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

Strategic Alignment
Leadership
Resourcing
Governance
Information Governance
Records, Assessments & Plans
Transfers Of Care
Remote & Assistive Care
Decision Support
Business Intelligence
Digital Channels
Infrastructure

Score /100

2016
2017

Readiness
Capabilities
Infrastructure
Readiness Summary

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

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

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

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.

Your organisation monitors emerging technologies, using regular horizon scanning to support social care planning and delivery.
Councils generally self-assessed as strong in this area, including:

- Clear plans linked to Heath & 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](#)
Your Health and Wellbeing Board owns the information and technology plans that relate to the broader health and...

Your organisation plays a key role in the development and the delivery of the Local Digital Roadmap

The social care leadership team(s) oversees the information and technology plans (for your service/s) and receives...

The team leading the information and technology transformation includes a sponsor from the strategic /...

There is strong Member engagement in information and technology planning: Adult social care

There is strong Member engagement in information and technology planning: Children's social care

There is strong professional leadership in information and technology planning, from a representative with a social...

There is strong professional leadership in information and technology planning, from a representative with a social...

There is a strong professional leadership in information and technology planning, from a representative with a social...

There is a strong professional leadership in information and technology planning, from a representative with a social...

There is strong Member engagement in information and technology planning: Adult social care

There is strong Member engagement in information and technology planning: Children's social care

The social care leadership team(s) oversees the information and technology plans (for your service/s) and receives...

The social care leadership team(s) oversees the information and technology plans (for your service/s) and receives...

There is strong Member engagement in information and technology planning: Adult social care

There is strong Member engagement in information and technology planning: Children's social care

The team leading the information and technology transformation includes a sponsor from the strategic /...

There is a strong professional leadership in information and technology planning, from a representative with a social...

The social care leadership team(s) oversees the information and technology plans (for your service/s) and receives...

The social care leadership team(s) oversees the information and technology plans (for your service/s) and receives...

Your organisation plays a key role in the development and the delivery of the Local Digital Roadmap

Your Health and Wellbeing Board owns the information and technology plans that relate to the broader health and...
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
There is active engagement with service users and supporting carers enabling them to shape information and technology enabled programmes.

Your organisation routinely evaluates lessons from information and technology projects and applies the learning to future programmes.

Your organisation routinely evaluates the financial and non-financial benefits of information and technology projects using a consistent approach.

Information and technology plans are underpinned by approved business cases and fully-engaged business owners.

Relevant project and programmes follow standard project management methodologies which add value and ensure effective allocation of roles and responsibility.

There is an active strategic board overseeing and approving plans for programmes involving information and technology, supported by effective operational IT delivery.
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](#)
Your organisation has the buying, contracting, and supplier management capability it needs to manage technology suppliers effectively.

Your organisation ensures adequate resources are available for technology implementation and change management.

Your organisation routinely undertakes an assessment of safety and risks associated with information and technology projects.

There is appropriate engagement and training with citizens and/or their carers on relevant social care applications and technologies.

Social care commissioning staff actively look for digital solutions to meet outcomes when commissioning care services.

Relevant staff have the knowledge and skills to effectively commission digital solutions.

Social care commissioning staff actively look for digital solutions to meet outcomes when commissioning care services.

Your organisation routinely undertakes an assessment of safety and risks associated with information and technology projects.

There is appropriate engagement and training with citizens and/or their carers on relevant social care applications and technologies.

Your organisation ensures adequate resources are available for technology implementation and change management.

Your organisation has the buying, contracting, and supplier management capability it needs to manage technology suppliers effectively.
Councls 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
Where information sharing takes place there is a well embedded process of developing effective information sharing agreements at project level and these are actively managed and monitored.

Existing information governance procedures and agreements support operational staff to safely and easily share service user information with partners.

Your organisation has a robust action plan in place to address forthcoming changes in information governance and management legislation in relation to social care, including new General Data Protection Regulation (GDPR) requirements.

There is active engagement with, and understanding from, service users and carers in how their information is used (and where relevant shared).

Your organisation takes a privacy by design approach to projects which involve data.

