NolijWork

Service Intelligence for Adult Social Care

Using your data to create insights and understanding of how your service really works – and how it can be improved!



- **Understand what impacts your service performance**
- **Unleash insights from your own operational data**
- **Get answers in just a few weeks**

Towards Better, Faster, Cheaper Services

All organisations responsible for Adult Social Care (ASC) provision want to deliver Better, Faster and Cheaper services.

The question is, how do they respond and set about realising that …?

The Context

- **A Critical Challenge** – Social Care faces multiple challenges … an increasingly aging population, rising demand across different services, yet is constrained by a limited budget. Meanwhile the broader public sector is under pressure to increase productivity.

- **Complex Processes** – ASC processes are often complex in nature, catering for multiple services and pathways, requiring coordination across multiple external and internal stakeholders & teams.

- **Theory vs Reality** – ASC teams have established their processes, based on key assumptions around end-to-end service delivery BUT how well do these processes work in practice?

- **A Common Process Mistake** – A common mistake with how such processes are designed is that service users will present only once, and go all the way through the process. However, that is far from reality.

  Often many ASC requests simply do not lead to a service being delivered, which represents considerable failure demand.

  Applicants may eventually drop out due to ineligibility, or unwillingness to pay, if that is the outcome from financial assessment. All that effort and resource expended, for no discernible value delivered.

- **Process Performance at Scale** – With complex processes operating at scale, organisations must identify where inefficiency, bottlenecks and delays have become embedded, or where capacity needs adjusted in order to reestablish flow.

- **Social Care Technology** – Social Care systems are primarily designed for transactional service operations, rather than identifying and managing operational performance issues, never mind improving them.

- **Taking the Next Step** – Organisations realise they have problems, but lack the visibility and specific evidence to know WHERE to look and in particular HOW to act, in order to improve service performance.

  Making changes without appropriate evidence may create more problems than are solved.

The Solution

- **An Optimisation Problem** – Getting the Adult Social Care services ‘right’ is an optimisation problem.

- **Human vs Technology** – As an optimisation problem, it is impossible for humans to get the balance right, only software can bring genuine insights to this situation.

- **NolijWork's Approach** – We use software to provide analysis of HOW your processes really work, seeking to identify underlying causes of delays and inefficiencies within services. This directly addresses the root causes of service challenges.

Engagement Outcomes

- **Derived Insights** – Insights enable providers to adjust how their services work in practice, helping to 'design out' the underlying causes of service problems.

- **Evidence** – This offering is designed to provide your organisation with the necessary insights to make evidence-based decisions to adjust how your service operates.

Our Technology

- **Data Science & Process Mining** - ***NolijWork's*** applies data science and process mining techniques to your existing data, uncovering hidden patterns to improve how services work.



Fig. Sample Funnel Chart of Activity vs Outcomes

- **An 'MRI Scan' of your Service** – Conceptually, this approach is like an 'MRI scan' of your service operation, derived from your own operational data, which is unique to your organisation.

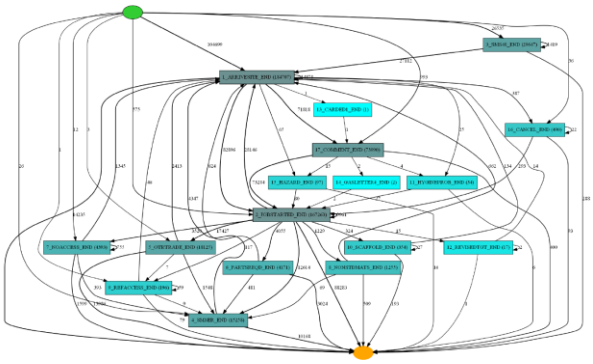


Fig. Sample Mining Output

- **Non-invasive** – There are no software installations, integrations or cloud-based access requirements.

  An engagement merely requires a simple data snap-shot in Excel / CSV format.

Service Engagement Approach

- **Technology & Know How** – ***NolijWork*** brings the technology and know-how, the client simply provides a simple data snapshot, which does not require ANY Personally Identifiable Information (PII).

- **Engagement Timeline** – Engagements are delivered over a relatively short period of several weeks, to suit client resource availability.

- **Minimising Demand on In-House Resources** – Our service is designed to minimise demand on your staff, given that many organisations lack capacity for new initiatives, and are primarily focused on Business As Usual (BAU) operation.

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4 Stage Delivery

- **Delivery Phases** – Delivery is in 4 phases, typically running across several weeks to align with your schedules, and resource availability. All work is undertaken remotely and delivered via online channels.

- **Stage 1 – Pre-Engagement 'Kick Off'** – An initial briefing by ***NolijWork*** to explain how the engagement works and address any questions or concerns.

- **Stage 2 – Data Provision** – This includes the provision of a suitable data snapshot, together with relevant background (such as SLA information). This stage also addresses any specific data clarifications that arise.

- **Stage 3 – Analysis & Results Delivery** – ***NolijWork*** undertakes the analysis, generates the relevant results and outputs, and conducts an initial presentation of these. Any anomalies encountered are dealt with at this stage.

- **Stage 4 – Final Presentation & Closedown** – Final briefing and presentation of results by ***NolijWork*** to the client.

Get In Touch for More Information or Next Steps

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