

A photograph of the Sunderland City Council building, a large stone structure with a prominent clock tower. In the foreground, there is a public fountain with many small jets of water. People are seen walking and playing near the fountain. The sky is blue with some clouds. A dark blue banner is overlaid on the top left, and a white banner is overlaid on the bottom right.

# Sunderland Intelligence Service

## Innovation in Partnership





**Vulnerable children and families**

**Vulnerable adults and families**

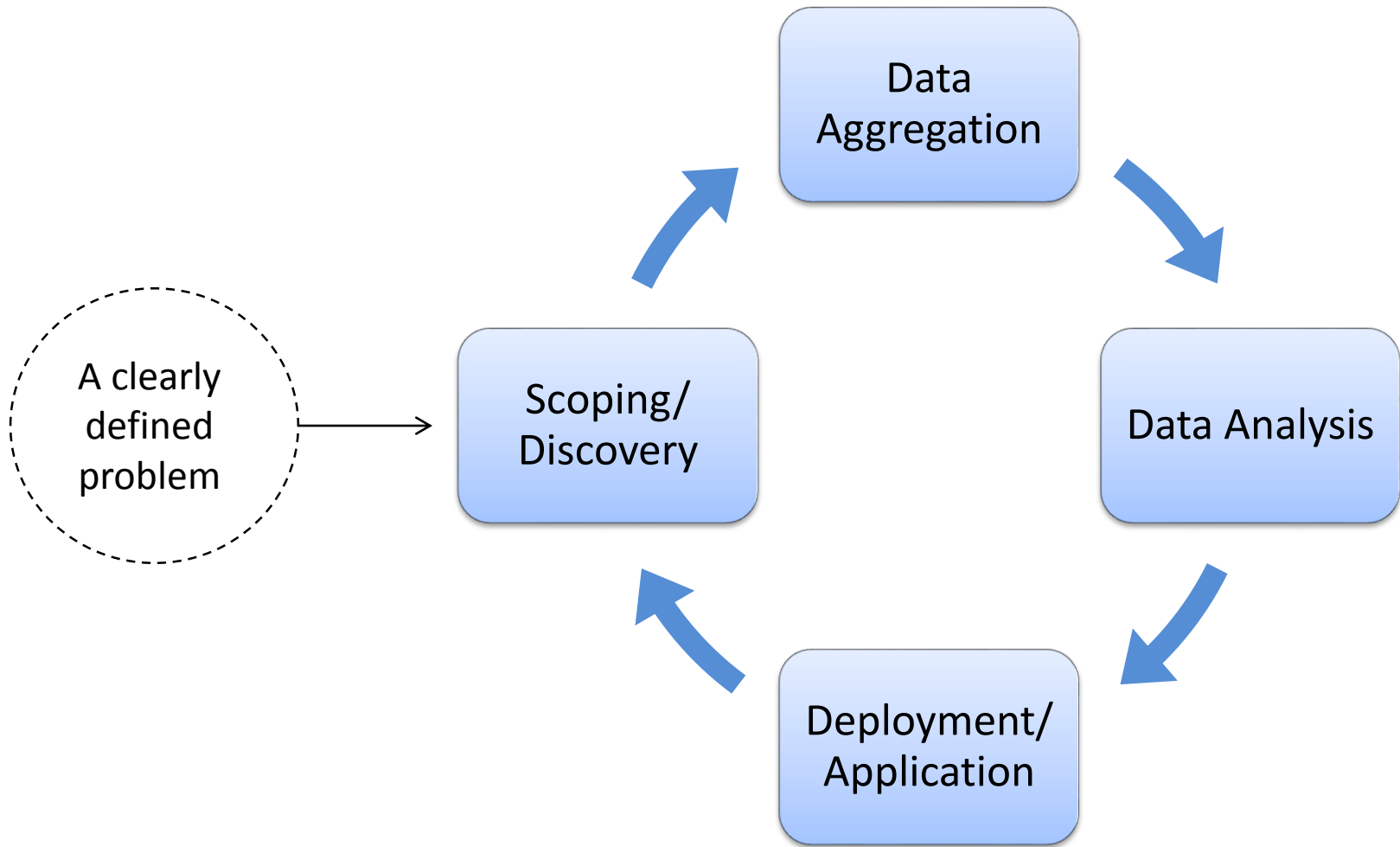
**Resilient residents and communities**

**Intelligence service**





- Strategic Intelligence Partner – Sept 2014
- First Local Authority partnership in Europe
- Working as part of Sunderland Partnership
- Aim is self-sufficiency





