

# **Business Reporting & Management Information Project**

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**Nottinghamshire  
County Council**

# BRMI – Phases 3 and 4

- BRMI project key component supporting the delivery of the Business Intelligence Strategy
- Phased approach with agreed deliverables and costs for each phase
- BI Technology partner - Acuma Solutions

# BRMI – Phases 3 and 4

- Phase 3

Outline strand of work that focuses on the automation of data  
Work determined following detailed discovery work with each department based on their service needs and priorities

- Phase 4

Proposed approach and deliverables

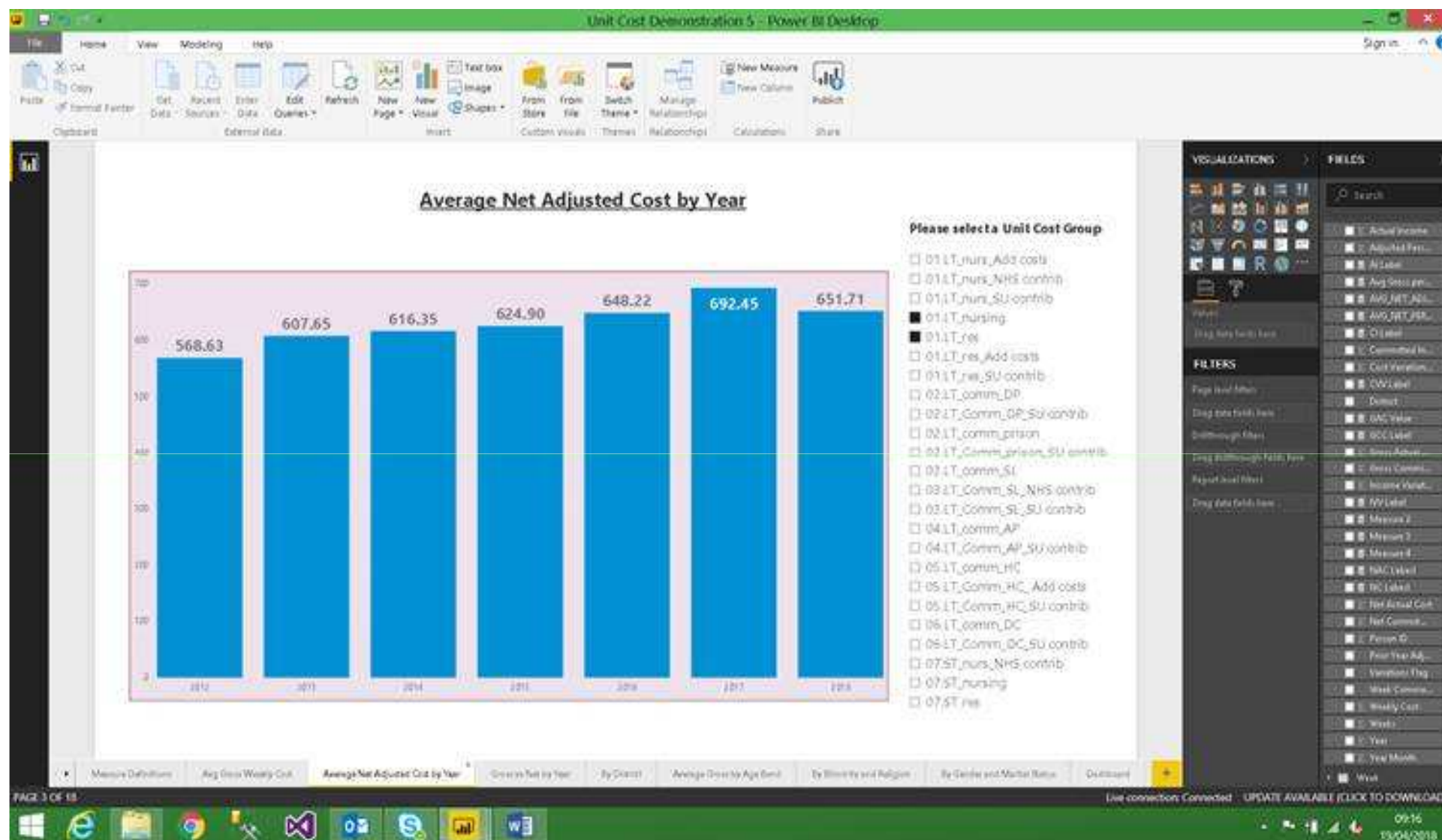
# **Phase 3 Development – Selected Highlights**

