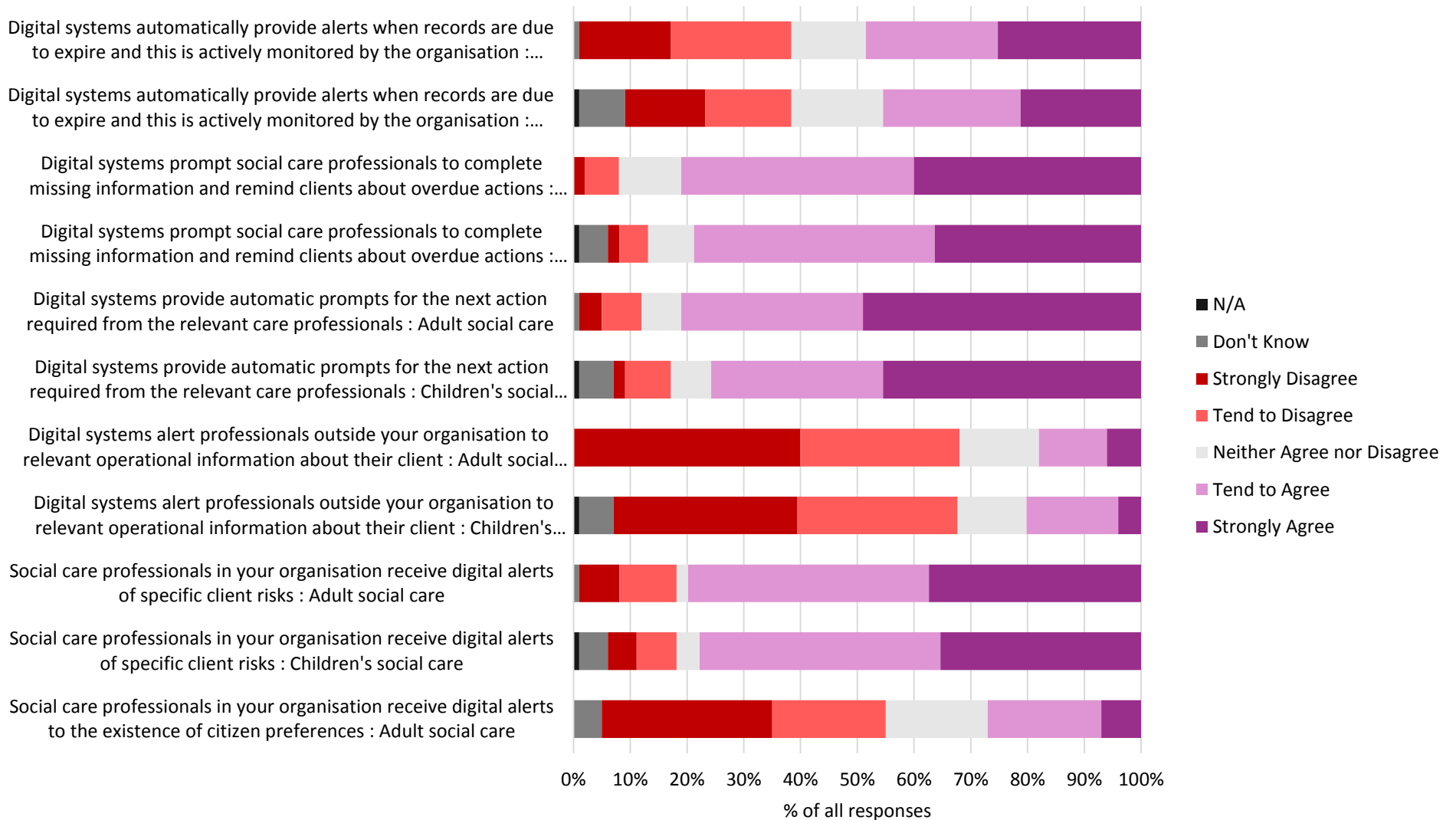
Most local authorities are actively promoting remote and assistive technology to a wide range of citizens, including self funders and those not yet in need of care.