# Mary Jones

**Data sources:** Jontek, Rah, Mesals, Spoa, Swift, Chs

**Date of birth:** 22 July 1922 (94 yrs old)

**Date of death:** N/A

**NHS Number:** 9999999999

**PID:** 999999

**Address:** 50 Rose Avenue Houghton-Le-Spring Dh4 6ja Uk (as of 30 July 2007)

**Main category:** Physical Support: Personal Care Support

**Hazards:** None





# John Smith

**Data sources:** Spoa, Swift, Dfg, Rah, Police, Jontek, Mesals, Chs

**Date of birth:** 12 Jan 1970 (46 yrs old)

**Date of death:** N/A

**NHS Number:** 9999999999

**PID:** 999999

**Address:** Address SR9 9SR (as of 10 August 2015)

**Main category:** Physical Support: Personal Care Support

**Hazards:** Ap - Adult Protection



# John Smith

**Data sources:** Spoa, Swift, Dfg, Rah, Police, Jontek, Mesals, Chs

**Date of birth:** 12 Jan 1970 (46 yrs old)

**Date of death:** N/A

**NHS Number:** 9999999999

**PID:** 999999

**Address:** Address SR9 9SR (as of 10 August 2015)

**Main category:** Physical Support: Personal Care Support

**Hazards:** Ap - Adult Protection

Life Timeline	Key Events	Involvements	Address History	Care Plans		
filter (3 letters minimum)						
Type	Start Date	End Date	Provider	Service Start Date	Service End Date	Frequency
Adaptation Help To Live @ Home Adaptation	N/A	N/A		N/A	N/A	1.0 / One Off
Service Managed Budget Personalisation	N/A	N/A		10 March 2016	N/A	1.0 / Weekly(days)
Service Home Support	10 March 2016	N/A	BLUEBIRD CARE	21 December 2015	N/A	10.5 / Weekly(days)
Service Home Support	15 February 2016	N/A	HENDON COMMUNITY CARE CENTRE	3 March 2014	N/A	43.0 / Weekly(days)
Service Home Support	21 December 2015	9 March 2016	BLUEBIRD CARE	21 December 2015	N/A	7.0 / Weekly(days)
Service Home Support	14 December 2015	14 February 2016	HENDON COMMUNITY CARE CENTRE	3 March 2014	N/A	43.0 / Weekly(days)
Service Managed Budget Personalisation	N/A	N/A		14 December 2015	9 March 2016	1.0 / Weekly(days)
Service Home Support	6 October 2015	13 December 2015	HENDON COMMUNITY CARE CENTRE	3 March 2014	N/A	39.5 / Weekly(days)
Service Managed Budget Personalisation	N/A	N/A		6 October 2015	13 December 2015	1.0 / Weekly(days)
Service Home Support	10 June 2015	10 June 2015	HENDON COMMUNITY CARE CENTRE	3 March 2014	N/A	4.0 / Weekly(days)
Service Home Support	11 May 2015	5 October 2015	HENDON COMMUNITY CARE CENTRE	3 March 2014	N/A	36.0 / Weekly(days)

# Adult 360

- What went well?
  - Co-design, co-creation and co-iteration with end users
  - Service champions (biggest influencers)
- What didn't go as well?
  - Time taken to build the trust to get hospital data
  - Accessing data at source from hosted systems
- Single biggest lesson
  - Build in the time, effort and confidence factors it will take to get access to the data for people to use!



