

itelligent



INFORMATION
INSIGHT
INTELLIGENCE

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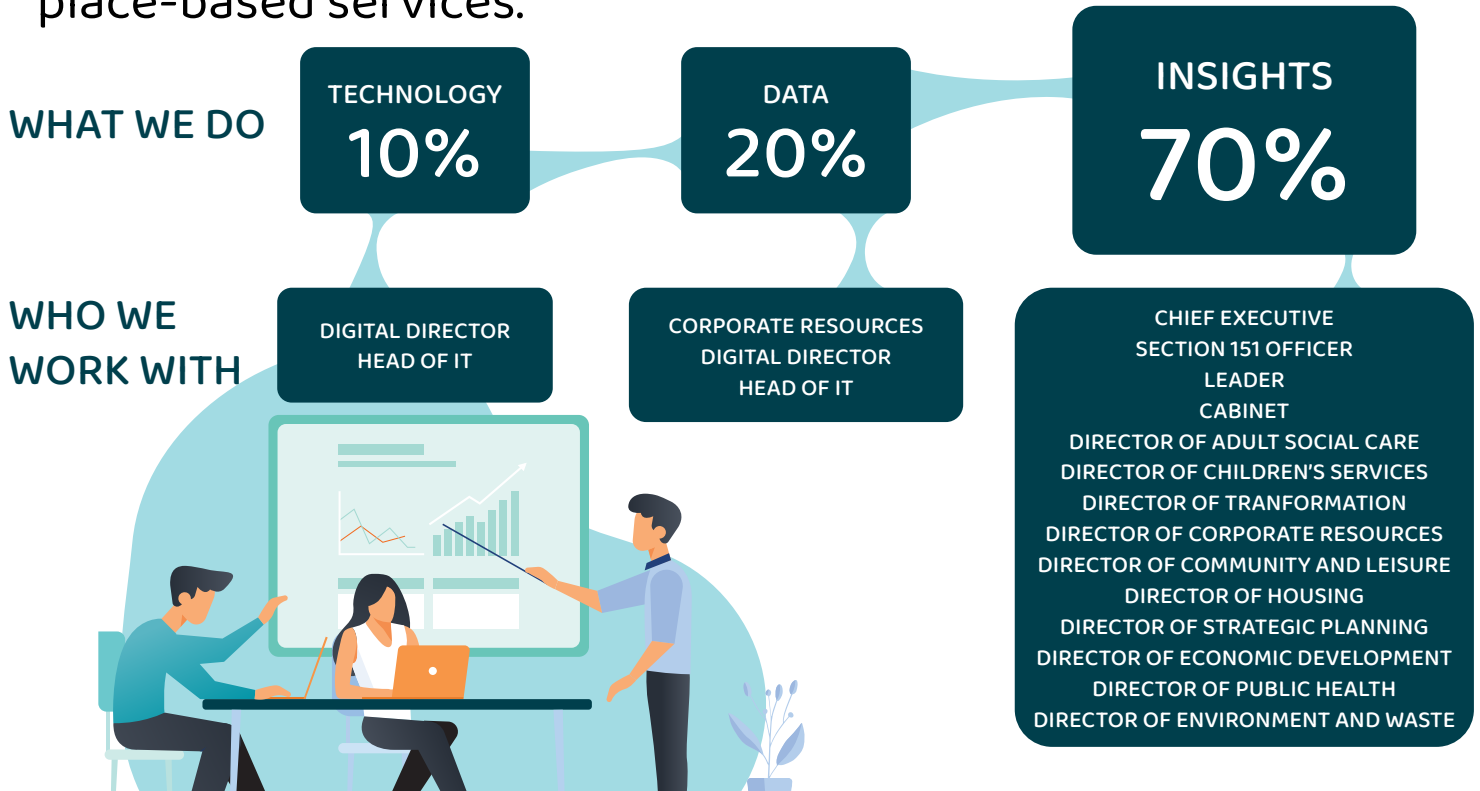
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ABOUT US

We believe that all local authorities can positively transform lives and livelihoods in the communities that they serve. In a complex environment, councils are at the heart of decisions that can have real impact. How they make these decisions is crucial. We give councils the information, insight and intelligence to empower them to make better decisions.

