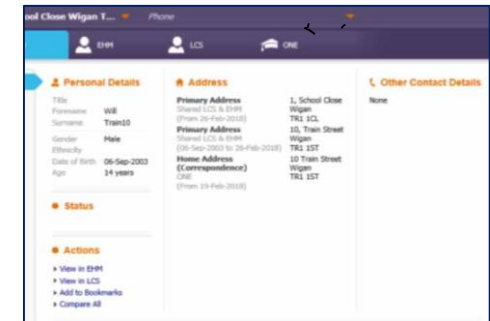


Level	Tier	Scope
Service	County, Unitary	Care Services

A single view of a child's record



Characteristic(s) / CSF(s):
 Role of the Authority
 Use of Data and Intelligence
 Use of Digital Technology



Problem and Approach

- Children's services has developed over many years and as a result many of the systems in use had the same issues. Multiple back office, case management systems existed which had created duplication of data and silo working.
- The development of a single view of a child's record sought to reduce these barriers and to develop integrated services around the needs of families. The council carried out a scoping and requirements gathering exercise, which revealed the need to have a single view of demand which is able to be used use multiple service areas so that interventions could be tracked and planned as appropriate.

Outcomes

- The developed system made all the required information available to various professionals in one single view system. The single view system had the benefit of:
- reducing the time professionals spend searching across multiple systems
- presents holistic information about a child and highlights any discrepancies across different systems
- allows professionals to see historical family and contextual data

https://www.local.gov.uk/sites/default/files/documents/11.156%20Wigan%20Case%20Study%20Digital%20Tranformation_03.pdf



The public sector transformation partner