TITLE

Family 103657

Family 102051

Family 100784

Family 102237

Family 102602

Family 103857

Family 101098

Family 101559

Family 100830

Family 103007

Family 102042

Family 101799

Family 102978

Family 102532

#83649

Family 103657

OPEN

Triggered by Family on 2016/03/26 18:02

🔄 📄 ✕

🔥 Take Action

👤 ASSIGNED TO Unassigned 📺 WATCHED BY Unwatched

METADATA CRITERIA FAMILY MEMBERS SF HISTORY ACTIONS NOTES

ACTIVE INVOLVEMENT COVERAGE

Full

ADDRESS IN SUNDERLAND

Yes

AREA

Coalfield

CATEGORY

Child Needing Help

Crime

Education

Violence

FAMILY ID

103657

FAMILY SIZE

3

FIRST NAME

Joe

Sharon

Steven

LAST NAME

Bloggs

NUMBER OF CRITERIA

4

OPEN TO

None

PARTY ID

596894

596896

596897

596898

596899

SF PANEL

Over 3 months ago

SF REFERRAL

Yes

SF REFERRAL DATE

2015-06-03

SF STATUS

Active

SEVERITY

High

SOURCE

Family

SOURCE SYSTEM

Capita One

Connexions

Police

Swift

Yos

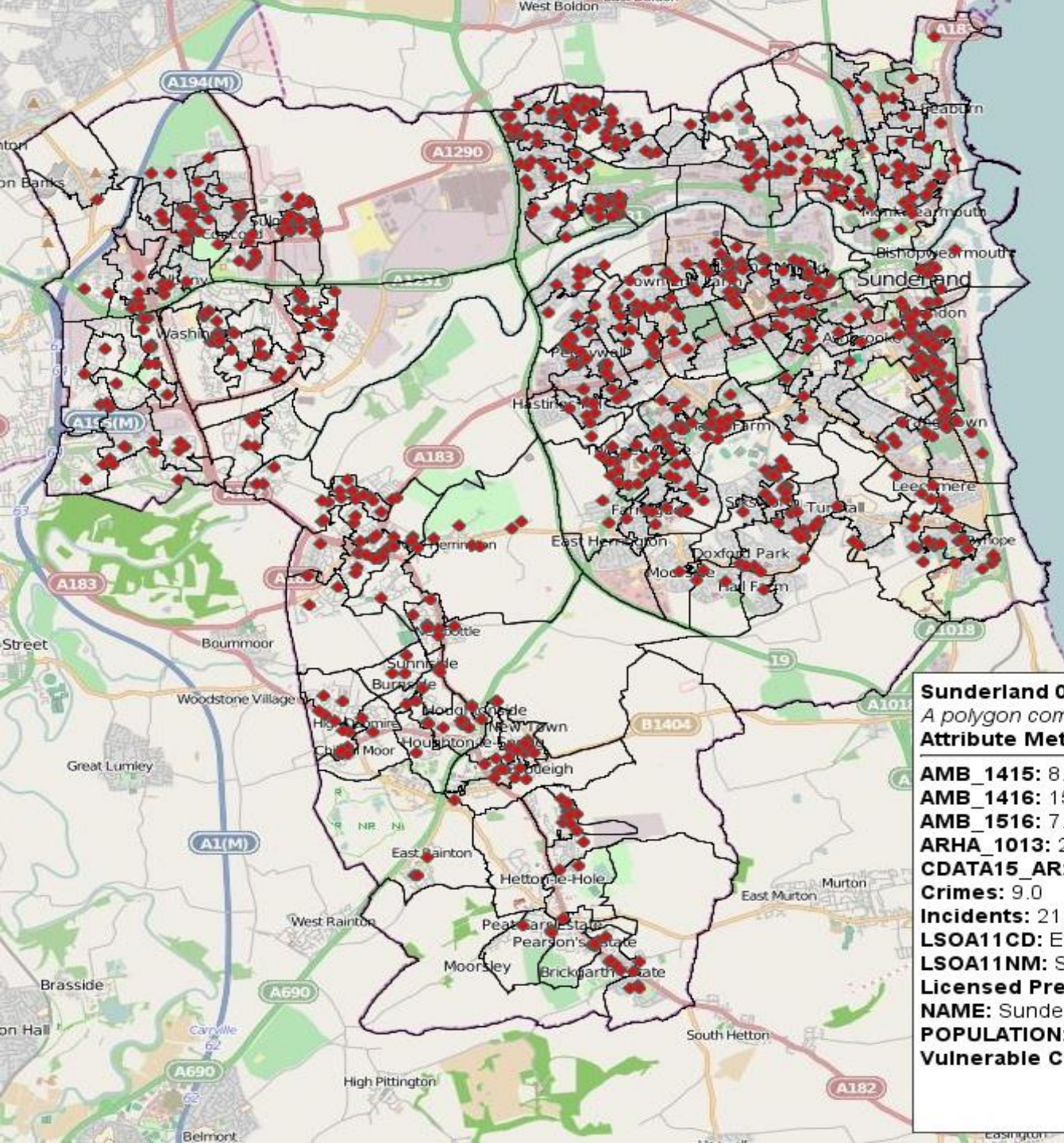
# Strengthening Families

- What went well?
  - Willingness of the partners to share
  - Very visible & immediate results
- What didn't go as well?
  - Fear initially of the erosion of the 'professional perspective'
- Single biggest lesson
  - Investment in small specific areas can lead to much bigger benefits