Digital systems are used to capture and record information sharing preferences of individual service users.

Your workforce understands and follows your organisation’s information governance policies and processes.

Your organisation has an up to date Information Asset Register or inventory of information.

There is active identification, monitoring and review of cyber security risks.

Processes are in place to monitor third party compliance with legal requirements when handling personal data.

Don't Know
Strongly Disagree
Tend to Disagree
Neither Agree nor Disagree
Tend to Agree
Strongly Agree

% of all responses
Councils have prioritised cyber security and ¾ 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
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

What percentage of information held about the current cohort of clients is stored electronically? Children’s social care
Social care professionals can find a record from within relevant systems using the NHS number: Children's social care

Social care professionals can update digital care records (or relevant components of them) from where they need to as part of their regular day-to-day routine (including off-site i.e. clients homes): Adult social care

Social care professionals can update digital care records (or relevant components of them) from where they need to as part of their regular day-to-day routine (including off-site i.e. clients homes): Children's social care

Social care professionals can access digital records or relevant components of them at the point of care as part of their regular day-to-day routine: Children's social care

Social care professionals can access digital records or relevant components of them at the point of care as part of their regular day-to-day routine: Adult social care

Social care professionals can find a record from within relevant systems using the NHS number: Adult social care

Social care professionals can find a record from within relevant systems using the NHS number: Children's social care
Social care professionals have digital access at the point of care to the information they need from other local social care providers: Adult social care

Social care professionals have digital access at the point of care to the information they need from other local social care providers: Children's social care

Social care professionals have digital access at the point of care to the information they need from local healthcare providers: Adult social care

Social care professionals have digital access at the point of care to the information they need from local healthcare providers: Children's social care

Social care professionals rely on digital records for the information they need at the point of care: Adult social care

Social care professionals rely on digital records for the information they need at the point of care: Children's social care

Information is collected/recorded once: Adult social care

Information is collected/recorded once: Children's social care
Records, Assessments and Plans
Data LAs Share and Receive

Social care professionals have access to a consolidated view of their service users' local health and care record:
- Children's social care
- Adult social care

Social care clients can electronically view the information held about them from their digital care record:
- Children's social care
- Adult social care

Carers can electronically view information about the person they are caring for from their digital care record:
- Children's social care
- Adult social care

Carers can electronically update information about the person they are caring for from their digital care record:
- Children's social care
- Adult social care

Social care clients can electronically update the (relevant) information held about them from their digital care record:
- Children's social care
- Adult social care

Social care professionals can contribute to a consolidated view of their service users' local health and care record:
- Adult social care

Adult social care clients can electronically update the (relevant) information held about them from their digital care record:
- Children's social care
- Adult social care

Carers can electronically update information about the person they are caring for from their digital care record:

Carers can electronically view information about the person they are caring for from their digital care record:

% of all responses
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 Children’s 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

Assessment and discharge processes are completed digitally

Information shared with other social care providers is routinely sent digitally

Digital processes ensure that your organisation receives alerts, to suspend services its commissioning, in near real-time

Case management systems within your organisation digitally alert relevant organisations of children with care and support needs that are likely to continue after the age of 18, at the appropriate time

Don't Know
Strongly Disagree
Tend to Disagree
Neither Agree nor Disagree
Tend to Agree
Strongly Agree

% of all 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
Advice and interactions with social care professionals in your organisation are available to service users and their carers remotely/virtually.

Social care professionals in your organisation use remote/virtual interactions with clients and/or their carers for assessment and reviewing tasks.

Social care professionals are able to contribute remotely to discussions about the care of an individual with colleagues outside your organisation.

Your organisation commissions / provides sensor technology that is supported by proactive monitoring support (e.g. falls prevention sensors).

Your organisation commissions / provides assistive and new technologies capable of contributing relevant data to a client's care record automatically.

Your organisation commissions / provides telecare equipment that is supported by a service that responds to alarms / alerts.

Your organisation commissions / provides apps as part of care packages offered to clients.

Your organisation commissions / provides assistive and new technologies capable of contributing relevant data to a client's care record automatically.

Social care professionals in your organisation use remote/virtual interactions with clients and/or their carers for assessment and reviewing tasks.

