

Leeds City Council

Experian Pandora paves the way for a smooth social care system migration

Efficiency gains and better data quality support the provision of vital social care services

Easy to use software for a better outcome

Background

In 2012 Leeds City Council embarked on a major programme of work to implement new Case Management Systems within their Adults and Children's Social Care departments. Case management and information systems are vital to support social care operational delivery, business management and effective decision making. This ultimately leads to the delivery of successful safeguarding initiatives.

The Challenge

The main challenge for Leeds City Council lay in the complexity of the migration that they were performing. For the past 10 years all adults' and children's social care casework data had been held on one shared system, yet operationally the services are run by different business areas. The council decided to separate the data and move it onto two new management systems, one each for adults and children. A dedicated system would enable each service to have greater control over its own data and work more efficiently.

The data that needed to be migrated to each target had complex inclusion (scope) rules due to the legal retention, and conversely disposal (deletion) obligations of such data.

Leeds City Council faced further complications due to the complexity of the information. In addition, they were moving from a system with limited recording restrictions to systems built around workflow.

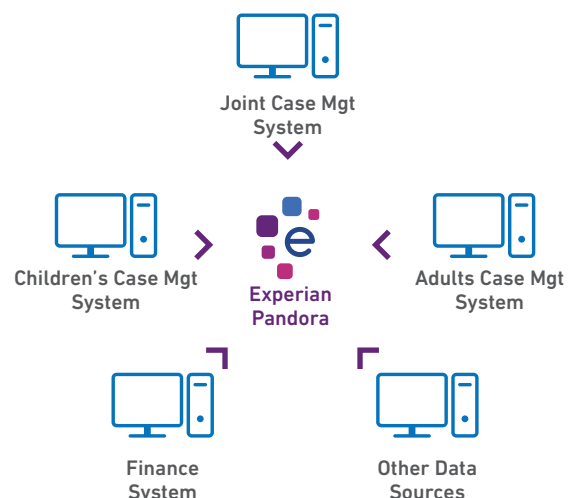
With responsibility for both data preparation and migration projects in the Adults and Children's programs, the Project Manager wanted to implement the Practical Data Migration Methodology in order to ensure best practise and the smooth running of the project. As part of this process he employed the services of a Data Migration Consultant to provide training and guidance to his project teams. During the consultation, Experian Pandora was recommended as a technology partner to support both programs. The Council's Project Manager explained that "Our migration consultant recommended Experian Pandora to us on the basis that it would fit our needs and has a proven track record in significantly enhancing the outcome of a data migration project".

The Solution

Impressed with the recommendation and demonstration provided by Experian's consultants, the project team implemented Experian Pandora to manage the data quality tasks involved with the migration. Given the scale it was impossible for them to carry out these tasks manually. With Experian Pandora however, they were able to quickly and easily profile data and run data quality checks using the in-built algorithm.

Experian Pandora also enabled the migration team to analyse and transform data from its source system into the required format for the target system. This meant taking specifications from vendors and re-organising and adding data before exporting it.

"What has particularly struck me is how easy Experian Pandora is to use. The software has been used exclusively by the data migration project team; none of whom had any previous experience of it and are a mixture of Leeds City Council IT employees and contractors."



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The Benefits

With Experian Pandora in place to support the data migration, Leeds City Council has seen an array of benefits:

- **Efficiency savings** - Reduced the amount of resource effort required from both IT and the business.
- **Greater confidence** - The inbuilt rules helped to significantly reduce the number of assumptions that could be made about the data.
- **Discovering unknown issues** - Identified issues with the data that the project team would not necessarily have checked for e.g. an integer in a forename field, postcode in a city field.
- **Better visualisation** - Helped to create and visualise data transformations e.g. the ability to immediately see the impact of trimming a leading digit from a user's reference number.
- **Better accuracy** - Allowed teams to quickly and easily strip out data that was not required for the migration whilst still retaining all the source data in Experian Pandora.
- **Greater control** - Provided a full audit trail of all data transformations that were undertaken.
- **Allocation of ownership** - Allowed identification of which records were adults', which were children's, those in transition or even those which couldn't be identified.
- **Enhanced data quality** - Helped to identify duplicates, missing data and data in the wrong format.
- **Ease of use** - The transformed data could be easily exported in the required format for import into the target system.

Having two distinct systems in place gives greater control to the Children's and Adults Services. Access to a single source of good quality data means that they're empowered to work more efficiently and divert important resources to delivering the best outcomes for the community they serve.

The Council's Project Manager added "It's a well-known fact that many data migrations suffer delays and issues along the way. I'm confident that having Experian Pandora in place has kept our project on track and allowed us to run the project in an efficient way. What's more, I know that the data contained within our new systems is of the highest quality and will continue to support the smooth running of these vital social services."

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