**Sunderland 001B**  
*A polygon comprised of 834 vertices.*

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**Attribute Metadata**

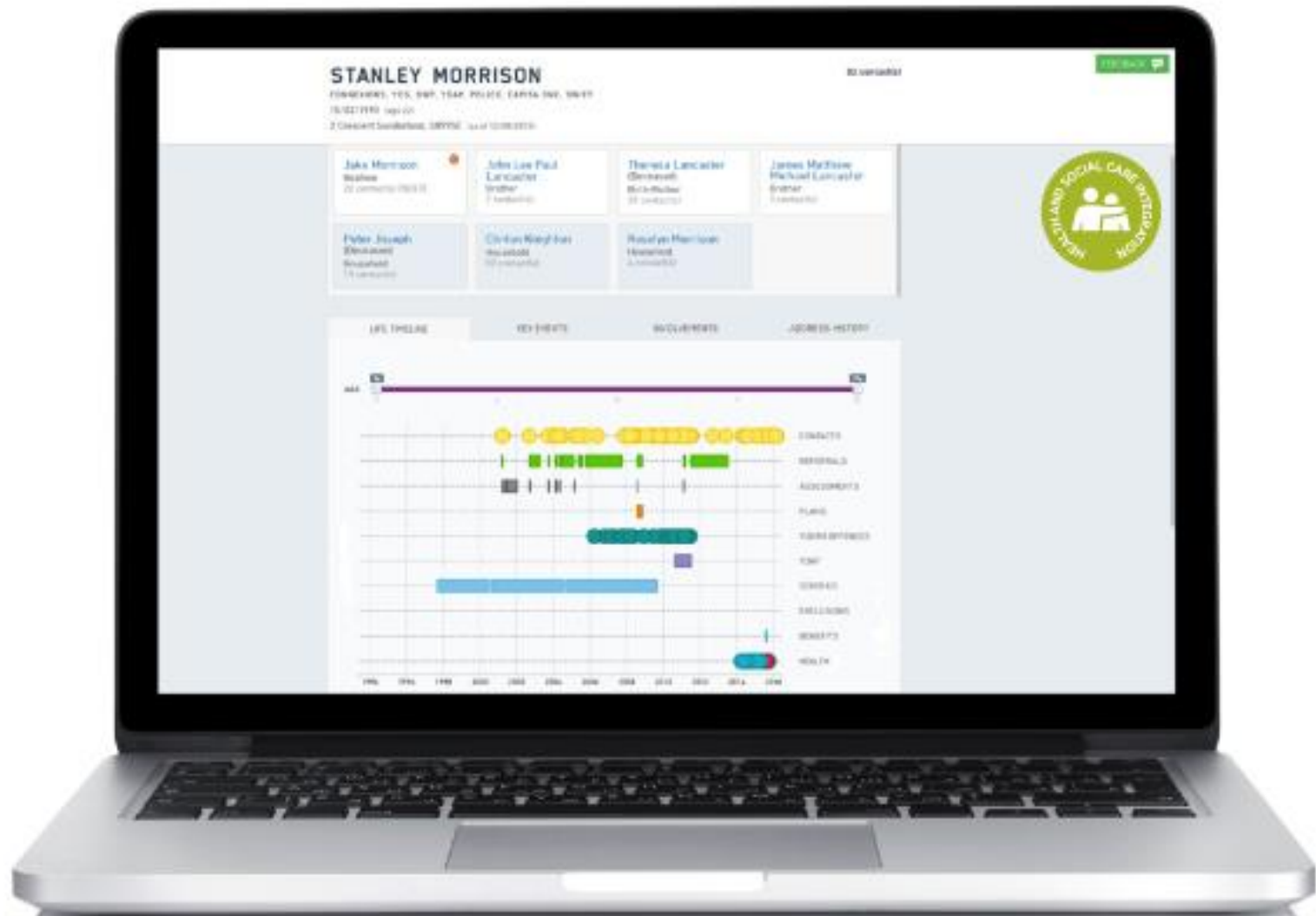
**AMB\_1415:** 8.0  
**AMB\_1416:** 15.0  
**AMB\_1516:** 7.0  
**ARHA\_1013:** 2743.0  
**CDATA15\_AR:** 2.0  
**Crimes:** 9.0  
**Incidents:** 21.0  
**LSOA11CD:** E01008722  
**LSOA11NM:** Sunderland 001B  
**Licensed Premises:** 3.0  
**NAME:** Sunderland 001B  
**POPULATION:** 1479.0  
**Vulnerable Children:** 7.0

