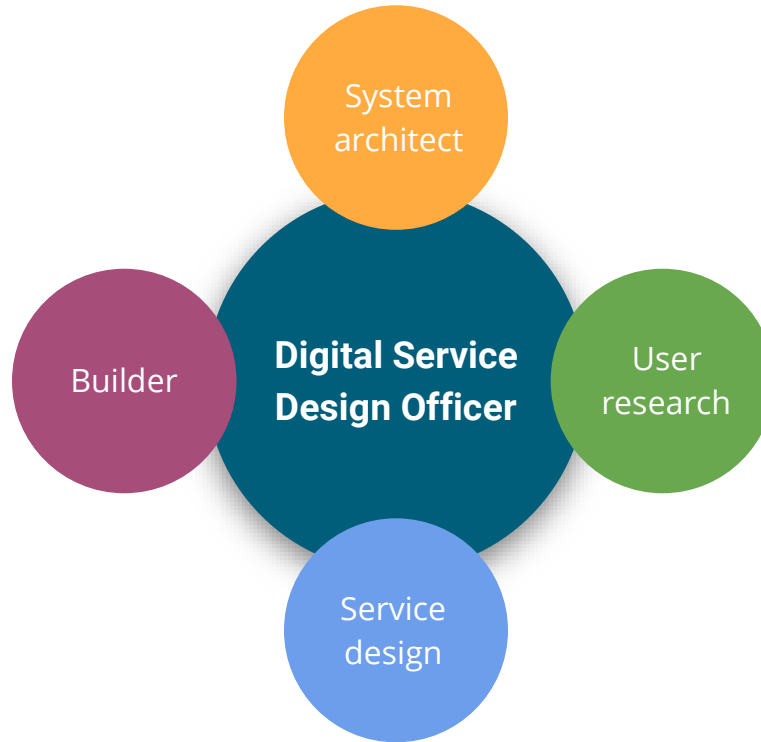




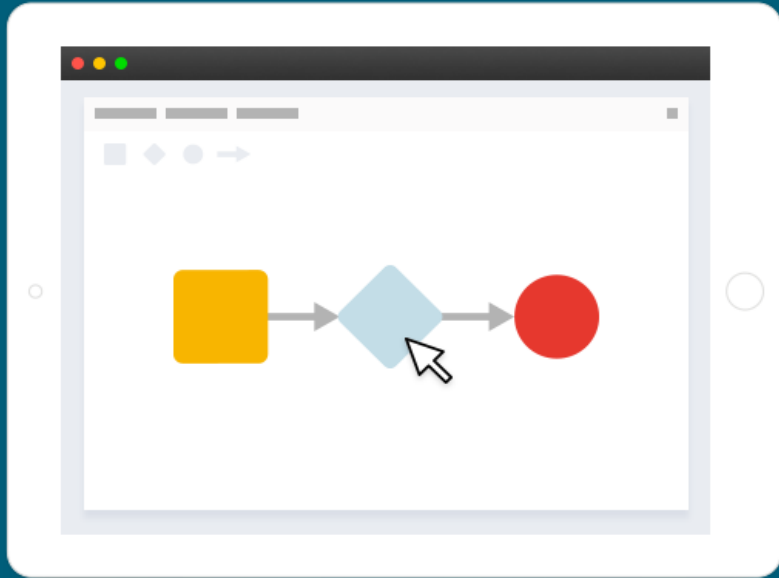
# COVID19 Response

Achieved with Netcall Liberty Create

# My role...



# Low Code



## Netcall - Liberty Create

- October 2018
- Blue Badge, Waste Permits, Highways Permits, Complaints & FOI, Parking Permits
- Collaborating within Netcall Community
- Services transformed within 12 weeks
- 16 solutions, 12 months, 4 people

# COVID19 Response

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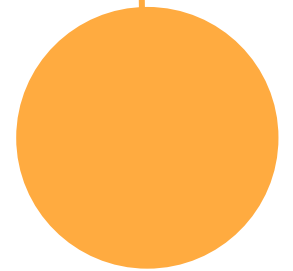
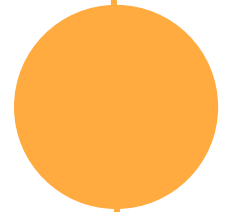
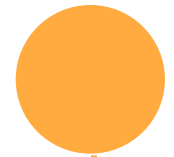
Emergency Support  
Helpline for vulnerable  
people needing food,  
medicine and essential  
supplies

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PPE Requests and  
distribution

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Contact tracing &  
outbreak management



