

/Hello...

from our team here today...



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LocalGov Partner



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/ Contents

Introductions

360' tour of ASC projects

The systems problem and
resulting discovery

Getting your input

01 A little about us

Agencies | The Panoply | TP-x-impact



The TPXimpact experiment

Our DNA

The impressive collection,
The Panoply

FUTUREGOV



human⁺

NOTBINARY

=

foundry4/

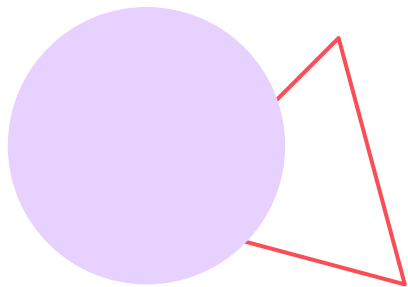
PEAK indicators



RED CORTEx

/Our values

Design ESG measures into our constitution. Retain culture of component parts. Be equipped to solve public problems at scale.



Autonomy

We trust our teams and empower them to make their own decisions. Our positive work environment supports personal and professional growth and respects work-life balance.

User-centred

We use design approaches to put people at the heart of everything we do. Our constant focus on users ensures we always meet their needs and solve their problems.

Lasting impact

Positive change, for the long term. We'll share our skills and set your teams up for sustainable success.

Responsibility

We give people the flexibility and support they need to thrive. We are conscious of the impact of our actions and are accountable to all our stakeholders.

Collaborative

We work in partnership with our clients, listening and challenging to get better outcomes.

Community action

Our people donate hundreds of hours to community action each year, and we donate 1% of our time and profits to charitable organisations.

People, Planet, Community

We're committed to building sustainable futures for our People, our Planet and our Communities.

TPXimpact was founded as an impact-driven business. We're proud of the work we've done to ensure that as the business grows, it does so responsibly, with the best interests of our People, Planet, and Community in mind.

Learn more about our [environmental, social and governance commitments](#).



People

We are working to ensure sustainable futures for all of our people through a focus on employee wellbeing and satisfaction and workforce diversity, inclusion and equality.

Our target is always zero gaps. Zero pay gaps and gaps in inclusion scores and zero gaps between our workforce and our community in terms of representation. We have reduced 73% of the gaps that we measure across DE&I in FY21. 48% of our workforce are female which is incredibly unusual within our industry.



Planet

We are working to decouple our economic growth from environmental degradation by measuring, reducing and offsetting our impact on the planet, funding and supporting climate action, removing barriers for our employees and raising awareness of the climate emergency.

From our baseline year we have already reduced our emissions per £1m of revenue by 23%. By March 2023 we will offset all of our historical emissions. We've committed 0.5% of pre-tax profits to our planet related activities.



Community

Through our partnership such as Code First Girls and our Future Leaders programme, we're investing both our time and money in activities that are equipping our communities with the skills they need to contribute to and benefit from the fourth industrial revolution.

We donate 1% of our pre-tax profits and pledge 1% of employee time to invest in sustainable futures for the communities in which we live and work.

What we do

We support organisations with organisation design and change, technology and data, and digital experience to improve outcomes for individuals, communities and society and make a positive difference to how people experience the world.



Organisational design and change

A design-led approach to deliver sustainable and lasting transformation



Technology and engineering

Using strategy, design and technology to create ambitious technology roadmaps for operating at scale



Digital experience

We design and deliver meaningful customer centred digital experiences, from web platforms to native mobile apps



Enterprise applications

Combining knowledge, agile delivery and leading enterprise platforms to deliver true transformation



Data and artificial intelligence

Using data to discover new business opportunities and make smarter decisions



Managed services

Providing the skills and experience to manage the full service lifecycle, including cloud engineering and legacy transformation

Social care is one of our priority areas

TPXimpact

Photography from our 'Doncaster Talks' health & wellbeing project



02 It started with patchwork



A large teal geometric shape, resembling a stylized arrow or a corner of a page, is positioned on the left side of the slide.