## Resources

- [Going digital resource: Living better for less with technology-enabled housing](#)
- [Mainstreaming care technology to deliver better outcomes for vulnerable people](#)
- [New Models of Care Supported by Assistive Technology](#)
- [Better Care Technology Sharing Good Practice](#)
- [Guide to Supporting Carers through technology enabled care services](#)
- [Telehealth, telemedicine and telecare: an introduction to "TECS"](#)
- [Are we connecting the right social care services?](#)
- [AT Home Campaign](#)
- [Technology Enabled Care Services \(TECS\) Resource for Commissioners](#)

# Decision Support

# Responses



Most local authorities have case management systems configured to automatically support their workflows.

Only half automatically notify of expiration of records.

Less than 20% send alerts outside of the local authority.

Only a quarter of local authorities have systems which alert workers to service user preferences.

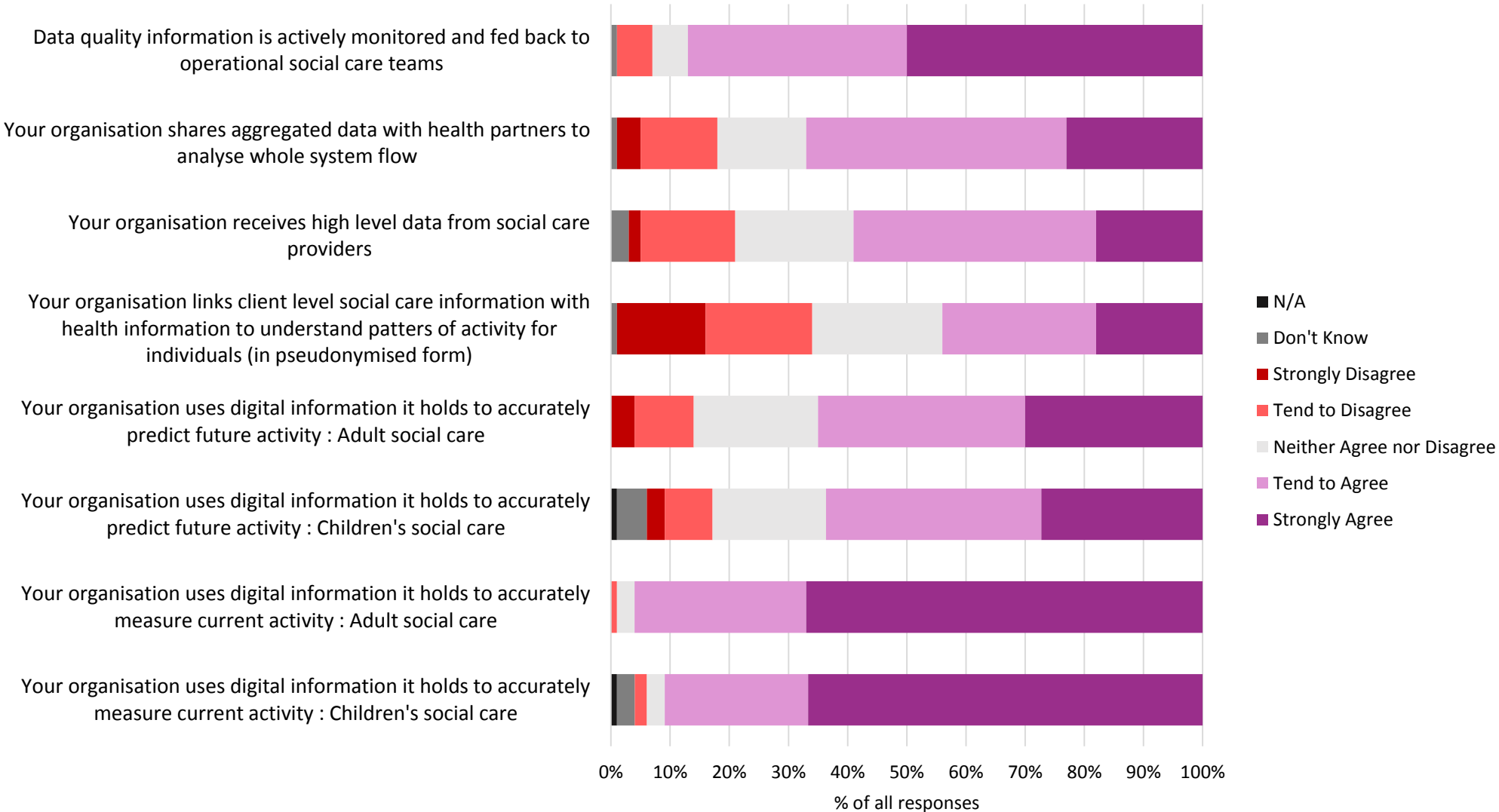
Many local authorities referenced the forthcoming introduction of CPIS to their workers as a very positive step in this area.