WHAT DO WE DO?

We're not just another tech solution – we're your council's strategic business partner. Our expertise encompasses services from Adults and Health to Transport and Highways. We delve deep into the data for Children and Young People's well-being, guide optimal resource allocation in Corporate Resources, offer informed insights for Housing and Assets, and shape high impact strategies for community and place-based services.



WHAT DO WE DO?

But our value isn't just in the numbers or isolated insights. We give a clear and complete picture by connecting all the different parts of your council's work. By partnering with us, you're not merely accessing data, but tapping into strategic intelligence, ensuring every service area of your council is guided by informed decision-making. It's this breadth of knowledge that sets us apart.

DATA NEGATIVE

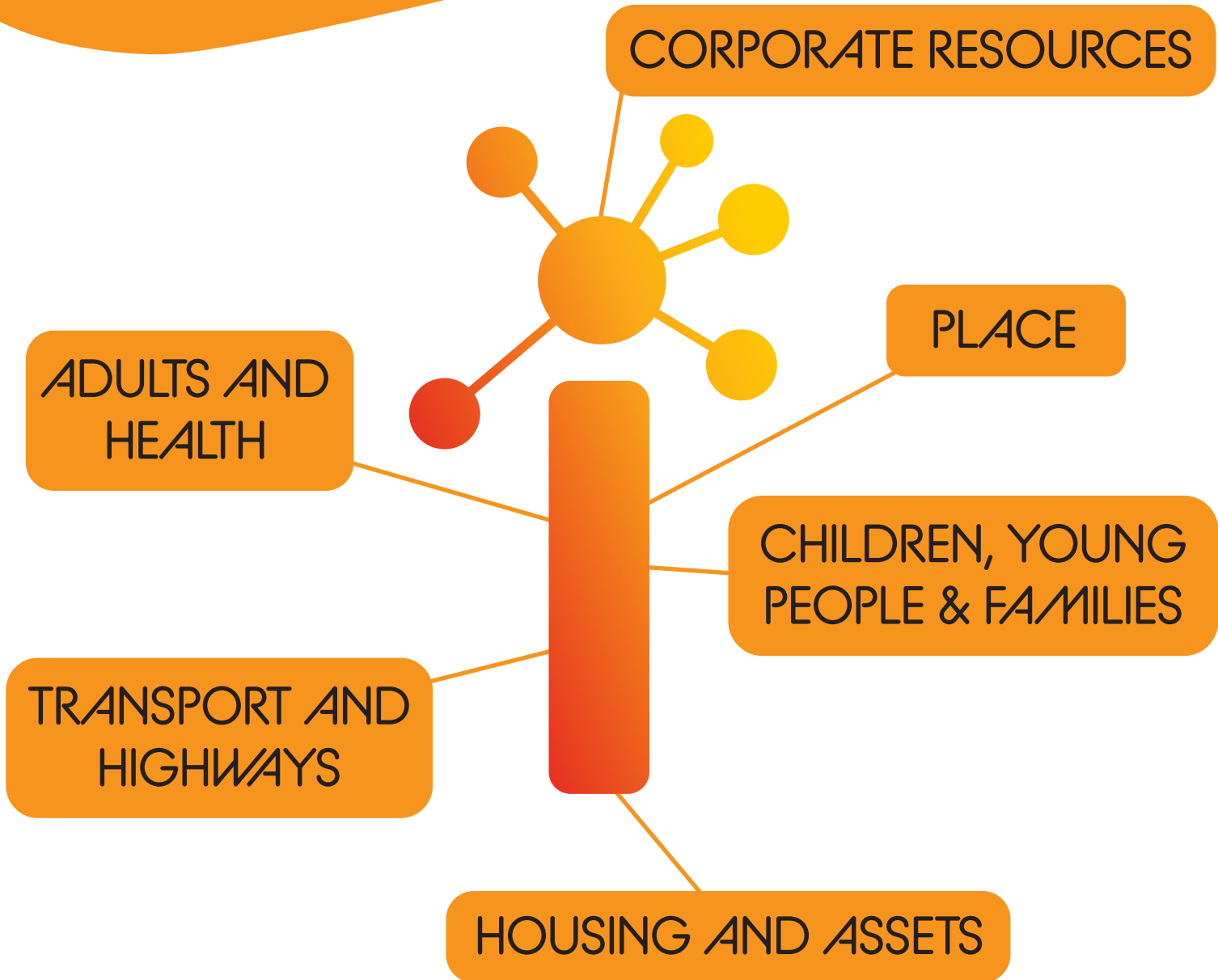
- OVER BUDGET
- INCREASED DEMAND
- NOT COMPLIANT
- WORSENING OUTCOMES
- LACK OF ROI
- LACK OF ENFORCEMENT