Surrey, Litchfield, Staffordshire... and Oz

This was where we started to join up staff in different silos around the needs of children:

- connect with colleagues at other agencies around shared clients
 - better understand how their clients access the social care system
 - share basic information without compromising sensitive case management system data
 - raise concerns around individual clients if and when required
-

1,894

professionals
connected across the
UK and Australia

5,375

clients receiving better
support

803

agencies networking
through Patchwork



When I see a child with bruises, I have a ten minute appointment slot to decide whether I need to raise a concern. With Patchwork, I have instant access to colleagues that can help me make a better decision for the child.

GP
Staffordshire

2.1 Carers assessments



A large teal geometric shape, resembling a parallelogram or a tilted rectangle, is positioned on the left side of the slide. It has a white border and a slight shadow effect.

Surrey's Lantern

Started to design the process of carers assessment.

Designed and built Lantern, an easy-to-use web tool that allows people to identify their own social care eligibility.

Powered by a service directory that presents relevant supports as carer self-assessing.

Support networks and social connections

Do you have a carer (someone who supports you with tasks, and is unpaid)?

no

yes

Please tell us more about how this affects your daily life

Do you look after someone who is ill, frail or has a disability?

no

yes

Would you like to have more contact with people either at home or in the community to feel less isolated or alone?

no

at times

regularly

Resources that might meet your needs

Answer questions to find support that meets your needs.

154 results for your mobility needs

8 results for your personal care needs

217 results for your being at home needs

43 results for your safety and risk needs

150 results for your support networks and social connections needs

[VIEW RESOURCES NOW](#)

2.2 Digital, HCD financial assessments



A large teal geometric shape, resembling a parallelogram or a stylized 'K', is positioned on the left side of the slide.

Kent, Essex

Assessing the cost of care, and people's eligibility for support is hard!

Finance system that doesn't talk to social care system. We designed process in the former 2, but couldn't build because ASC systems were outsourced in Kent, and Essex had no funding for API.

2.3 Technology-enabled care





Newcastle – AI to identify care needs

Directory of services - could repeat in other service areas

“At the moment about 20% of the calls to our social care helpline are about services the council does not deliver...but we know there are people in voluntary sector who do”

“We’ve worked with service users and plotted out user journeys, and again the feedback has been really positive. We found people wanted to do this out of hours. It’s a natural dialogue rather than a tickbox process, and we can signpost them to an adult social care assessment they can do online or to a third party.”

Unexpected benefit: learned about what people needed based on search terms.

Essex – Co-developed assisted living strategy



Assessing the market for providers that met the needs we'd identified in Essex. Alcove was the resulting Assisted Living technology provider choice.

2.4 Digital front door



A large teal geometric shape, resembling a stylized arrow or a corner, is positioned on the left side of the slide, pointing towards the right.

Buckinghamshire and Hackney

We worked with Hackney and Buckinghamshire to better understand demand and design a better approach to a digital front door.

Engaging with users we designed improved processes to meet needs faster and reduce unnecessary calls.

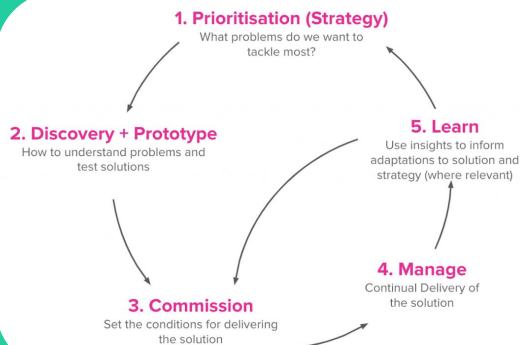
We developed a tool designed to find the best support available for users.