## Resources

- [Child Protection Information Sharing](#)
- [Report: Insights from the cutting edge of data-driven local government](#)

# Business Intelligence

# Responses



Two thirds of local authorities are using the electronic data they hold to accurately predict levels of future activity.

A similar proportion are sharing aggregated data with NHS partners, to better understand citizen flow through the health and care system.

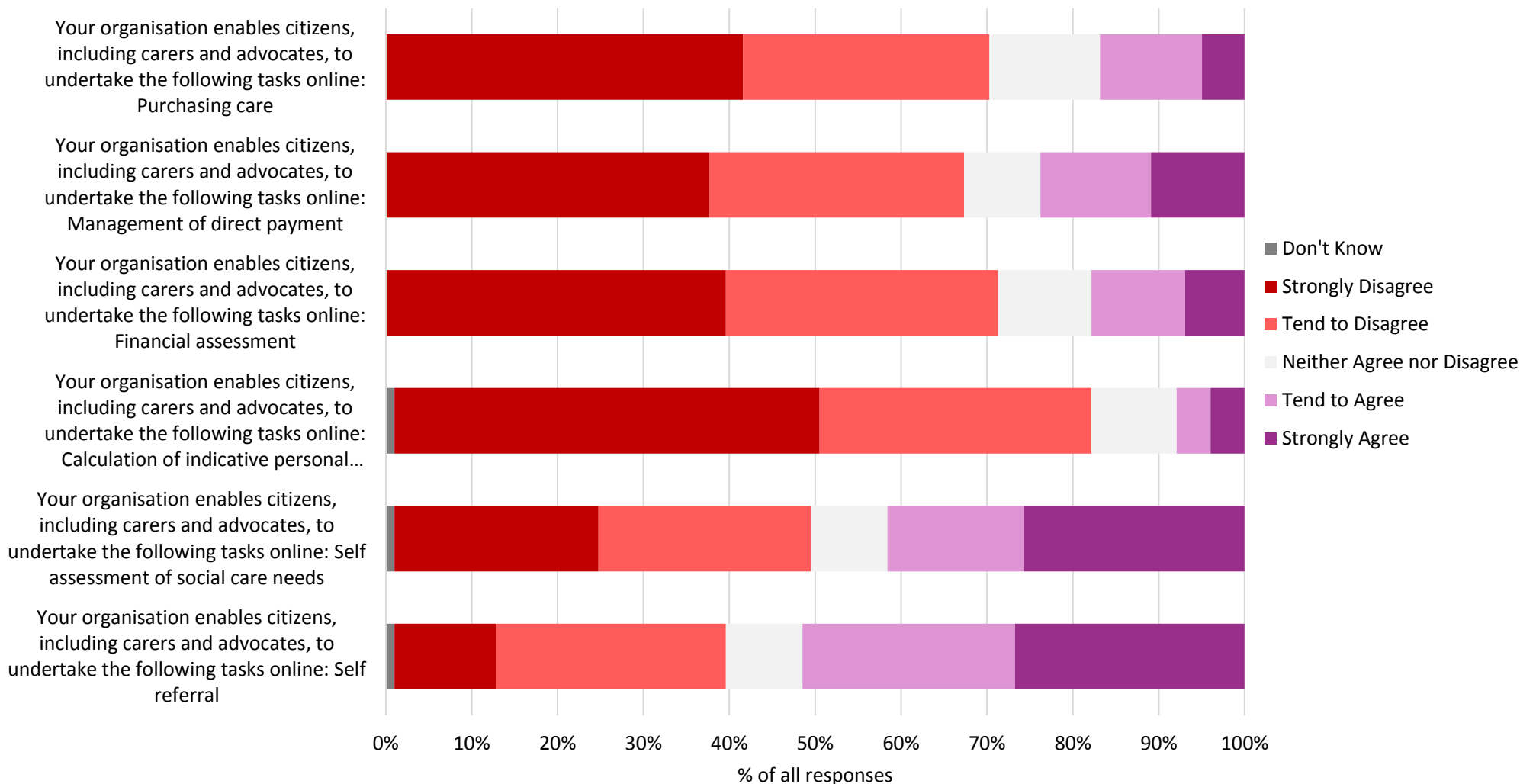
## Resources

- [Integrated Care in Sunderland: Guide to Risk Stratification](#)
- [Report: Insights from the cutting edge of data-driven local government](#)
- [Kent Integrated Dataset](#)
- [Integrated Health and Social Care Data](#)
- [Information Governance issues relating to use of data in risk stratification activity](#)