- **Unit Costs**
- **Service User Journey**
- **Dashboards**

# Unit Costs

- **A single, definitive source of automatically updated, easily accessible Unit Cost data for use in reports, dashboards and ad hoc analysis.**
- **Provides a significant improvement in efficiency compared to the current piecemeal, inconsistent and largely manual approach.**

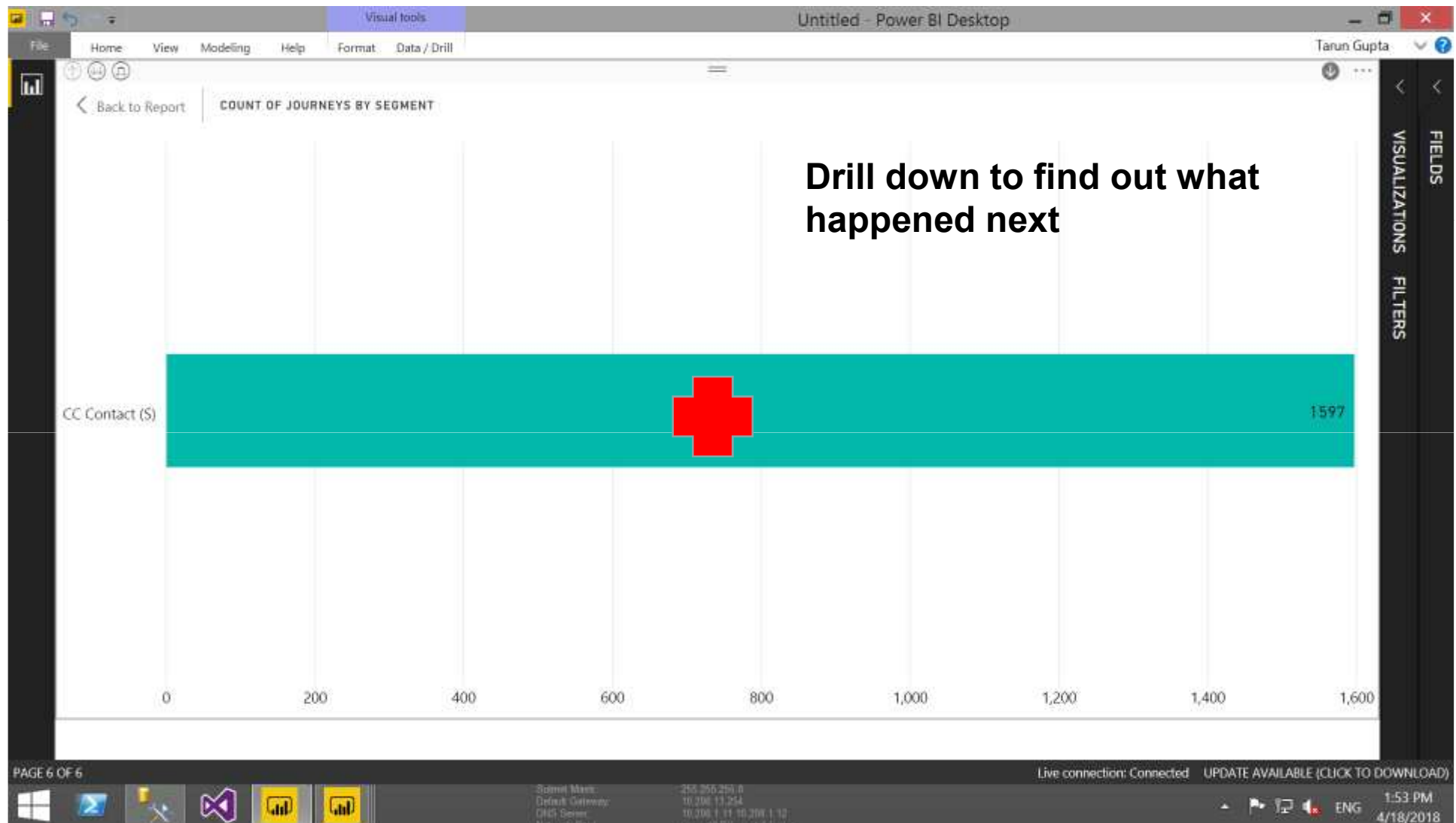
## Avg Unit Cost by Year (LT Residential and LT Nursing)