INSIGHT POSITIVE

- INCREASED PLANNING
- STRATEGIC INTERVENTIONS
- REDUCE DEMAND
- REDUCE OVERSPENDS
- REFORM SERVICES
- IMPROVED COMPLIANCE
- IMPROVED AUDITING

We are your council's
Strategic Business Partner.
Our expertise spans:





ADULTS AND HEALTH

5

Partnership
Performance

Safeguarding

Delayed
Transfer

Placements

Payments

Public Health

CQC readiness



CHILDREN, YOUNG PEOPLE & FAMILIES

Front door demand

Family Hubs

Single person view

SEND

At-risk families

Caseloads



CORPORATE RESOURCES

7

Revenues and
Benefits

Strategic Commissioning
and Procurement

Democratic Services
& Elections

Councillor
Enquiries

Complaints

Budget-setting

Licensing and
Registrations

Archiving

Communications and
Marketing

Legal and
Governance



HOUSING AND ASSETS

Housing

Corporate Landlord

FM

Planning

Asset Rationalisation

Homelessness

Temporary
Accommodation



Waste and
Environment

Economic
Development

Climate
Emergency

Leisure



TRANSPORT AND HIGHWAYS

10

Highways
improvements

Home to school
transport



WHY SHOULD COUNCILS WORK WITH US?

We exist to help councils see things more clearly. With our tools and insights, we give you a better understanding of your communities, finances, and how well things are running.

Our goal is simple: help councils do their job even better. We provide the information you need to plan effectively, make wise spending or saving decisions, and deliver improved results for your community.

With us, councils find opportunities to make positive changes, get better value from investments, and plan. We're all about helping you make smart, proactive choices.

We give councils **clarity** on communities; finance; performance.

We **empower** councils to deliver better outcomes; reliably plan; invest or save with confidence.

We **create** opportunities for councils to impact, change, realise return on investments.

We **ensure** councils make proactive decisions, plans, investment

We work with councils who choose to be **better**.



Where have you
worked?

Case Studies

Local Authority: Bristol City Council

Developing a Data Strategy



Overview

Bristol City Council, though recognised for its innovative use of BI, sought to transition from isolated insights within certain council departments to a holistic, data-driven organisation. After bringing onboard a BI team that previously catered to diverse partners across the city, there was a pressing need to harmonise this with their internal data initiatives. Simultaneously, the Council embarked on a significant IT transformation, eager to harness the potential of Azure technologies.

The objective that we were set was straightforward but ambitious: To devise a comprehensive strategy, grounded in cost-effectiveness and benefits, that leverages Microsoft Azure at its best. This blueprint would not merely reflect current BI expectations but would envision the future possibilities of BI, cutting across all Council services. From there, we mapped out a pragmatic investment plan covering personnel, workflows, and technology, all aiming for a sector-leading gold-standard in data utilisation and insight.

Approach

To establish a baseline understanding of the potential of risks, mitigations and opportunities of this project, our first piece of work was to complete a thorough Corporate Business Intelligence Review (CBIR).

From there, we ensured the following elements of the project were in place:

Expertise in project leadership:

The entire review was spearheaded by our top-tier professionals – the Principal Consultant paired with our Director of Analytics.