2.5 Organisation and systems design



North East Lincolnshire

We worked with NE Lincolnshire to fully integrate Health and Social Care to become an Integrated Care Partnership, involving the Council, CCG and 11 local care providers. We supported them to..



- Align vision and strategy
- Agree a prioritisation framework
- Improve use of data and insight
- Restructure the leadership team
- Develop shared structures and processes

2.6 Collaborative Social Care Tools



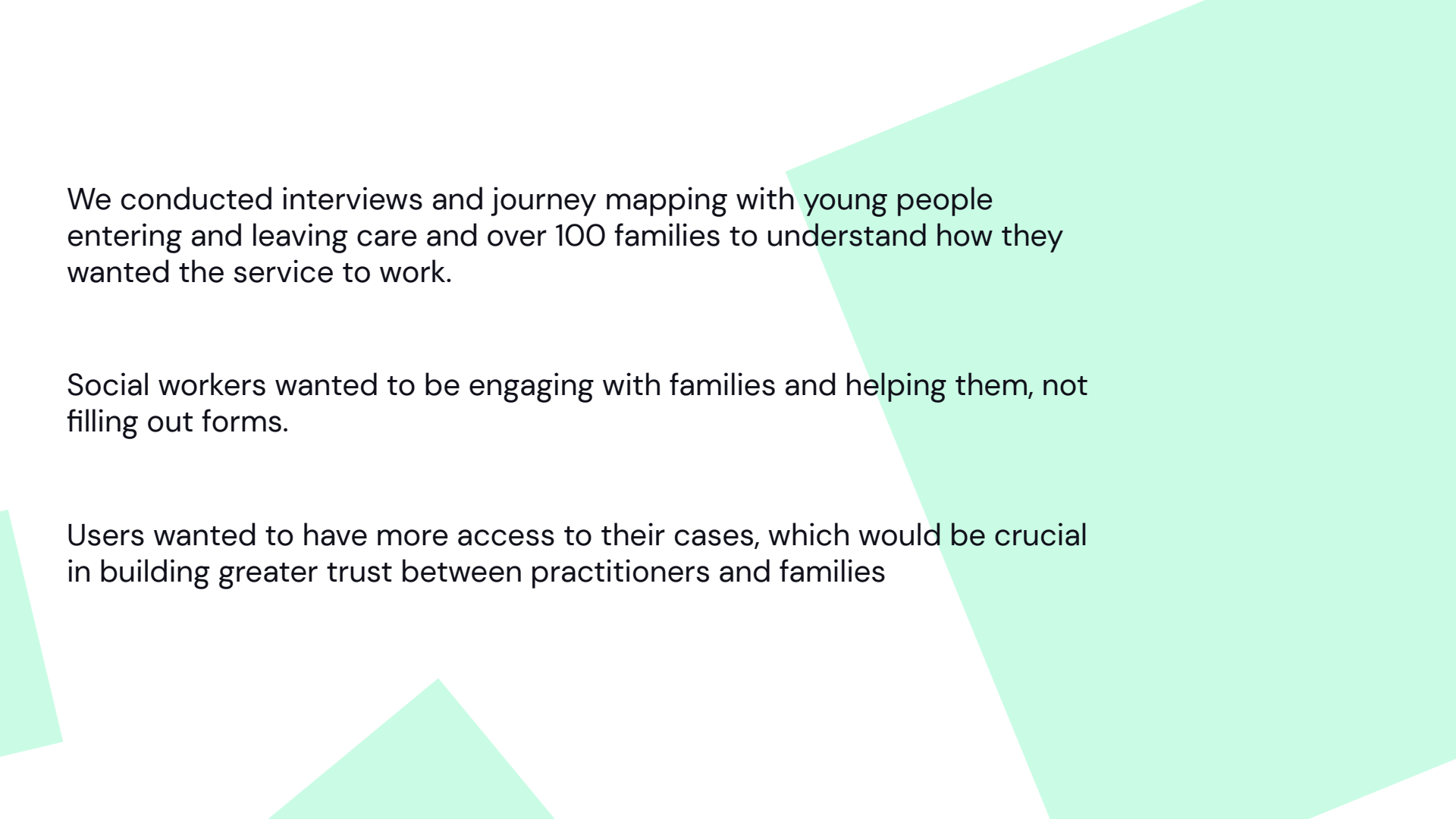


Family Story

Each borough found social workers spending lots of time using 'clunky' systems rather than time with families and children.