# Service User Journey

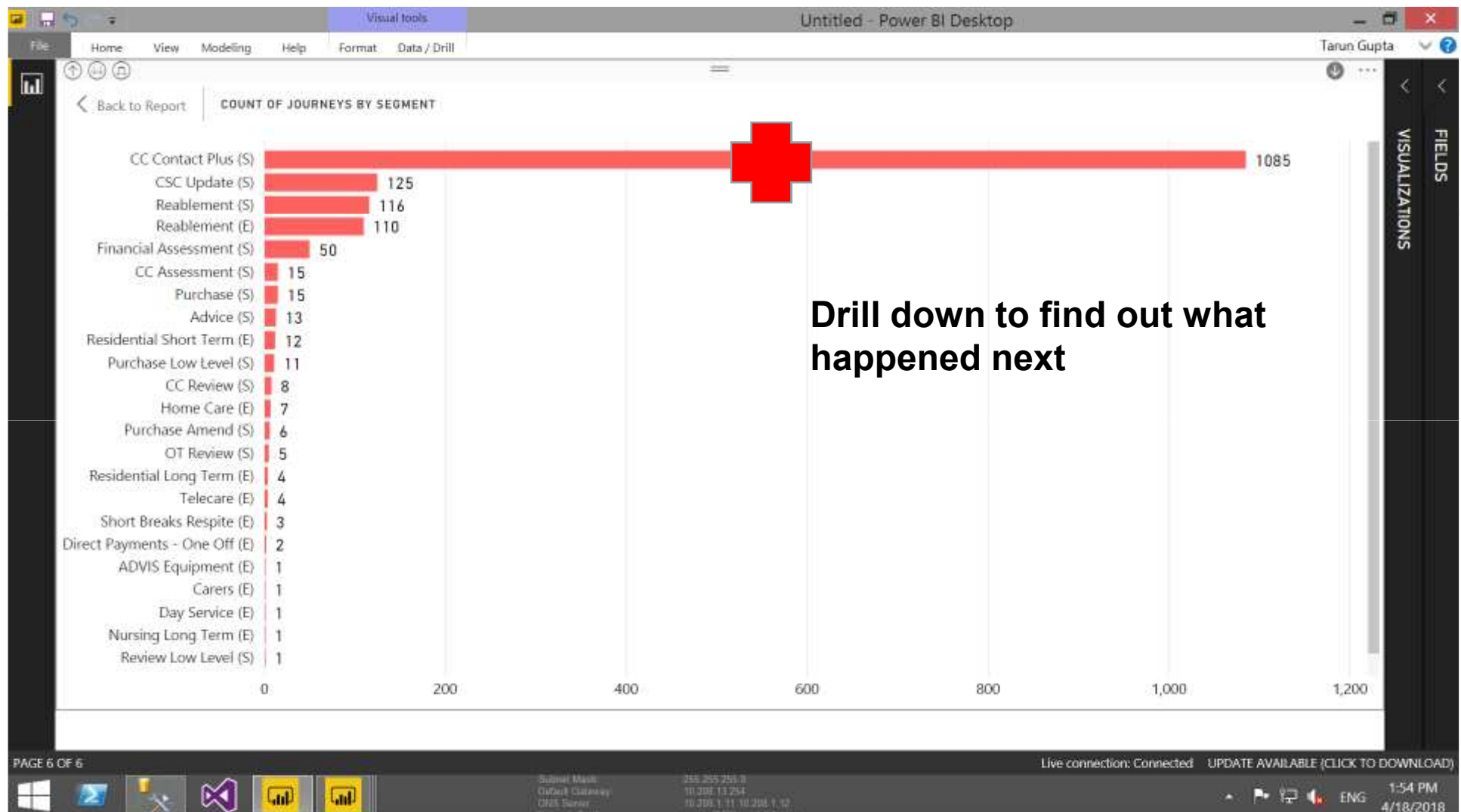
- **An automatically maintained, easily accessible set of data showing the pathways that Service Users take through social care services.**
- **Enables the “big picture” to be derived from millions of historic and current individual interactions.**
- **Initiatives designed to promote more effective pathways can be monitored easily and consistently.**

