Elmbridge - LGA Local Services Open Data Pilot

**Highlights – 31st January 2020**

* Data (240 services) have been migrated from spreadsheet form and imported into the new *Placecube* Open Place Directory
* Further data are now being assured and collected in Placecube OPD
* Nikki Davey (Elmbridge project manager) attended the pilots’ update meeting on 12th December and is grateful for the Service Finder
* Ongoing review of the Service Finder with all partners plus Library manager was held Jan 15th. Was very well received but they need to wait until we have data before they can really test it.
* A workshop with frontline partners (Social prescribing, community support for loneliness, learning disabilities and dementia) was held in Elmbridge on Jan 15th to develop their target personas and these were then aligned with the LGA open standard “terms” and sent on to the LGA central team for inclusion.
* OpenActive data sources, particularly relevant to Elmbridge have been identified and passed to the LGA central technical team for inclusion.
* Senior management at Elmbridge continues to show much interest and will be updated when Service Finder and Online directory available to view new data

**Next steps**

* Continue to assure data in the Placecube Open Place Directory and collate collection metrics
* Review new online directory toward end of Feb
* Connect Service Finder to assured data and use on frontline with three consumers
* Attend 20th Feb final pilots’ review and update meeting
* Contribute to report writing

**Risks**

* *Online directory software (to provide another means to connect users to the services information) to be ready in line with the assured data (if not then go with just service finder initially and continue the website work later)*

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| *Planned* |  | **Completed** |  | In progress |  | ***At risk*** |  |

MB=Melanie Bussicott; KY=Kelly Young; NW=Nikki Wade; PD=Paul Davidson; NG=Nicki Gill; MT=Mike Thacker; SD=Simon Dickinson; IS=Ian Singleton

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| **Outline Pilot Plan** | **Elmbridge District Council** | **CVS, CA, Cobham Link, Social Prescribing (CCG), Dementia support, Housing, Leisure** |

| **Task** | *Planned*/**Progress** | **Responsible** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **Jan** | **Feb** | **Mar** |
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| 1. Local pilot governance board (½)
 | * **Head of community support services signed the MOU**
* **Project presented to Elmbridge Older Peson’s Advisory Body/Strategy working group who endorsed the project**
 | MBMB | **12th**  |  |  | **24th**  |  |  |  |  |  |  |
| 1. Place discovery exercise (1)
 | * **Initial interest gauged and invited to planning session**
* **Stakeholder analysis and map completed**
 | MBNW/IS |  | **9th****10th** |  | **9th**  |  |  |  |  |  |  |
| 1. Pilot plan creation (2)
 | * **Planning workshops 9th & 10th July**
* **Development of outline plan**
* **Classification/collection/assurance model workshops held 19th/20th August**
* **Software option identified and being implemented**
* **Stakeholders all briefed, and scope now defined**
 | MBISISISMB |  | **17th**  | **19th 20th**  |  |  |  |  |  |  |  |
| 1. Develop assurance level and strategy across the place (1)
 | * **Assurance levels agreed by core team but will confirm this with change control group once that is set up. Don’t expect group to be set up until Software with us.**
* **Change control will be taken on by community team at this stage until partners have tested model with service finder. Model went down well at the persona workshop**
 | MB/IS |  |  | **19th**  |  |  |  |  | **14th & 15th** |  |  |
| 1. Adoption of LGA service standard by the place (2;PD1)
 | * **Create spreadsheet based on LGA schema to capture service directory info**
* **Schema reviewed at classification/collection/assurance model workshop 19th/20th August**
* **Schema accepted in place OPD**
 | IS |  | **15th**  | **19th**  |  |  |  |  |  |  |  |
| 1. Adopt LGA service to need model by the place (1;NG2)
 | * **Classification workshop attended and service to need model accepted.**
* **LGA ‘fork’ accepted and service-types adopted**
* **Service-types mapped to all Molesey service data**
* **Reviewing Surrey Info Point and Central Surrey Voluntary Action classification**
* **LGA model tested with personas and passed to Nicki.**
* *Further testing with service finder*
 | NGNW |  |  | **19th**  |  | **9th**  |  |  | **14th & 15th** |  |  |
| 1. Local services published to national standard (PD2)
 | * **Apprentice in place and collecting data in Molesey but into a temporary spreadsheet for now**
* **Migrated spreadsheet into LGA schema**
* **Data imported into placecube**
 | NWNW |  |  |  |  |  |  |  |  |  |  |
| 1. Assurance model described, implemented, tested (1)
 | * **Agreed to allocate service-types to an officer at Elmbridge**
* **Process developed at 19th collection/assurance model workshop**
* **Software requirements documented and passed to placecube**
* **Software reviewed 22nd Oct**
* **Completed procurement and placecube instance set up**
* **Tested placecube as assurer**
* *Looking to bring in a service provider*
 | IS |  |  | **19th**  | **9th**  | **22nd**  |  |  |  |  |  |
| 1. Collection and maintenance model described & tested (1)
 | * **Initial thinking is to base this on the existing printed service directory**
* **Developed outline of process at 19th collection/assurance model workshop**
* **Software requirements documented and passed to placecube**
* **Software reviewed****22nd Oct**
* *Consideration will be given to openactive migration path for Leisure (not yet planned in)*
 | ISIS |  |  | **19th**  |  | **22nd**  |  |  |  |  |  |
| 1. Loneliness - Exercise and trial of data discovery and consumption (1)
 | * **Loneliness project doesn’t have any software to support workers so very interested in the LGA service finder app.**
* **Discussed benefits for loneliness and captured notes. Agreed that LGA comms could interview people and create blogs/articles**
* **Interviewed by Helen and initial info written up**
* *User stories to be written up (ask Tim/Helen)*
 | IS |  |  |  |  | **22nd**  |  |  |  |  |  |
| 1. Other initiatives - Wider rollout by place and involvement of data consumers (1)
 | * **Initially selected - Learning disabilities (Cobham link), social prescribing, dementia support, Leisure**
* **These project don’t have any software to support workers so very interested in the LGA service finder app.**
* **Discussed benefits for loneliness and captured notes.**
	+ **Nikki Bird – Dementia Services Manager**
	+ **Rebecca De Lay – Cobham Link Manager (provision of our learning disabilities services)**
* **Social Prescribing Officer has left post but is being replaced**
* **Agreed that LGA comms could interview people and create blogs/articles**
* **Interviewed by Helen and initial info written up**
* *User stories to be written up (ask Tim/Helen)*
 |  |  |  |  |  | **22nd**  |  |  |  |  |  |
| 1. Pilot data collection (2;PD2)
 | **The following have been identified as taking part in the pilot:*** **Molesey Centre Manager**
* **Social Prescribing - new SP Officer being recruited**
* **EBC Voluntary sector support**
* *Using software will be started in Feb see 8*
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| 1. Pilot data consumption (2)
 | * *Dependent on 12 but expecting to use Service Finder App*
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| 1. Collect and analyse data delivery metrics and costs (1)
 | * **Happy with recommendations from LGA**
* **Apprentice recorded time in collecting data.**
* *Nikki to write it up*
 | NW |  |  |  |  |  |  |  |  |  |  |
| 1. Develop case study/lessons learned contributions (1)
 | * *Meet with LGA and other pilots*
 |  |  |  |  |  | **3rd** |  | **12th**  |  | **20th**  |  |
| **Task** | **Progress** | **Responsible** |  | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **Jan** | **Feb** | **Mar** |