Capita

Capita One EXPO 2022

Address Cleaning

Agenda

- **Background of the situation**
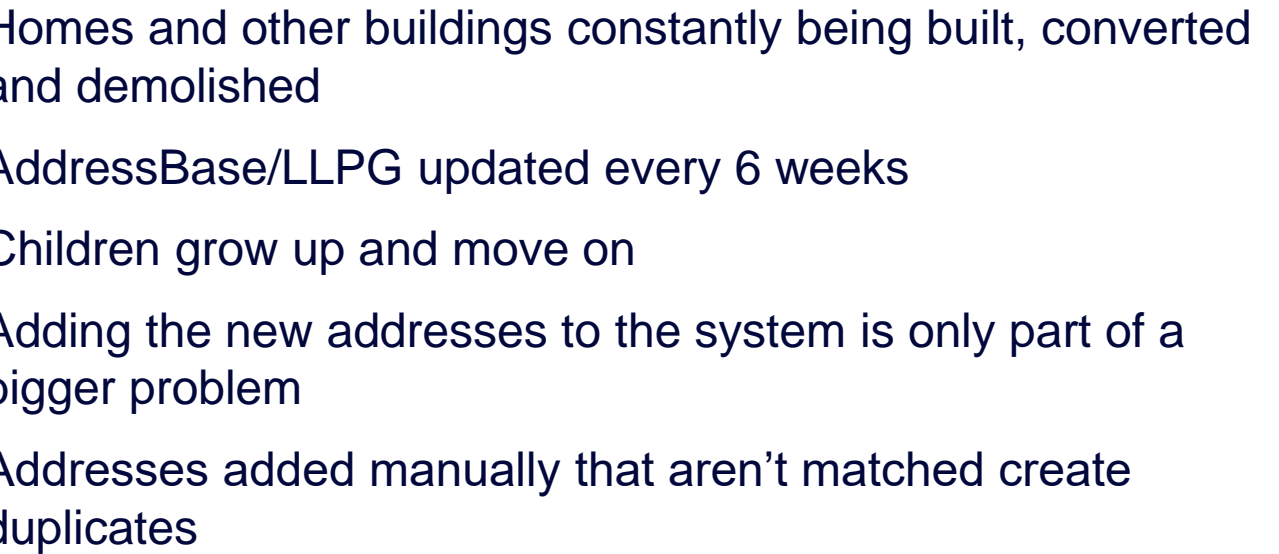- **Our Solution**
- **Benefits**
- **Q&A**

Capita One

Background

Scenario

- Homes and other buildings constantly being built, converted and demolished

- AddressBase/LLPG updated every 6 weeks

- Children grow up and move on

- Adding the new addresses to the system is only part of a bigger problem

- Addresses added manually that aren't matched create duplicates

Challenges

An incorrect or incomplete address can cause

- On self-service portals,
  - Confusion for the end user
  - Reputational damage to Local Authorities

- When posted,
  - Delays in the communication being received
  - Inconvenience and embarrassment to the intended recipients
  - Risk to vulnerable children and youth
  - Serious data breaches and privacy issues where Personally Identifiable Information is involved leading to **GDPR** liabilities

More Challenges

Admissions & Transfers (A&T)

Missing geocodes - cause delays in the data being measured.

Manual geocodes – results in wrong school allocations

Special Education Needs & Disabilities (SEND)

EHC plans sent to wrong address resulting in potential GDPR breach

Letters sent to wrong separated parent (more so, if details must not be sent to one of the parents)

Children In Education & Entertainment (CIEE)

Licences, work permits and details of child performers and their schedules sent to wrong address

Early Years and Portals

May affect yearly depravation calculation

TYOF, EYPP details contain Income Support, etc details

May have sensitive information like NI numbers, DoBs etc

Integrated Youth Services (IYSS) & Youth Justice (YJ)

The relevant Lead Authority being determined using incorrect Client address, which impacts statutory reporting

Bail conditions and restrictions using wrong address information which is shared between other agencies and services including the Police and CPS