# Impact of Alcohol

- What went well?
  - Ability to profile the 'collective' picture
  - The impact of being able to see Children affected by alcohol
- What didn't go as well?
  - Conflicting priorities – Licencing / Public Health
- Single biggest lesson
  - Power of data to influence very different conversations but the time and effort required to nurture the process







## STANLEY MORRISON

FORNBERG, YES, WPT, 104K, POLICE, CARVA INC, SWAY  
10/02/1910 (age 61)  
2 Cleveport Sunderland, S89YD (age 17 10/08/2020)

82 contacts

10/02/1910

John Morrison

Wife  
22 contacts (10/02)

John Lee Paul

Lancaster  
Brother  
7 contacts

Theresa Lancaster

(Deceased)  
Brother-in-law  
22 contacts (10/02)

James Matthew

Michael Lancaster  
Brother  
1 contact

Peter Joseph

Deceased  
Brother-in-law  
17 contacts

Clive Roy (nee)

Deceased  
10 contacts

Rosemary Morrison

Daughter  
1 contact (10/02)



LIFE TIMELINE

KEY EVENTS

INVOLVEMENTS

ADDRESS HISTORY



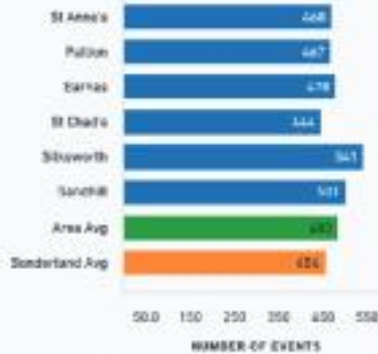
# WARD 360

Please select a ward: St Chad's

Time Period: All History

Event Type: Blue Badges

## ST CHAD'S EVENTS



Top event types in St Chad's (compared to Sunderland avg):

Rank	Type	#
1	1120 Missed and Replacement Bins	2191 (97411)
2	1115 Bulky Waste	2104 (92682)
3	120 Waste Permit	1910 (91322)
4	140 Bereavement/Rx	1230 (1230)
5	110 Community Equipment	562 (5889)
6	1170 School Admissions	537 (9722)