"Case management systems focus on collecting information, they don't support the interaction with families"

TPXimpact worked with the tri-borough Children's Services over 2 years to fundamentally rethink their 'case management' system

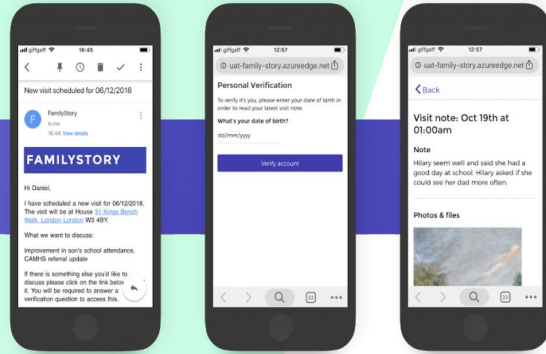


We conducted interviews and journey mapping with young people entering and leaving care and over 100 families to understand how they wanted the service to work.

Social workers wanted to be engaging with families and helping them, not filling out forms.

Users wanted to have more access to their cases, which would be crucial in building greater trust between practitioners and families

We developed Family Story, an open platform of accessible tools, designed to meet the needs of social workers, partner agencies and families.



The tool allowed social workers and families to spend more time collaborating and supporting families.

The tool allowed practitioners and families to record visits in the moment with families and make photos and video's part sharable information between families and professionals.

My work
Teams
Workflows

Mike Gallagher
mike.gallagher@hackney.gov.uk
Principle Social Worker - Dev - Case Management Long Term

Teams > Case Management Long Term

Case Management Long Term

Waiting list (8) Active cases (5) Team members (1)

Sort by ☒ Priority ☐ Date added to team ☐ Review date

Urgent	Chandler Bing #15
Added to waitlist: 23/05/2022 Review date: 25/05/2022	
Urgent	Jack Musajo #33339588
Added to waitlist: 13/04/2022 Review date: 12/12/2022	
High	Phoenix Ryder #50000367
Added to waitlist: 23/05/2022 Review date: 01/01/2023	
High	Ross Geller #78
Added to waitlist: 23/05/2022 Review date: 05/12/2023	
Medium	James Test #33339599
Added to waitlist: 29/03/2022	
Medium	Something Test #1
Added to waitlist: 25/03/2022	
Low	Monica Geller #3
Added to waitlist: 23/05/2022	

Modern Tools for Social Care

Following Hackney's cyber attack in October 2020, at the height of the pandemic, TPXimpact worked as part of a blended team with Made Tech and HackIt to research, design, and implement new tools for social care.

The team hit the ground running. No chance for research. Needed to fix it and help social care teams have the basic tools they needed for the job.

Once we had dealt with the crisis the 'burning platform' created an opportunity to develop something more user-friendly and intuitive which enabled social workers to spend more time with users.

The team worked with practitioners to develop user friendly tools that helped them do their job.