Dedicated Timeframe:

Over a period of three months, we immersed ourselves in the review, ensuring every detail was documented and refined through iterative feedback sessions.

Collaborative Workshops:

We held hands-on workshops across 14 council service areas, delving deep into the nuances of strategic, operational, performance, and customer insights. In these sessions we also used them as an opportunity to outline the vast potential of Azure PaaS data services, MDM, and

Power BI to officers in order to upskill and train them in how to maximise the analytic platforms at their disposal.

Personal Touch:

To truly grasp the existing scenario, we held one-on-one interactions with 37 dedicated BI and Data officers within the Council, gaining insights into their day-to-day practices.

Comprehensive Report:

Every observation and every piece of officer feedback, culminated in an exhaustive report. This was an interactive report that brought the findings to life with a Power BI visualization, accompanied by actionable recommendations, a roadmap for future investments, and a compelling business case presentation.



Local Authority: Bristol City Council

Developing a Data Strategy

Outcomes

Working closely with Bristol City Council, itelligent-i delivered tangible results, driving efficiency and value across the board.

Here's a concise review of the project's outcomes:

Insight Generation:

We identified 544 distinct insight requirements across 14 service areas, which were consolidated into 159 specific BI work packages.

Strategic Development:

A total of 166 insight themes were recognised from these BI packages, providing a clear framework for prioritised development.

Resource Allocation Analysis:

Our evaluation revealed that approximately 50% of data officers' time was consumed in manual data extraction and input processes.

BI Tool Utilisation:

Our assessment showed a reliance on Excel, with it being the tool of choice for almost 90% of all BI outputs.

Cost Savings:

Through automating manual data tasks, potential savings were identified, amounting to an estimated £800k.

Investment Approval:

A structured business case led to the approval of a £2m investment over two years. This investment is projected to see returns within four years and will facilitate essential insights through automated Power BI reports in areas such as ASC, CSC, HR, Finance, and more.

Platform Enhancement:

We implemented an enterprise-level data and insight platform within the Council's Azure environment, integrated with a Master Data Management (MDM) solution.

Operational Model Introduction:

Furthermore, our collaboration led to the creation of a new Corporate Functional Operating Model, enhancing the Council's approach to data management, and facilitating knowledge transition.



Local Authority: Bristol City Council

Organisational View of Children



Overview

- Bristol City Council approached itelligent-i for a comprehensive council-wide Data and Analytics framework. This platform was envisioned to be the Council's primary mechanism for transforming data into actionable insights, achieving:
 - Enhanced operational resilience.
 - Phasing out of obsolete or unsupported localized reporting tools.
 - Augmented data compliance.
 - A unified, reliable source of data.
 - Empowered, data-informed decision-making across all service verticals.

- Thematic analytics, shedding light on the Council's most pressing challenges and opportunities.

Central to this objective was Bristol's urgent need to transition from relying on application-based Data Marts. While these Data Marts provided satisfactory standalone reporting, their inherent design limitations obstructed comprehensive data access across all desired time frames. The council needed to manually merge data from different marts which added layers of complexity and undermined a unified analysis. The reliance on these marts also inadvertently increased dependence on specific individuals for data access and reporting which was leading to a disjointed data landscape, hindering the creation of a cohesive, single source of truth.

Approach

With a clear mandate from Bristol City Council, itelligent-i employed its Data and Analytics Platform (iDAP). Anchored on Microsoft Azure PaaS, the iDAP integrates a selection of Azure tools, curated to foster efficient enterprise data management – from movement and storage to modeling, visualisation, and control. All whilst maintaining high standards of compliance, security, cost-effectiveness, and scalability.

Our structured approach comprised the following steps:

Automated Data Integration:

We facilitated daily, secure automation to replicate data from business applications directly into the iDAP, ensuring that the most current data was always at hand.

Unified Data View:

Our platform presented a holistic view of all children associated with BCC. This involved integrating data from multiple sectors - housing, social care, early help, education, and youth justice - into a single, comprehensive framework.