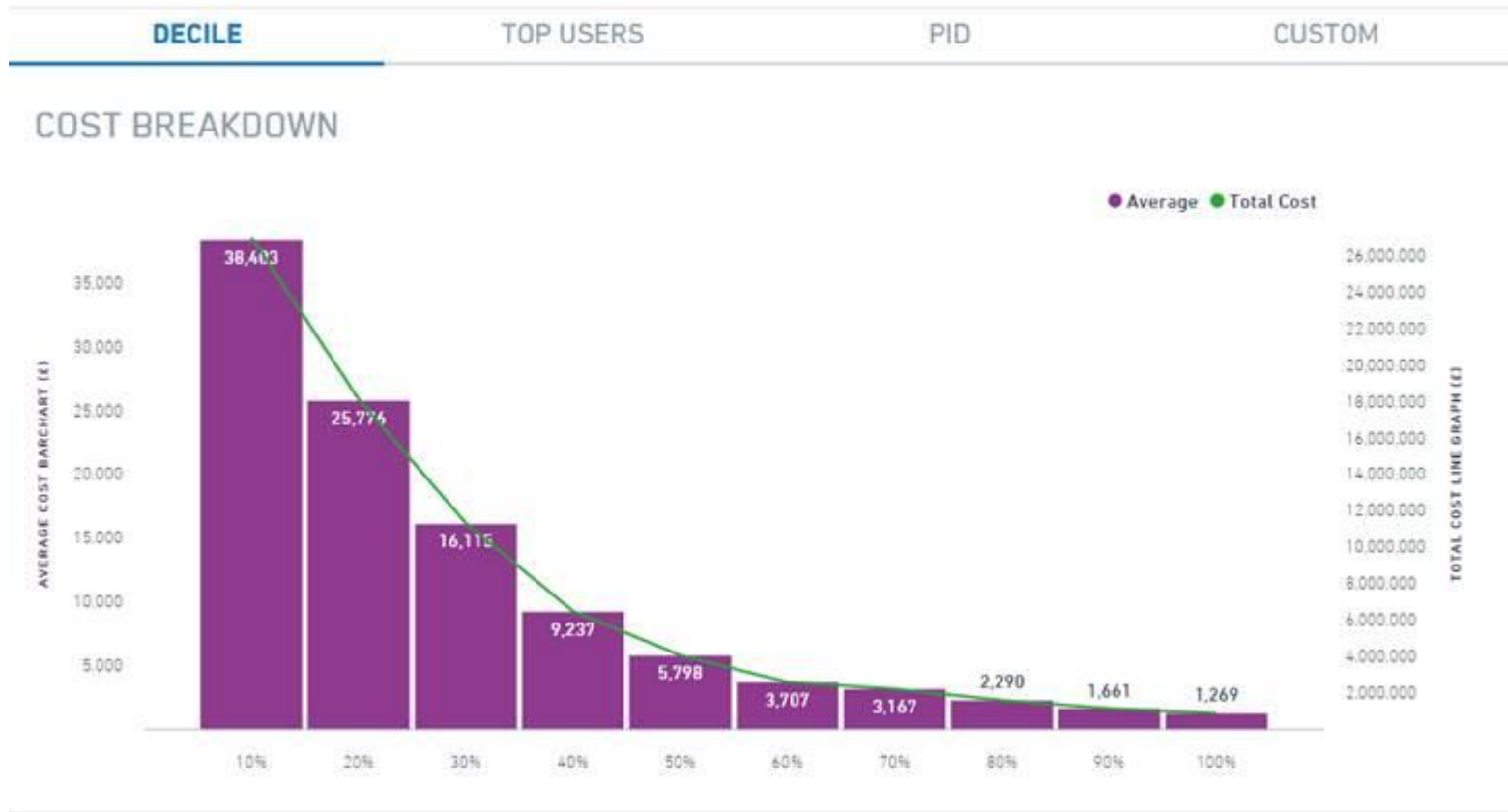
Access Types:  Show Wards  Telephone call



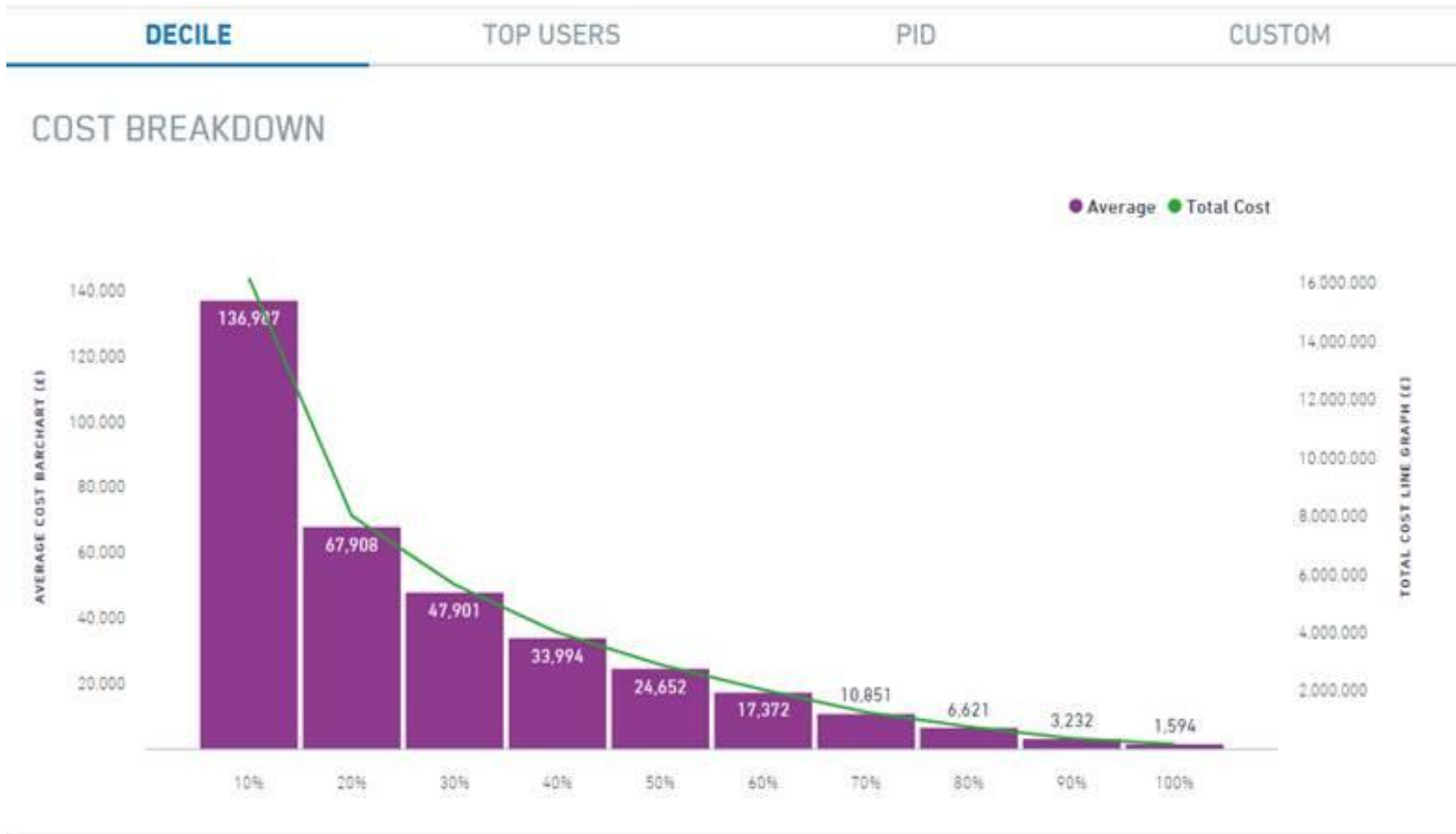
● Sunderland Average 2015 ● Sunderland Average 2016 ● Your Ward 2015 ● Your Ward 2016