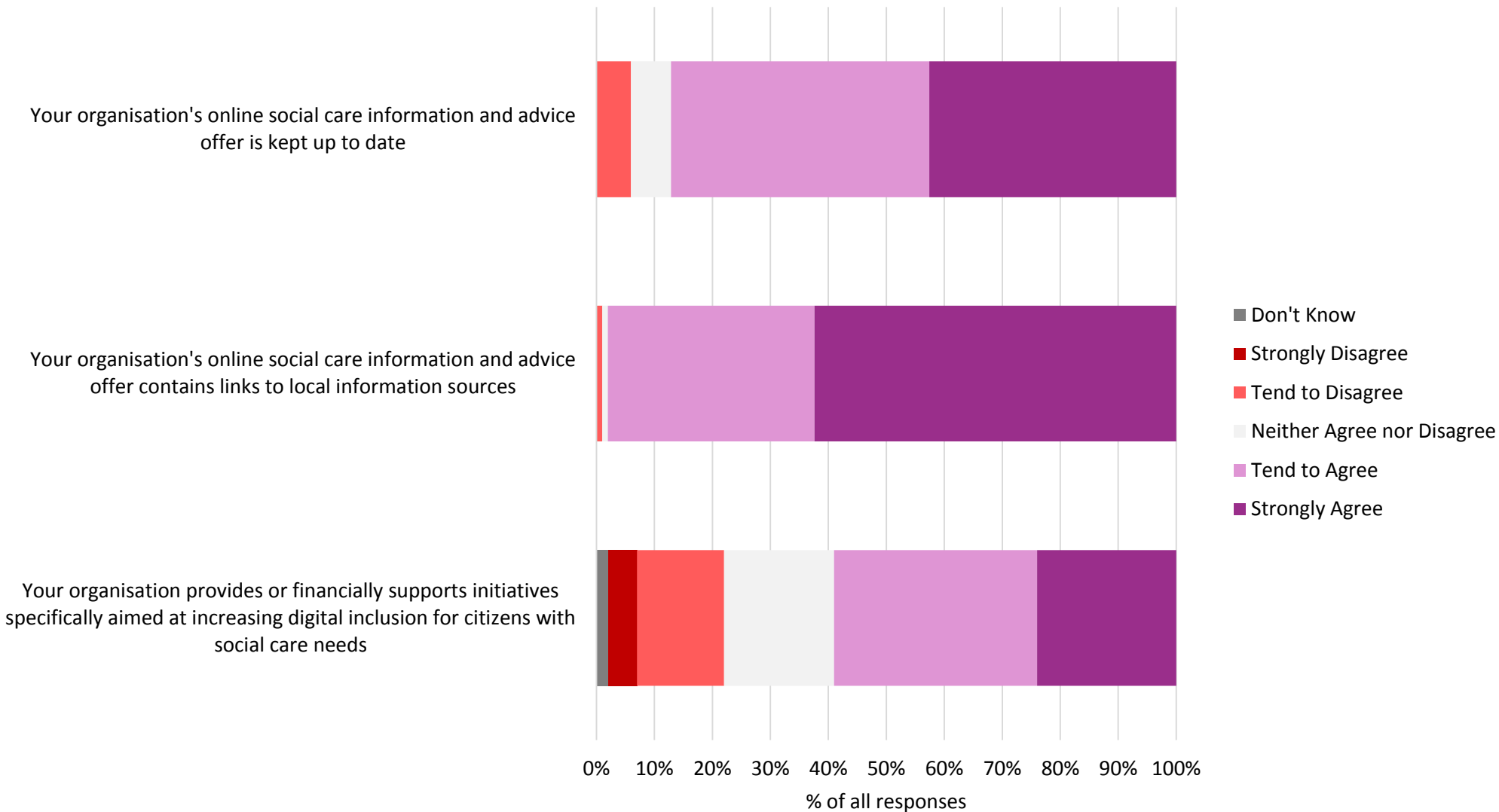
# Digital Channels

# Responses



# Digital Channels

# Responses



Many local authorities have plans to improve their online offer, but are not yet at a point where solutions have been rolled out widely.

Nearly all local authorities provide up to date online information and advice relating to meeting social care needs, including links to local information.

