

▶ Braunstone Blues:
**Information sharing
workshop report**

26 April 2107, Brite Centre, Braunstone



What is the Braunstone Blues project?

Braunstone Blues is a multi-agency, early intervention project consisting of a team from each of the three emergency services: fire and rescue, police and ambulance. It is being piloted in Braunstone, an area of higher deprivation in the City of Leicester. The project is led by Leicestershire Fire and Rescue Service, is based in the community at a local school and has strategic input from the police, ambulance service, local authority and clinical commissioning group.

The aim of the project is to reduce reliance on emergency services, by educating and supporting the local community through its programme of healthy, safe and secure visits and organised events.

The Braunstone Blues originated from the realisation that those who repeatedly use emergency services, irrespective of which service it is, are likely to be facing similar underlying difficulties and these difficulties cannot be dealt satisfactorily by one organisation alone. By joining up services and improving the way that information is shared across agencies, the Braunstone Blues project will be able to deliver better outcomes for vulnerable people earlier.

How is the Centre of Excellence for Information Sharing working with Braunstone Blues?

On 26 April 2017, the Centre of Excellence for Information Sharing facilitated a workshop to support the Braunstone Blues project. The overarching aim of the workshop was to explore the perceived legal and cultural barriers to information sharing across the Braunstone Blues landscape; this forms part of a wider piece of work around information sharing that has been funded by the Local Government Association (LGA).

The workshop included representatives from Leicestershire Fire and Rescue Service, Leicestershire Police, East Midlands Ambulance Service, University Hospitals Leicester, Leicester City Council and Leicestershire County Council amongst others. Stakeholders engaged in a series of participatory exercises, based on the needs of a fictional local family, to understand how information sharing across agencies can drive efficiencies in service delivery and better outcomes for users.

The exercises focused on understanding the benefits to service users and agencies of having a bigger picture as a result of information sharing, before moving onto challenges and solutions to sharing.

What are the cultural, information governance and technological barriers and enablers to sharing information?

Workshop attendees identified a range of barriers and enablers to sharing information within the project, some of these are highlighted below:

Enablers	Barriers
<ul style="list-style-type: none"> ▶ willingness to share where there is a close working relationship; ▶ legislation is generally supportive of sharing; ▶ IT systems can facilitate safe transfer of information; ▶ guidance; ▶ information sharing/reporting capability; ▶ information sharing agreements and confidence to share relevant data; ▶ common understanding; and ▶ focus on prevention. 	<ul style="list-style-type: none"> ▶ fear of repercussions for wrongly sharing; ▶ lack of confidence to share; ▶ lack of knowledge of legislative obligations; ▶ lack of interoperability between different IT systems; ▶ no agreement about what can and cannot be shared, issue of implied or informal consent; ▶ lack of trust; and ▶ legal basis to share is different for different organisations.

Attendees participated in an exercise to highlight the benefits to the service user of organisations working in Braunstone sharing information amongst themselves in relation to local residents.

Participants were introduced to a fictional family with a range of issues to draw out practical examples of information each agency has access to and then as they revealed the information each agency held it showed how they could support service users much more effectively.

What is the impact (if any) for the service user of knowing the bigger picture?

- ▶ residents would need to tell their story just once;
- ▶ residents would deal with a single main contact taking a coordinating role for the organisations with the introduction of a case management approach - preventing services working in conflict with each other;
- ▶ support would be tailored to the needs of the individual;
- ▶ there would be an identification of the underlying problems, as well as inter-related problems;
- ▶ earlier intervention and a better recognition of when an individual or family were "in crisis";
- ▶ delivery would centre around the needs of service users and not the services available;
- ▶ root causes of behaviour would be tackled; and
- ▶ improved outcomes for service users across a wide range of issues creating a better sense of well-being within the family.

This exercise enabled attendees to identify the benefits to them and their organisation of having a fuller picture of the service user and their needs and issues. It helped participants explore and understand the impact sharing information has on interventions and outcomes.

What is the impact (if any) for the organisation of knowing the bigger picture?

- ▶ better targeting of the response needed;
- ▶ reduction in demand;
- ▶ a resolution of the causes and not simply targeting the symptoms;
- ▶ better identification of who might help;
- ▶ the ability to be preventative and more proactive, thereby being better placed to avoid crisis points;
- ▶ a more coordinated approach taken to dealing with residents; and
- ▶ financial benefits to the organisations involved as there would be better value for money resulting in greater efficiencies from the way organisations worked.

In an attempt to focus in on what was happening in Braunstone those attending the workshop spent some time highlighting the range of challenges they face in sharing information between organisations trying to help local residents.



Braunstone Blues Watch Manager, Edd Rodgers introduces the work of the team.

Delegates at the workshop working together to explore the benefits of information sharing.



What were the main information sharing challenges reported by professionals working within Braunstone?

- ▶ a lack of confidence and commitment;
- ▶ a lack of knowledge in relation to the cost benefit analysis;
- ▶ leadership;
- ▶ a lack of knowledge of what is available and who to go to and what others can do;
- ▶ poor communication;
- ▶ lack of practitioner understanding of what they can share and the fear of prosecution;
- ▶ reputational damage if things go wrong;
- ▶ fear of complaints and monetary penalties; and
- ▶ a lack of awareness of who to involve and when to involve them.

Having identified the benefits to the service user and the organisation, along with the specific challenges to sharing information within the Braunstone area of Leicester, delegates collectively considered the potential solutions to sharing information between organisations working in the area.

What potential solutions did professionals working within Braunstone Blues identify in order to improve information sharing?

- ▶ leadership responsibility;
- ▶ a shared desire to work together;
- ▶ greater reassurance in relation to the data;
- ▶ explicit consent;
- ▶ improved interagency collaboration;
- ▶ identification of the key stakeholders and building better networks;
- ▶ “myth busting”, the legislative basis to share;
- ▶ a knowledge of what is classed as “personal” information; and
- ▶ Better training and communication.

Having identified potential solutions, attendees made a commitment to make information sharing in Braunstone a reality and considered a number of actions to further this aim.

Action points and next steps

- ▶ **professionals suggested that in order to improve information sharing in Braunstone, there was a need to implement an information sharing agreement across partners to provide a legal basis for the sharing of data;**
- ▶ **the use of privacy notices was discussed to inform service users about the information that would be shared across partners;**
- ▶ **in addition to this, it was felt that an active involvement of training and support around Information Governance from their respective internal departments to develop a better understanding around the subject area would be helpful;**
- ▶ **other suggested priority actions in Braunstone included building relationships with additional organisations such as the voluntary and community sector;**
- ▶ **professionals also shared the importance of securing a future for the Braunstone Blues project by identifying a sustainable funding source or solution; and**
- ▶ **finally, it was felt that a communications strategy and tailored training should be a priority.**



Matt Cane, Community Safety Group Manager, talks to stakeholders about the next steps for Braunstone Blues information sharing.

If you would like to find out more about Braunstone Blues workshop please contact info@informationsharing.org.uk or visit www.informationsharing.org.uk/bblues

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