## Service User Journey (*Journeys Started since Jan 2018 with CC Contact*)



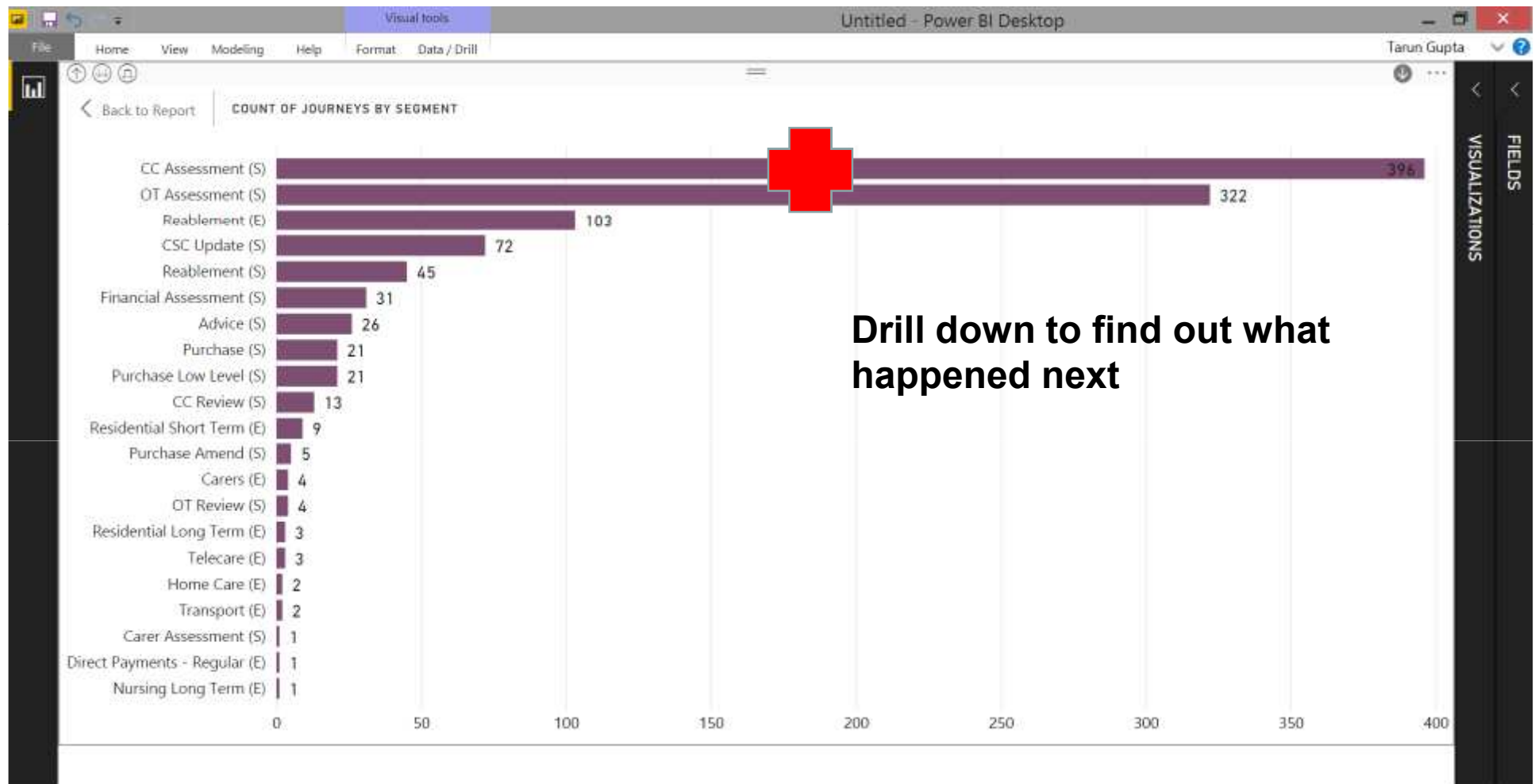


## Service User Journey (*Journeys Started since Jan 2018 with CC Contact*)



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## Service User Journey (*Journeys Started since Jan 2018 with CC Contact*)