Service Interaction Analysis:

We established a frequency and risk index for children interacting with multiple council services, allowing for a clearer understanding of their engagement and potential requirements.

Child-Centric Analytics:

Taking a more granular approach, our system automated the analysis of each child's engagement with the Council. This facilitated the identification of at-risk children, enabling the alignment of provision and support across multiple services, all centred around the individual needs of the child. presentation.



Local Authority: Bristol City Council

Organisational View of Children

Outcomes

By utilising the full capabilities of our Data and Analytics Platform (iDAP), Bristol City Council underwent a transformation in its data handling and analytics approach.

Here's a concise review of the project's outcomes:

Unified Data Access:

The Council transitioned from a scattered approach with restrictive data marts to a streamlined and consistent access model via the iDAP. Regular data loading from diverse sectors like housing, education, and finance ensured timely and accurate analytics.

Enhanced Analysis:

Leveraging automated Power BI models, the Council can now derive cohesive visual insights from multiple data sources. This has set a new benchmark for business intelligence practices within Bristol City Council.

Master Data Management (MDM) Integration:

The seamless integration of MDM expedited the Council's data-driven ambitions. This was pivotal for the Council's goal-oriented approach, especially when it came to monitoring key commitments and financial allocations.

Holistic Children's Records:

MDM played a crucial role in amalgamating data sets around individual children. Daily data syncing across various systems allowed for a singular view of children's records. This unified view tackled data duplications, rectified quality errors, and provided itelligent-i analysts with a foundation to construct detailed child profiles.

Actionable Insights:

Our frequency and risk index analytics, developed in Power BI, aids services in understanding children with intricate lives and needs. This eliminates overlapping efforts across services, ensuring maximum impact with every engagement.

Data Security and Compliance:

Rigorous row-level data security, aligned with officer roles, ensured compliance without compromising efficiency.

Service-Level Analysis Expansion:

The foundational data is now steering the development of in-depth analytics across a wider remit of services within the council, such as Adults, Children's, and Housing, all powered by itelligent-i's bespoke Power BI accelerators.



Local Authority: Bristol City Council iDAP for HR Data Archiving Success



Overview

Bristol City Council is moving towards a cloud-first approach to leverage value from all pertinent data sources. Integral to this transformation journey is the archiving of legacy datasets that currently reside in outdated systems, whether on-site, vendor-hosted, or other localised storage solutions.

Recognising the potential of itelligent-i's Azure-driven Data and Analytics Platform (iDAP), the Council used the opportunity to realise secure, compliant, and cost-effective archiving. The iDAP facilitates seamless connectivity to Power BI reports, serving the ongoing inquiry needs. Bristol City Council sought to engage

itelligent-i to pilot the data archiving initiative for its HR and Payroll sectors. A crucial component of this collaboration was the transfer of methodology and technical expertise to the Council's Data and Insights team.

The Council had been utilising ICT solutions for its HR and Payroll functions longer than any other operational areas. There had been a longstanding need for the Council, much like its counterparts elsewhere, to retrospectively access data across all its historic HR and Payroll systems. This is primarily driven by its obligation to cater to long-term inquiries from a diverse array of stakeholders, such as employees, HMRC, pension funds, and retirees, among others.

Approach

Understanding the specific needs of Bristol City Council, itelligent-i embarked to not only streamline the archival process of HR and Payroll data but also to make it replicable for other services. The main objective was to transition from outdated systems to a centralised, user-friendly platform that would simplify historical inquiries.

Our methodical approach encompassed:

Data Classification and Integration:

We processed and transitioned data from five defunct HR and Payroll systems into the iDAP, utilising the cutting-edge ADLS G2 Storage.

Overcoming Technical Constraints:

For two of the systems, where direct database access was unavailable, we innovatively loaded the data through a dedicated viewing portal.

Data Transformation:

Leveraging Azure Databricks, we converted image files, including old payslips and payroll reports (primarily from dot matrix print images), into searchable data tables.

Report Development:

We crafted intuitive, easily navigable reports to facilitate historic payroll and HR inquiries.