Transport

Eligibility can't be calculated based on walking distance

Correct Passenger journeys depends on correct geocoding

Some of the possible reports sent via post with personal information

Ed Psych Report

Health/Medical reports

Social Care Advice

Copies of Draft and Final EHCPs

General Communications likely to include child details

Fixed Penalty Notices

Prosecution details

Court Order Details

Parental Contracts

Consent Forms

General Comms including the child's details

Exclusions details

Homework

Reintegration and Placement details

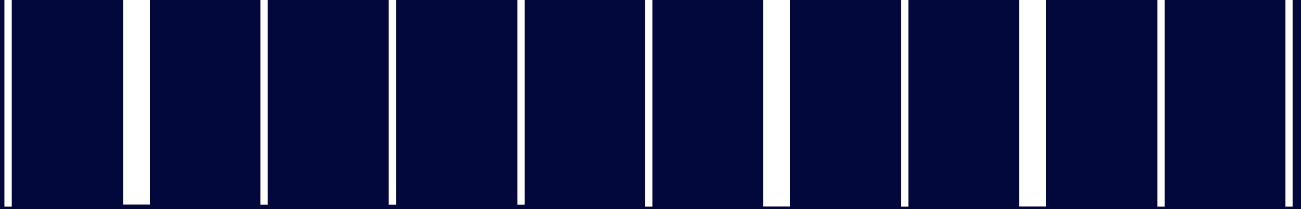Parental Preference details

Governors and Appeal Meeting details

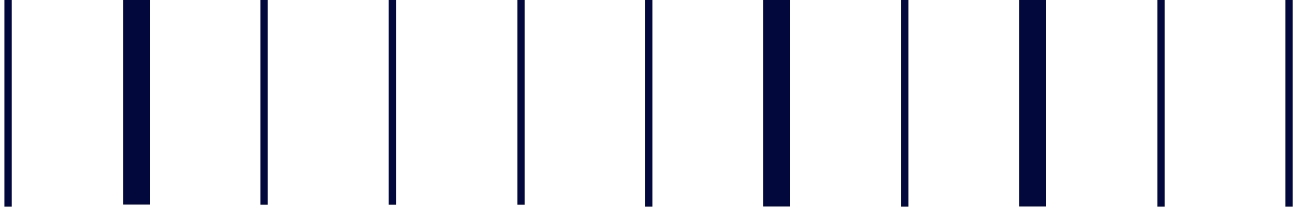General Comms

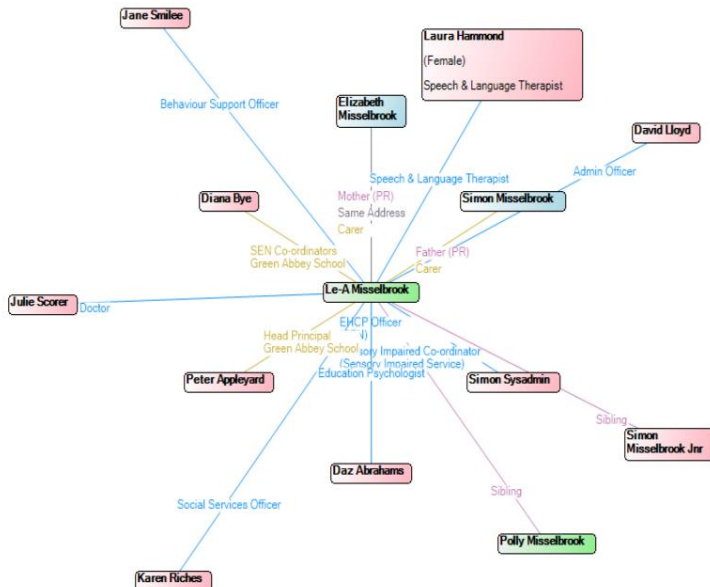Capita One

Our Solution

Address Cleaning
Work Package

- What is **Address Cleaning** *or* **Address Tidy?**

- Why do you need **Address Cleaning?**

- What are the benefits of **Address Cleaning?**

What is

Address Cleaning

Work Package

- Capita led process that helps you see the current status of the Address data at your Local Authority

- Helps clean the address data to a minimum of 95% accuracy using inbuilt routines and bespoke scripts for fuzzy matching.

- Helps with accurate statutory reporting

- Done by Capita consultant with minimal need from LA users once the job has started

- Done in TEST first and once satisfied with the results, it is performed in LIVE

Why

Address Cleaning

Work Package

- Addresses are a fundamental part of the Capita One system. High quality address data is of critical importance to many of the services which rely on the system for their day-to-day processes.

- Manually added addresses will not have all the information required including eastings, northings and UPRNs

- Most important of all, Personal and Confidential information can be sent to a wrong address resulting in effects ranging from embarrassment to GDPR penalties and legal suites.