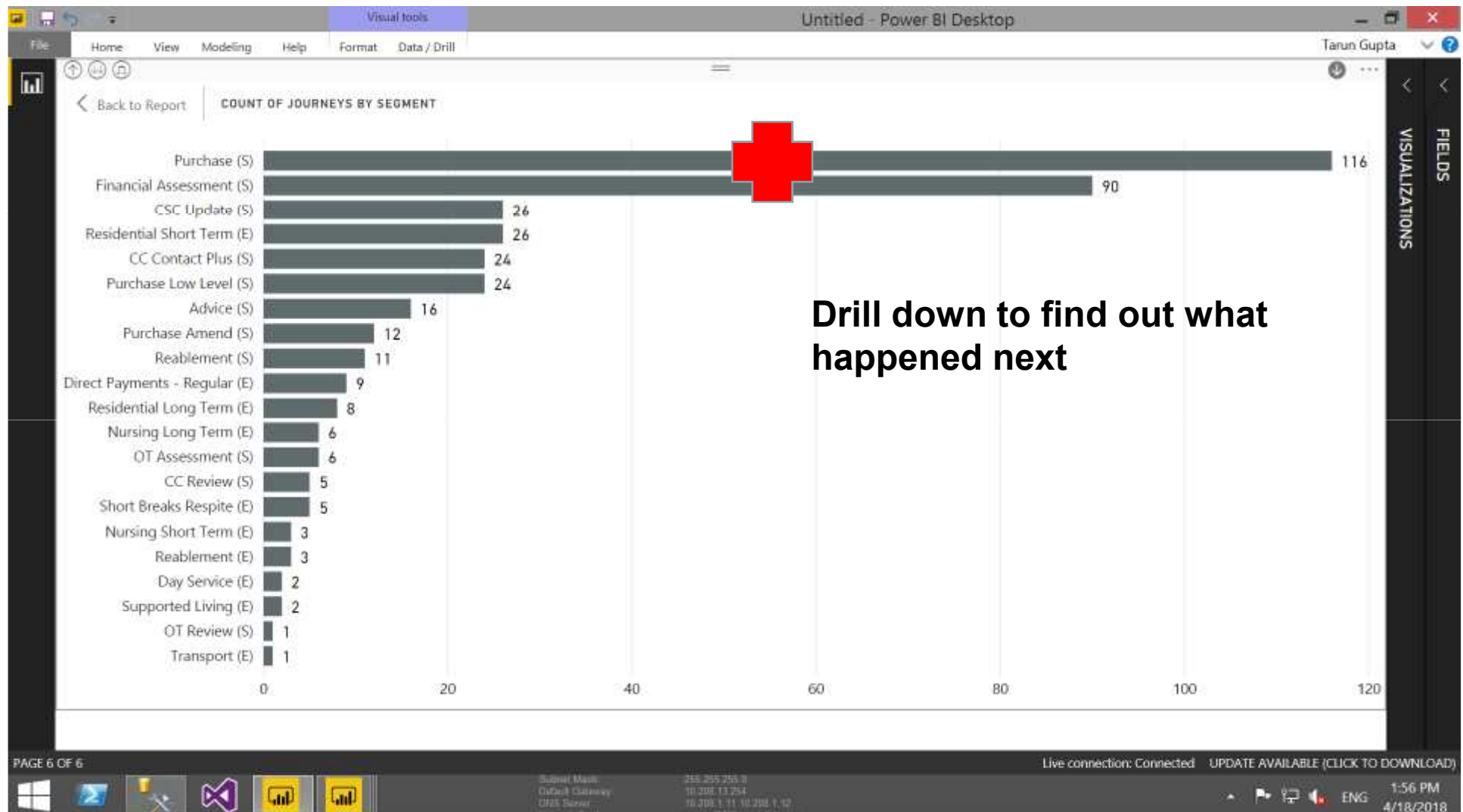


PAGE 6 OF 6

Live connection: Connected UPDATE AVAILABLE (CLICK TO DOWNLOAD)