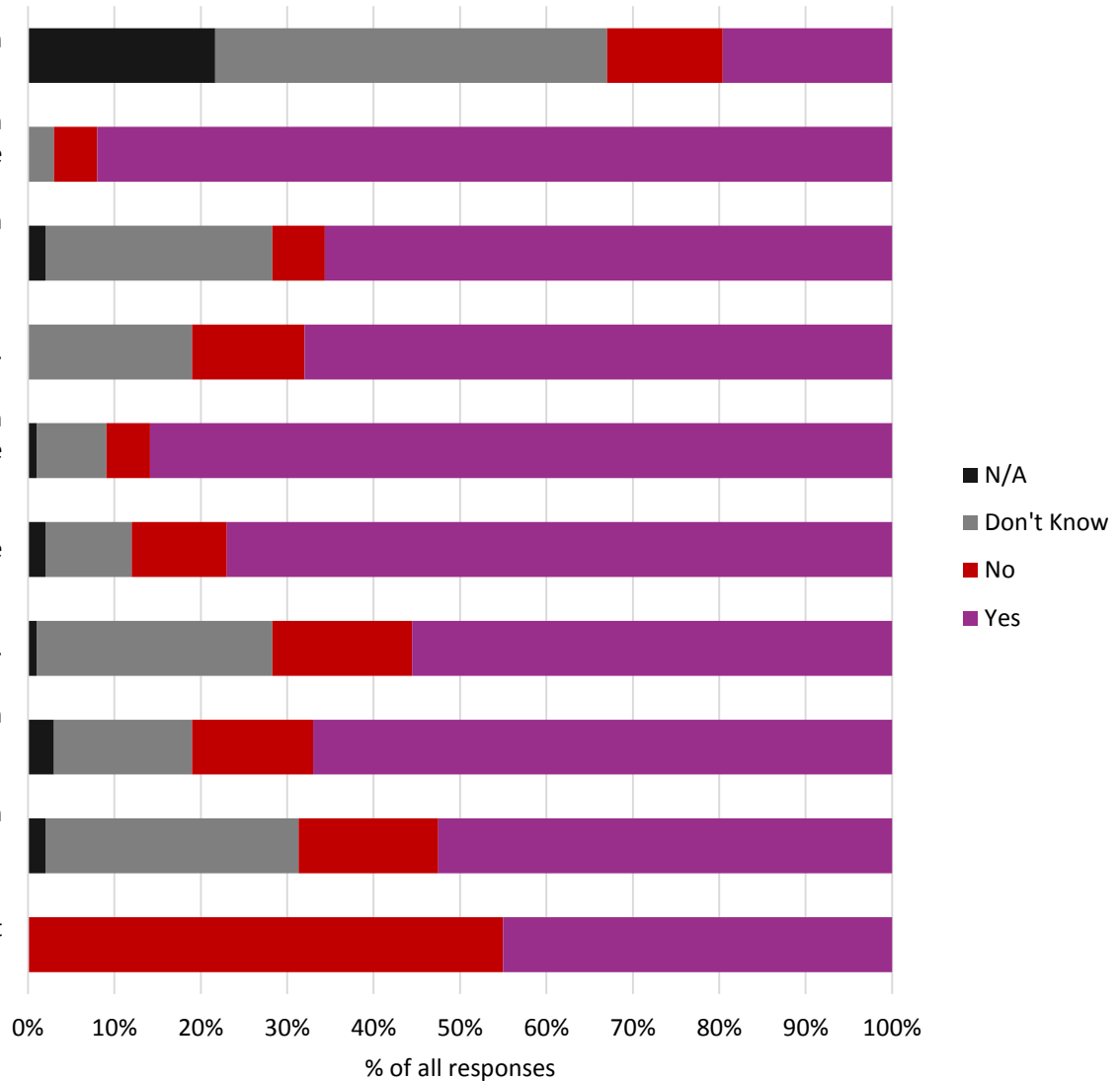
## Resources

- [Engaging Citizens Online: Role of third sector care providers](#)
- [Engaging Citizens Online Briefing: Effective use of national information sources](#)
- [Integrated Personal Commissioning and IT Systems](#)
- [Customer access to adult social care](#)
- [The Local Government Digital Service Standard](#)
- [Providing Digital Information and Advice](#)
- [Meeting older people's technology support needs, developing social communities and reducing isolation](#)
- [Information, advice and guidance offer](#)
- [Engaging Citizens Online: Promotion of online services](#)
- [Engaging Citizens Online Briefing: Online social care financial assessment](#)
- [Engaging Citizens Online Briefing: Online tools within a needs assessment process](#)
- [Engaging Citizens Online Briefing: Planning online transactional facilities](#)
- [Engaging Citizens Online Briefing: Methodology for developing the online user journey](#)
- [Engaging Citizens Online Briefing: Identity and Authentication](#)
- [Milton Keynes Digital Champion Project](#)