We developed a new core pathway for all services, better search functionality and a simplified approach to safeguarding

 Social care

[My work](#) [Workflows](#) [Teams](#) [Search](#) [Sign out](#)

SUPPORT

Need help? Check out the [FAQ](#) or the [handbook](#). If you don't find the answer, contact [support](#)

[Joey Tribbiani](#) > Workflow

Care act assessment for Joey Tribbiani

[Review](#) [Urgent](#)

[Remove urgent](#) [Discard](#) [Resume](#)

Assigned to Louise Dickson · [Reassign](#)

Milestones

Revisions

Later workflows

[Care act assessment](#) (review)

Parent workflow

[Initial contact assessment](#) · [Change](#)

○

Reviewed

24 Mar 2022 11:26 AM

○

Reassessment due

Reassess before 22 Oct 2022

●

Edited by Louise Dickson

Personal details

Social care ID

4

Service area

Adult social care

Title

Mr

First name

Joey

Last name

Tribbiani

Other names

The captain

Date of birth

10 Apr 1990

Died

Not known

Activity

⌵

We had rolled out the new core pathway tool to all staff, who had started to see a real benefit for using the new tools compared to the old social care system.

And then...

A decision was made that the service would go back to the old legacy system, as this allowed more reassurance around data and reporting.

03 Such Positive Feedback



“Oh my god. You just saved us so much time. Thank you, thank you, thank you. All my colleagues were telling me I need to get on this quickly, now I know what I was missing out on.”

— Social worker

“What you’ve done has really helped residents and social workers . . . I think there’s something there, you should stay working on social care. There’s such a big opportunity, it’s so niche but it would be worth it continuing.”

— Performance manager

“We’ve never seen anything like this – it could be a real disruptor in a stagnant marketplace. There hasn’t been any innovation here for a very long time and this is really new and promising.”

— NHSX

04 But the same old challenges



/Challenges

Building new systems is hard, time consuming and not cheap...

1. Legacy systems dominate – ‘clunky’ but safe
2. No single council can afford to build a new system from scratch
3. Driven by data capture and reporting rather than user experience
4. It's a limited market place

**It's not just cash. It's
skills, risk appetite
and time...**



**All challenges lead
back to the system**



**05 A problem owned
by no one and felt
by everyone**



/So we're doing a project to

1. Create a shared view of how the system works, agreeing a narrative that describes why it behaves as it does and how it needs to improve
2. Build a system view that all key stakeholders understand and endorse so that they can locate their work and role in change
3. Identify central or collective interventions will improve outcomes for people
4. Prioritise projects that could be starting now – with LOTI and other funds (Keep, improve, replace)

/The plan

Systems practise methodology

All key organisations TBC and ASC stakeholders in 1 room for 1 conversation

We'll hope to include as many interested groups in the process as possible by working in the open. However, we're keeping the core group intentionally limited Together we'll co-create a shared understanding of why the system currently behaves as it does, and identify the intervention points we think will have the greatest positive impact. Process highlights

FULL COALITION

Kick-off - 7 Oct

Finalise approach and agree project framing.

Background work:

Capture systems forces/ prep map

- Policies/ laws
- Attitudes
- Influencers
- technologies

FULL COALITION

Half day systems mapping workshop
1 - identify how forces interact, map causal loops and agree deep structure - 19 Oct?

FULL COALITION

Building map around shared narrative - half day,
2nd week in Nov

Socialise, iterate and agree priority intervention points

/Our approach

Framing question

What forces in the system cause people to suffer insufficient care, or premature admission to care homes?