# Outbreak Management Background

- Contact Centre triage
  - Capturing people / organisation details
  - Utilising existing infrastructure
- Partner organisation has existing solution
  - Vast knowledge and experience
  - Unable to develop within timescale
  - Limited access
- Agile approach using experience from previous projects
  - Streamlined triage process
  - End to End - Liberty Converse & Liberty Create
  - Multi agency access utilising existing roles / permissions
  - 12 days to delivery



People



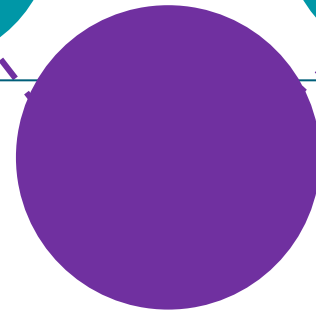
Organisation



Incident



Outbreak



# Contact Tracing & Outbreak Management

## Person

- Pre defined process to contact trace
- 'Index, secondary or contact' case
- Test results / movements
- Links to contacts

## Organisation

- Key contacts
- Setting details / risk assessment
- Employee details (Linked to person)

## Incident

- Organisations / People
- Actions
- Allocate 'Incident Owner'

## Outbreak

- Groups of incidents
- Strategic actions

# Outbreak Management



## Covid-19 Response, Track & Trace Data

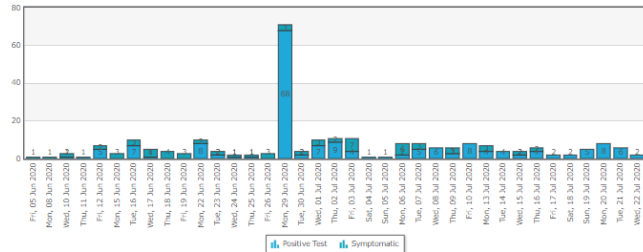
Logout

Below are 'real time' reports displaying Track & Trace Data from the Cumbria County Council system

### Cases Logged Including Status

	Previous 24 hours	Previous 72 hours	Previous 7 Days	Total Cases
Showing Symptoms & No Positive Test	0	0	4	69
Positive Test	8	21	31	181
Undefined	69	89	174	478
Total	77.00	110.00	209.00	728.00

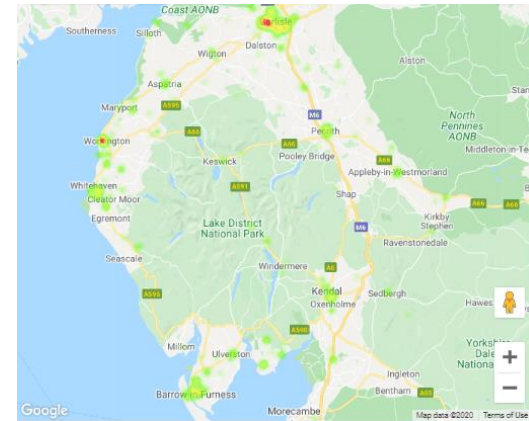
Cases Logged by Day - By Status



Reporting suite developed  
'Real time reports' - no manual intervention

- Heat Maps
- Testing data
- Contact Centre data

Open data shared with multi-agency colleagues







Cumbria County Council

@CumbriaCC

⚠ Were you in these Carlisle pubs on the following dates? If so, please get tested now.

The Turf – Thursday 9 July, Friday 10 July and Sunday 12 July

Lloyds Bar – Saturday 11 July

The Museum – Monday 13 July

If you test positive contact our COVID-19 call centre on 0800 783 1968



**CORONAVIRUS  
OUTBREAK  
ALERT**

**CARLISLE**

**STAY ALERT • CONTROL THE VIRUS • SAVE LIVES**

# Visible Results



Twitter profile of Colin Cox (@CumbriaDPH). The profile picture shows a man in a white shirt and red tie. The header image shows hands holding a small orange box. A 'Follow' button is visible in the top right of the profile area.

**Colin Cox**  
@CumbriaDPH

Colin Cox, @CumbriaCC Director of Public Health.

**Colin Cox** @CumbriaDPH · May 29

I could not be more proud of my team right now, nor more grateful to others who've made it possible - @CumbriaCC contact centre and digital team, @NCICNHS contact tracing team, env. health teams from @allerdale @BarrowCouncil @CarlisleCC @copelandbc @EdenCouncil @SouthLakelandDC

20 replies 74 likes

**Colin Cox** @CumbriaDPH · May 29

What a week. We started piloting local contact tracing 12 days ago juggling multiple spreadsheets. We go into this weekend with a contract centre, a tracing team, a multi agency IT system, clear routes to testing, and an incident management hub.

12 replies 40 retweets 198 likes

# Positive Feedback

- Cumbria County Council Public Health
- North Cumbria Integrated Care (NHS)
- 6x District Councils (Environmental Health)

Thank you