Capacity Building:

Committed to ensuring long-term value and self-sufficiency, we trained the BCC team on our methods, equipping them to replicate the process for other datasets in the future.



Local Authority: Bristol City Council iDAP for HR Data Archiving Success

Outcomes

By integrating the iDAP for data archiving, itelligent-i delivered tangible and strategic outcomes for Bristol City Council:

Efficiency Boost:

The Council's HR teams experienced a marked reduction in time accessing legacy data, previously scattered across various platforms.

Strategic Decommissioning:

We facilitated the discontinuation of unsupported systems, databases, and reporting tools. This transition not only reduced costs but also centralized data storage within the highly secure and supported Azure-based iDAP.

Enhanced Data Searchability:

Leveraging Azure Databricks, we transformed previously non-searchable image data into easily accessible views and reports.

Comprehensive Data Management:

The archived data is now not only easily accessible but also adheres to the Council's data protocols and policies. This includes crucial aspects like access, retention, and auditing.

Organisational Adoption:

Our solution has been recognised as the standard archiving approach for the Council. This in-house capability aligns with their broader digital transformation goals.

Synergy with Digital Goals:

The integration of iDAP swiftly allowed the Council to tap into the core benefits of transitioning data and insights functions into Azure, reinforcing their commitment to innovation and efficiency.



Local Authority: Rhondda Cynon Taf CBC

Adult Social Care Analytics – Power BI Accelerators



Overview

Rhondda Cynon Taf County Borough Council (RCT) faced a significant gap in insightful data within Adult Social Care (ASC), a directorate responsible for half of the Council's operating budget. The council aspired to transition to Power BI as their unified, upgraded BI tool, phasing out over 30 legacy systems, to standardise and elevate their data analytics capabilities.

itelligent-i offered a holistic solution, merging the council's dual needs into one agile project. This not only addressed the immediate insight demands for ASC and Finance but also showcased the potential of a council-wide deployment of Power BI.

The cornerstone of this initiative was the introduction of our Microsoft Azure-based Data and Analytics Platform (iDAP). Designed for adaptability, the iDAP, backed by a seamless integration of Azure tools, can be rolled out in a mere 10 days. This efficiency holds true for both specific projects, like RCT's immediate need, and broader enterprise-level implementations.

With the platform in place and data pipelines established, our team of analysts embarked on a rapid, agile-driven journey, consistently delivering the vital insights that the council urgently required.

Approach

In response to Rhondda Cynon Taf County Borough Council's (RCT) specific needs, itelligent-i implemented a strategic action plan centred on the Azure PaaS-based Data and Analytics platform. Our objective was to provide Adult Social Care (ASC) with the necessary tools to gain a detailed understanding of their costs in alignment with service activities.

The steps undertaken were:

Platform Establishment:

Within a focused 10-day timeframe, our team meticulously designed, documented, and rolled out a corporate Data and Analytics Platform tailored to RCT's specifications.

Data Integration:

We methodically classified, imported, and validated key datasets, ensuring their seamless integration into the platform. A significant achievement was setting up automated pipelines for ongoing data updates.

Comprehensive Data Sources:

Our team ensured comprehensive data coverage, incorporating both Children's and Adult Social Care data from the WCCIS, a shared Welsh Authority platform, as well as ASC financial data sourced from Softbox.

Power BI Integration:

Harnessing the capabilities of Power BI, we developed secure, automated, and scalable data models. This allowed for a more streamlined and robust analytics process.

Swift Deployment:

Emphasising efficiency without compromising on quality, our end-to-end delivery was achieved in under 8 weeks, showcasing our commitment to rapid and reliable results



Local Authority: Rhondda Cynon Taf CBC

Adult Social Care Analytics – Power BI Accelerators

Outcomes

The partnership between Rhondda Cynon Taf County Borough Council and itelligent-i delivered transformative insights and solutions, driving operational efficiency and strategic insights for Adult Social Care (ASC).

Advanced ASC Analysis:

We furnished a comprehensive suite of ASC insights encompassing service user demographics, delivery volume and corresponding expenditure, trends, commissioned costs, provider profiles, localised data, and specific case particulars.