Guiding Star

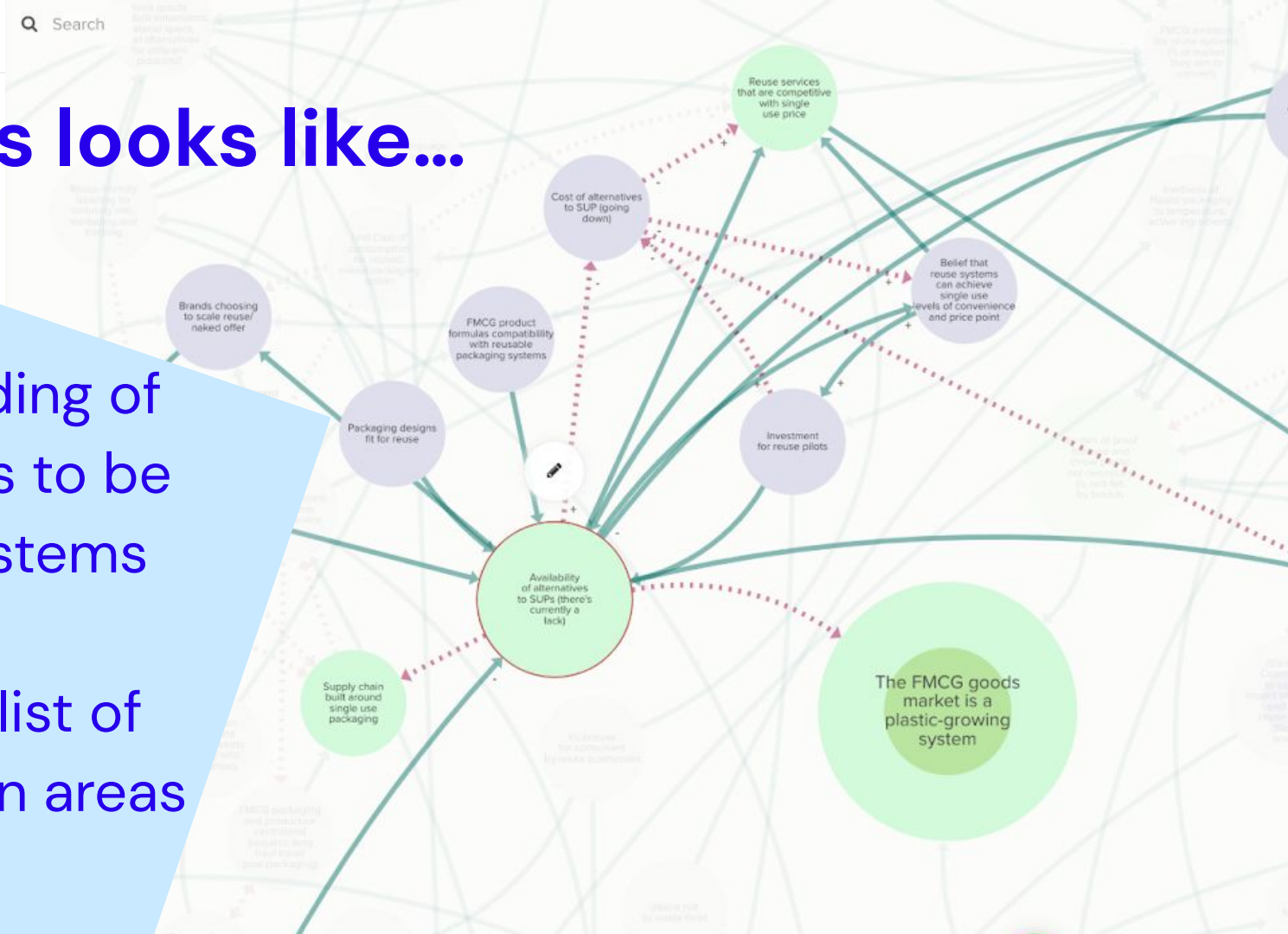
A system in which adults in need of care can stay well at home for as long as possible, cared for as much as possible by loved ones who are well supported.

Near star

A system in which people's information is safely shared across health, social care and family support services to ensure vulnerable adults live well at home for as long as possible.

/Success looks like...

Shared understanding of what needs to be done at systems level, and a prioritised list of intervention areas



07 Can you help?

Has this been done before?

Are we missing a key system stakeholder?

Where have you observed system failures?

What do you wish could scale?



/1-2-4

Round 1

Your barriers

Your bright spots

Feedback to group

Round 2

Cluster around the issue you care most about

Want to collaborate?

bit.ly/ascsystem

TPXimpact **loti**



Thank you

TPXimpact

follow us on



Want to know more...

localpartners@TPXimpact.com