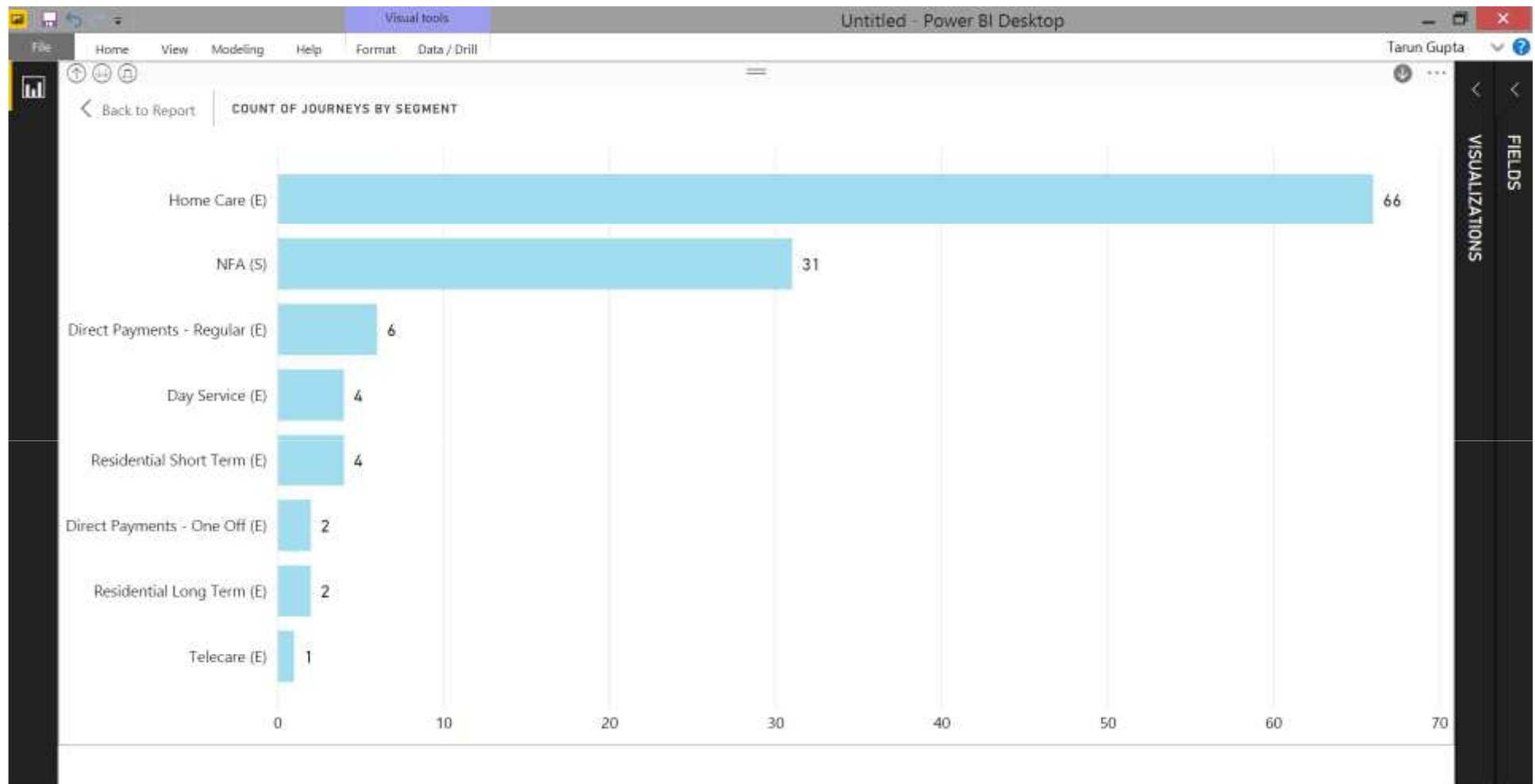
Windows taskbar showing system icons, network status, and time: 1:55 PM, 4/18/2018.