# Infrastructure

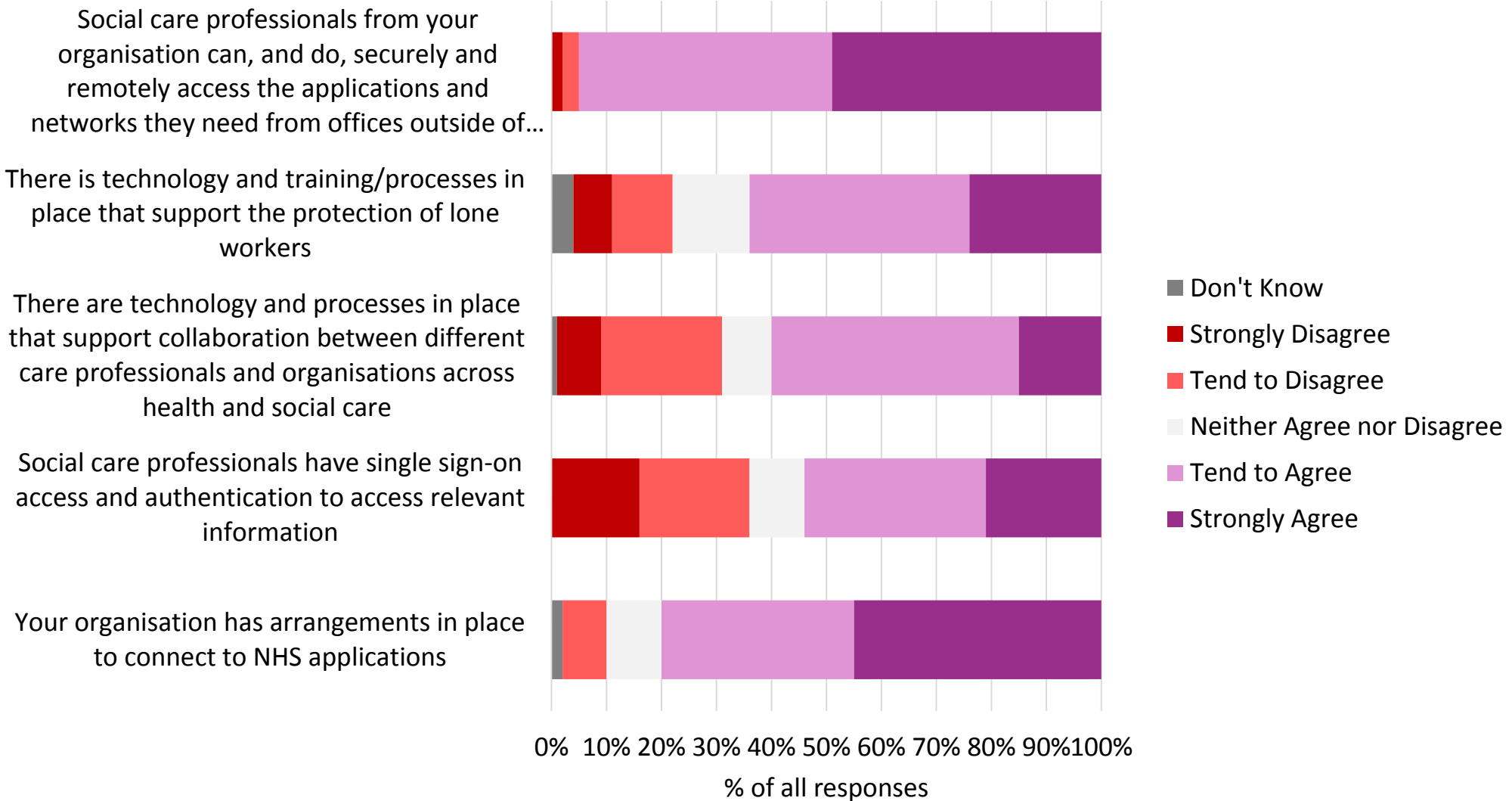
# Responses

- Are you intending to carry out and fund any significant development activity in the following areas during 2017/18: Other
- Are you intending to carry out and fund any significant development activity in the following areas during 2017/18: Technology that supports effective mobile and remote working: Adult social care
- Are you intending to carry out and fund any significant development activity in the following areas during 2017/18: Assistive and remote technology: Adult social care
- Are you intending to carry out and fund any significant development activity in the following areas during 2017/18: Information sharing for commissioning i.e. linked data across health and care: Adult social care
- Are you intending to carry out and fund any significant development activity in the following areas during 2017/18: Technology that supports effective mobile and remote working: Children's social care
- Are you intending to carry out and fund any significant development activity in the following areas during 2017/18: Digital channels such as online e-brokerage or self-assessment solutions: Adult social care
- Are you intending to carry out and fund any significant development activity in the following areas during 2017/18: Information sharing for commissioning i.e. linked data across health and care: Children's social care
- Are you intending to carry out and fund any significant development activity in the following areas during 2017/18: Record sharing for direct care, i.e. single citizen record: Adult social care
- Are you intending to carry out and fund any significant development activity in the following areas during 2017/18: Record sharing for direct care, i.e. single citizen record: Children's social care
- Do you have a single shared case management system for children's and adult social care?



# Infrastructure

# Responses



Around 80% of all local authorities plan significant investment in digital technology programmes linked to social care this year, with the largest number focusing on mobile working solutions for workers.

95% of local authorities state that their workers can access the systems and networks they need from locations outside of the council's estate.

One in five local authorities is still unable to connect to NHS applications.

## Resources

- [The Yorkshire and Humber Public Services Network Website](#)
- [Govroam – the wifi solution for the public sector](#)
- [Health and Social Care Network](#)
- [Understanding secure email guidance](#)
- [LGA's Up to Speed campaign](#)
- [NHS Digital Spine](#)