- Duplicate addresses in the system cause confusion and inaccurate picture on Social Networks

Why

Address Cleaning

Work Package

Data security incident trends Q2 2021/22

Source: https://ico.org.uk/for-organisations/sme-web-hub/common-data-protection-mistakes-and-how-to-fix-them/

	Cen	Cha	Edu	Fin	Ger	Hea	Just	Lan	Leg	Local government	Mar	Med	Mem	Onli	Poli	Reg	Reli	Ret	Soc	Tra	Uti	Grand Total
Alteration of personal data			1	2		4				1				1							1	10
Data emailed to incorrect recipient	9	19	78	33	12	63	2	30	72	32			3	5		6		16	12	2	3	397
Data of wrong data subject shown in client p	3	1	5	2	1	5		2		3		1						3				26
Data posted or faxed to incorrect recipient	11	6	14	23	2	56	3	9	24	28		1						11	1	1	2	192
Failure to redact	5	5	16	1	1	8	4	2	13	42			1			1	1	2				102
Failure to use bcc	2	7	11	4	6	10		7	1	4	1		4	2				7	1	4	1	72
Incorrect disposal of hardware		1				1							2									4
Incorrect disposal of paperwork	1	1	2			3			1	1									2			11
Loss/theft of device containing personal data		4	8	3	1	8	2	1	6	6				1				2	1	2		45
Loss/theft of paperwork or data left in insecu	6	20	10	5	4	52	10	6	11	11	2		2			1		5	16	3		164
Not Provided		2	12	8	3	14			9	6			1					6	1	2		64
Other non-cyber incident	14	19	59	23	9	99	13	18	9	40	1	1		10		4	2	15	6	10	1	353
Unauthorised access (non-cyber)	2	5	24	13	11	67	3	10	6	23	2	2	2	1			1	13	11	10	3	209
Verbal disclosure of personal data	1	5	9	6	1	12	1		13	9		1						2	3	1	4	68

Benefits

Improved Confidence in the system

- Accurate distances recorded in the Admissions and Transfers module - School allocations are made accurately, there by no children misses out or gets placed in a school they don't qualify for

- Important documents sent to the correct addresses

- More accurate routes calculated in the Transport module
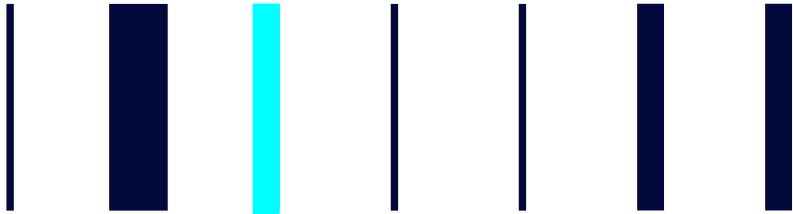
User time productively spent

- Accurate address data available for selection through the self-service portals, significantly reducing records going to conflict management

- Data accuracy enables Web Address Validation (WAV) to be enabled between Capita One and SIMS which significantly reduces the records going into B2B Conflict Management

- Less time spent on processes like Appeals

Better care available for the vulnerable

- Local Authority teams can spend more time with the vulnerable children and young adults by using the Social Network and other available tools because of more accurate addresses

- Less time spent on cross verifying the system for people that live together

Cleaner address data

- Improved address data quality

- Duplicate addresses are removed

- Old incorrect addresses are made inactive

- Need to manually add address records is drastically reduced

What it means to the users?

One users

- More robust system due to tidier address base

- Confidence in using the addresses from One system

- Negligible data breaches due to incorrect correspondence

System Admins

- Any new information is updated against the existing addresses in One

- Dwellings and street data is accurately updated

- Correct street details get linked to dwellings

DBA

- Faster system response times

- Work is done with no downtime to the system.

- All that needs doing before the work commences come with detailed instructions.

Implementation

Step 1

Agenda

- Analyse Address data

- Backup Address tables

- Bulk Match existing addresses with LLPG/AddressBase Premium data

- Remove telephone numbers and OSAPRs

Outcome

- Full address database matched to any existing database using standard system matching.

Implementation

Step 2

Agenda

- Fuzzy match remaining addresses

- Update dwelling and street data to match LLPG/AddressBase Premium data

- Add missing streets

- Re-link dwellings to correct street records

- Add missing properties

Outcome

- Full address database imported into One and matched to LLPG tables using standard system and fuzzy matching.

Implementation

Step 3

Agenda

- Remove blank addresses

- Remove unused dwellings and streets

- Remove duplicate addresses

- Analyse address data

Outcome

- At least 95% or more addresses in One now matching LLPG/AddressBase data

Implementation

Step 4

Agenda

- Discuss Outcome

- Request sign off so the steps can be run in live

Outcome

- LA happy to sign off for TEST and to have the same procedure done on LIVE involving the same steps.

Next Steps

If you would like to hear more on availability and costs, then please contact your Account Manager.

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Thank you