Don't Know
Strongly Disagree
Tend to Disagree
Neither Agree nor Disagree
Tend to Agree
Strongly Agree
Remote and Assistive Technology

There is active promotion of assistive and new technologies to:

- Those already receiving social care services
- Those providing care for individuals
- Those self-funding their own care
- Those who may require care in the future

Your organisation takes a joined up approach to commissioning and providing assistive and new technologies with partners in health.

Responses:

- Don't Know
- Strongly Disagree
- Tend to Disagree
- Neither Agree nor Disagree
- Tend to Agree
- Strongly Agree

% of all 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
Social care professionals in your organisation receive digital alerts to the existence of citizen preferences: Adult social care.

Digital systems alert professionals outside your organisation to relevant operational information about their client: Children’s social care.

Digital systems provide automatic prompts for the next action required from the relevant care professionals: Adult social care.

Digital systems alert professionals outside your organisation to relevant operational information about their client: Adult social care.

Social care professionals in your organisation receive digital alerts of specific client risks: Children’s social care.

Digital systems automatically provide alerts when records are due to expire and this is actively monitored by the organisation.

Digital systems prompt social care professionals to complete missing information and remind clients about overdue actions: Children’s social care.

Digital systems prompt social care professionals to complete missing information and remind clients about overdue actions: Adult social care.

Digital systems automatically provide alerts when records are due to expire and this is actively monitored by the organisation: Children’s social care.

Digital systems automatically provide alerts when records are due to expire and this is actively monitored by the organisation: Adult social care.

Digital systems provide automatic prompts for the next action required from the relevant care professionals: Children’s social care.

Digital systems provide automatic prompts for the next action required from the relevant care professionals: Adult social care.

Social care professionals in your organisation receive digital alerts of specific client risks: Adult social care.

Social care professionals in your organisation receive digital alerts of specific client risks: Children’s social care.

Social care professionals in your organisation receive digital alerts to the existence of citizen preferences: Adult social care.
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](#)
Your organisation uses digital information it holds to accurately measure current activity:
- Children’s social care
- Adult social care

Your organisation uses digital information it holds to accurately predict future activity:
- Children’s social care
- Adult social care

Your organisation links client level social care information with health information to understand patterns of activity for individuals (in pseudonymised form)

Your organisation receives high level data from social care providers

Your organisation shares aggregated data with health partners to analyse whole system flow

Data quality information is actively monitored and fed back to operational social care teams

Your organisation receives high level data from social care providers

Your organisation links client level social care information with health information to understand patterns of activity for individuals (in pseudonymised form)

Your organisation uses digital information it holds to accurately predict future activity: Adult social care

Your organisation uses digital information it holds to accurately predict future activity: Children’s social care

Your organisation uses digital information it holds to accurately measure current activity: Adult social care

Your organisation uses digital information it holds to accurately measure current activity: Children’s social care
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
Your organisation enables citizens, including carers and advocates, to undertake the following tasks online:

- **Purchasing care**
- **Management of direct payment**
- **Financial assessment**
- **Calculation of indicative personal...**
- **Self assessment of social care needs**
- **Purchasing care**

Responses:

- **Don't Know**
- **Strongly Disagree**
- **Tend to Disagree**
- **Neither Agree nor Disagree**
- **Tend to Agree**
- **Strongly Agree**
Your organisation provides or financially supports initiatives specifically aimed at increasing digital inclusion for citizens with social care needs.

Your organisation's online social care information and advice offer is kept up to date.

Your organisation's online social care information and advice offer contains links to local information sources.

Don't Know
- Strongly Disagree
- Tend to Disagree
- Neither Agree nor Disagree
- Tend to Agree
- Strongly Agree

% of all 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
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?
Social care professionals from your organisation can, and do, securely and remotely access the applications and networks they need from offices outside of...

There is technology and training/processes in place that support the protection of lone workers.

There are technology and processes in place that support collaboration between different care professionals and organisations across health and social care.

Social care professionals have single sign-on access and authentication to access relevant information.

Your organisation has arrangements in place to connect to NHS applications.
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