

DATACTICS™



Surrey County Council



Surrey County Council is a UK Local Authority with an ambitious digital data transformation program, pushing open data and linking different services and partners to improve the quality of services for residents.



Challenge

Government agencies and local authorities need to provide an accurate and up-to-date register of vulnerable people to the emergency services in the event of local disasters, such as fire and flood. Surrey County Council has a duty of care and requirement to establish links between health, emergency services, and the authority's own care services to ensure responders on the ground are equipped with information regarding their vulnerable citizens.

Producing such accurate and timely information for use in emergencies presented significant data management challenges as data had to be linked from 30+ agencies and strict data governance policies had to be adhered to.

"If we don't have a way of talking to each other when we need to get information about vulnerable people in the community quickly, that becomes problematic."

- Lucie Glenday, CDO, Surrey County



Solution

In partnership with Kainos, the council used Datactics software to build a data sharing hub which allows relief agencies to share information during emergencies to ensure vulnerable people are safeguarded.

The system uses residents' NHS number as a primary identifier and links with data shared from other sources to pull vital information, such as an individual's name, address and important medical requirements/ conditions to ensure the rescue services are equipped with the appropriate resources.

- Loading, consolidation and standardisation of large volumes of citizen data from disparate sources was automated.
- 100,000+ rows of vulnerable persons data was matched, de-duplicated and augmented within the 10 minute processing target.
- Addresses validated against a third party post code address file.
- Address information enhanced with GPS coordinates for on-map visualisation.
- Data governance policies applied to storage and distribution of data.





ComputerWeekly.com

Surrey County Council Vulnerable People Emergency Response Programme, in conjunction with Datactics and Kainos, won the Editor's Choice Award for the Computer Weekly 2016 Digital Leaders 100 Awards.



Results

- Emergency services on the ground can quickly obtain relevant information from health and care systems, matching it to a dashboard or interactive map of vulnerable people.
- Emergency services are informed so that they arrive prepared with appropriate resources to assist vulnerable people.
- Data dissemination follows strict governance protocols with responders only permitted to see information that is relevant to them.
- Data retention policies can be enforced to ensure compliance.

"It gives them the kind of information they need to be able to respond immediately."

- Lucy Glenday, CDO, Surrey County Council