## Service User Journey (*Journeys Started since Jan 2018 with CC Contact*)



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## Service User Journey (*Journeys Started since Jan 2018 with CC Contact*)



PAGE 6 OF 6

Live connection: Connected UPDATE AVAILABLE (CLICK TO DOWNLOAD)

Windows taskbar showing system tray icons, network status, and the time 1:59 PM on 4/18/2018.

# Dashboards

- **Development of dashboard approach**
- **Automatically updated, at-a-glance view of performance. Each dashboard is tailored to a particular audience or subject area.**
- **Main benefit: consistent, quick, accurate, reliable and secure method of assessing performance**

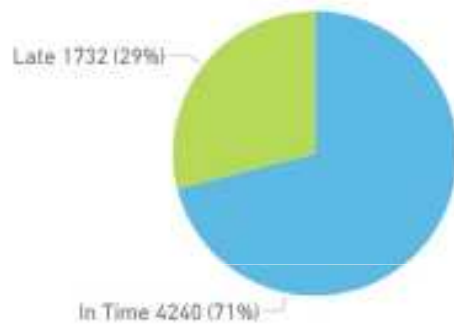
# Team Managers' Dashboard – Assessments and Reviews

District  
All

No. of Assessments In Time/Late

In Time	Late	Total
4240	1732	5972

% Assessments In Time/Late



No. of Assessments by Method of Delivery

Method: Alternative Method Face To Face Unknown

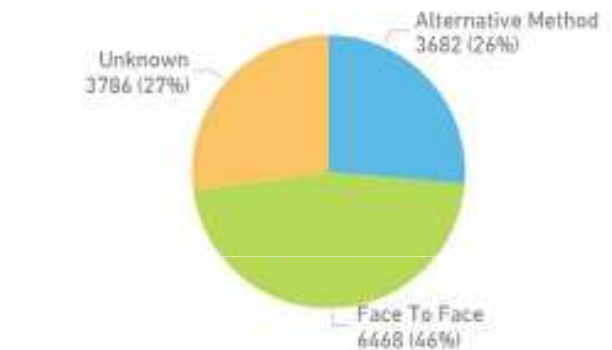


Team  
All

No. of Reviews Methods of Delivery

Alternative Method	Face To Face	Unknown	Total
3682	6468	3786	13936

% Reviews Methods of Delivery



No. of Reviews by Method of Delivery

Method: Alternative Method Face To Face Unknown



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# BRMI Phase 4

- Build on phase 3 developments
- **Deliverables:**
  - A range of interactive dashboards and reports for front line staff and their managers
  - Key element in the next phase of transformation and achievement of savings
  - Building on Newton Europe approach



# BRMI Phase 4

- **Deliverables:**

Development of work on Unit Cost, Service User Journey and Organisational Structure Dimension

Contract Database – design and develop pilot to inform future approach

Support for major service data and information requirements

Further technical enhancements to the warehouse

Knowledge transfer to NCC staff