In-Depth Review of Residential Care Admissions:

A granular insight was provided into multiple facets of Residential Care Admissions such as admission rates, seasonality trends, placement trajectories, client demographics, geographic distributions, current placements, involved providers, and care episode details.

Seamless Data Refresh:

By establishing automated daily data refresh mechanisms, we eradicated the necessity for manual interventions at the data layer. This involved harmonizing finance and activity data from diverse sources, and the integration of open-source comparative data like CQC ratings for residential care establishments.

Holistic Spend Analysis:

We delivered an all-encompassing visual representation of expenditure and activity across the Council's most significant spending domain, harnessing Azure Active Directory for regulated access, thereby ensuring the compliant usage of sensitive report data.

Immediate Diagnostic Insights:

Our solutions highlighted areas of inefficiencies, bottlenecks, and both commendable and under-performing service provisions. This enabled a quicker response to areas requiring attention and optimisation.

Rapid Platform Deployment:

Our expertise allowed for the swift installation of a fully scalable data and analytics platform, completed within the Council's Azure Tenant in just 10 days.

Comprehensive Data Migration:

Every relevant data table catering to ASC/CSC services and broader council insights was transitioned onto our platform. Automated pipelines were set in place to ensure a daily update of Power BI reports, ensuring timely and accurate analytics.



Local Authority: Gloucestershire County Council

Public Health Power Platform



Overview

In response to the demands of the pandemic, itelligent-i crafted a Power Platform solution, progressing through three pivotal phases to meet the evolving requirements of the council's Public Health teams.

During the initial phase, our focus was on integrating datasets from NHS England and Public Health England, with an emphasis on supporting the vulnerable populace who were actively shielding. By aligning these datasets with Gloucestershire Social Care data, it became possible to offer specialised assistance to shielded adults and families, particularly those already in the radar of social workers. Our agility enabled the rapid generation of triage

reports supplemented by strategic and operational insights. These insights were seamlessly transformed into automated Power BI reports, equipping decision-makers to act both promptly and decisively.

As the pandemic's landscape transitioned from shielding protocols to Outbreak Management, the Public Health team expressed a need to develop analogous analytics tailored to outbreak scenarios in the region, especially as testing data became more accessible. Recognising this shift, itelligent-i understood the importance of enhancing the resilience and robustness of outbreak data capture. We identified the necessity for a seamless case management system, facilitated by automated workflows spanning diverse teams.

Approach

In close collaboration with the Public Health and the Strategic Intelligence teams at Gloucestershire County Council, itelligent-i harnessed the core capabilities of the Microsoft Power Platform to facilitate:

Our methodical approach encompassed:

- Seamless daily enquiry logging, optimised workflow, and meticulous management tailored for the Covid-19 Duty Team.
- Comprehensive Covid-19 Outbreak Management capabilities, encapsulating recording, workflow, case oversight, risk assessment, and situational management, tailored for Public Health Specialists.
- Cutting-edge automated insights, presented in an interactive and visual format. These insights encompassed an array of early warning indicators, outbreak characterization, local and national benchmarking, critical Gold Command updates, the influence on service delivery, and an evaluation of triage effectiveness.



Local Authority: Gloucestershire County Council

Public Health Power Platform

Outcomes

Having worked closely with the Public Health team, we were able to deliver an application that:

- Harmoniously aligned with the Public Health team's protocols for assimilating and handling outbreak intel stemming from both local and national testing outcomes.
- Afforded the team an enhanced capability to concurrently manage outbreak locations and facilitate apt responses, such as risk assessments and the provision of technical guidance.
- Seamlessly integrated with Power Portal forms, which has significantly curtailed data entry time, enabling the team to channel their efforts towards ensuring effective case management.
- Granted comprehensive visibility into various response stages, while Power Automate guarantees an uninterrupted flow of cases between officers, thereby unifying the entire process.
- Further enriched the data-driven strategy, the insights derived from the app are amalgamated with other national and local datasets within Power BI.



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