# Adults Commissioning Tool

## Non-LD



# LD Clients





# COHORT RESULTS

## COHORT SUMMARY

Total Cost	Average Cost/Person	# of People	# of Utilities/Person
€25,196	€3,599	7 PEOPLE	1.7 UTILITIES

## COHORT DEMOGRAPHICS

### AGE



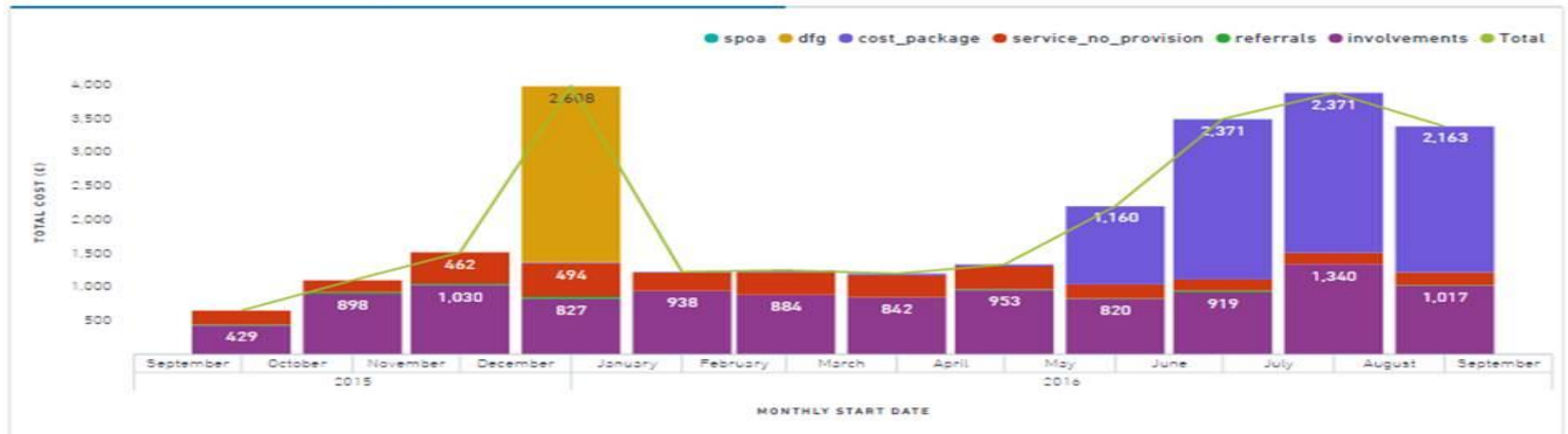
### GENDER



## COST ITEMS TIME SERIES

### Costs

### Counts



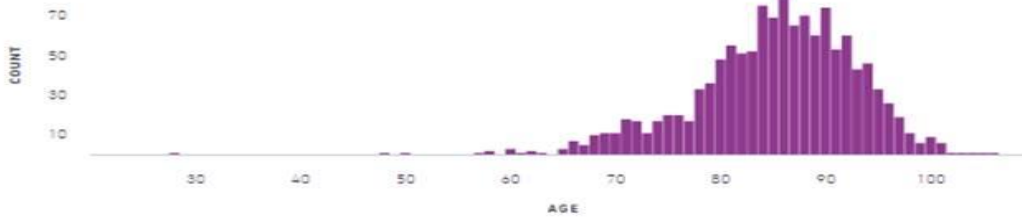
# COHORT RESULTS

## COHORT SUMMARY

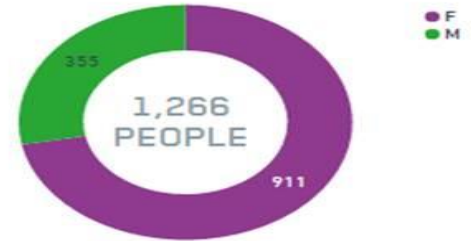
Total Cost	Average Cost/Person	# of People	# of Utilities/Person
£25,942,526	£20,492	1,266 PEOPLE	2.3 UTILITIES

## COHORT DEMOGRAPHICS

### AGE



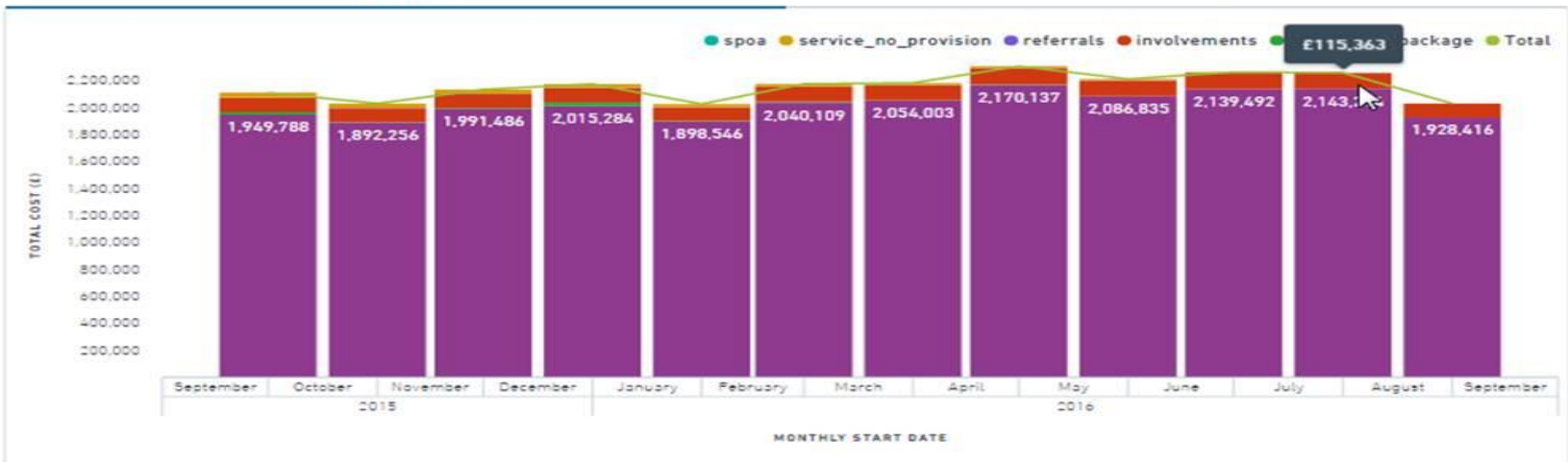
### GENDER



## COST ITEMS TIME SERIES

### Costs

### Counts



# Benefits from Practitioners Viewpoint

*I am making decisions without the blindfold (OT)*

*It's making me think differently before I act  
(Rehab Physio)*

*We are now receiving better referrals from the Nursing Team (Hospital SW  
Manager)*

*I feel I know a new customer before I meet them – I can focus on affirming the  
information; not asking them everything again! (ILT Officer)*

*Different decisions, different conversations – this is what I feel has most changed  
for me (SW - MDT)*

*I am confident of safe and effective discharges – without spending hours finding  
out info! (Complex Discharge Nurse)*