

Use case number	Sector	USE CASE					ADOPTION				
		Case	Description and examples	Council	Primary purpose(s)			New use case or increase in existing activity	Source	Source	Source
					Managing the immediate public health crisis	Supporting the local response and mitigating effects of lockdown	Building future resilience and aiding the recovery				
Novel uses of data and data-driven technology											
1	Health and Social Care	Drone trials for medical supply delivery	Argyll and Bute's council-operated Oban Airport is providing safety support for the trial of a drone that will deliver vital medical supplies between Lorn and Islands District General Hospital, in Oban, and Mull and Iona Community Hospital, Craignure, Isle of Mull.	Argyll and Bute	x			New use case	https://www.argyll-bute.gov.uk/news/2020/may/updated-oban-airport-5		
2	Health and Social Care	Combining datasets to identify vulnerable groups	Hackney Council have joined data together at a property level to identify vulnerable individuals. This involves using the Unique Property Reference Number (UPRN) from their master address database (the LLP). Their analysis has been compiled into a briefing pack, which alerts staff to the scale of the C19 health crisis and a broader range of issues that are likely to impact vulnerable groups.	Hackney		x		Pivot of existing activity	https://www.local.gov.uk/sites/default/files/documents/Covid-19%20Br		
3	Health and Social Care	Central data hub for social care providers	The hub collects data on how social care providers are coping with the challenges posed by C19 (including confirmed cases of C19 and deaths) and shares this with the Adult Social Care Board. In sharing this information the hub aims to enable faster responses alongside public health partners.	Hertfordshire	x			Pivot of existing activity	https://www.hcpa.info/covid-19/		
4	Health and Social Care	Overlaying datasets to identify unmet need	Oldham Council has established a Thriving Communities Index, a detailed representation of local needs that was created in partnership with VCSFE groups and elected members. The index is made up of 30 socio-economic indicators for each neighbourhood, underpinned by a combination of quantitative data (e.g. data from housing churn, A&E admissions, safeguarding and the police) and qualitative perception data, derived through workshops. This information informs a map of 115 hyper local neighbourhoods, which is used by the council and partners to understand different needs across the borough and to deliver services appropriately. Data generated through this index has provided a comparison point for the council's C19 helpline. By cross-referencing the data from the call database and overlaying the data from the Thriving Communities Index, the council have sought to identify and monitor low-call engagement zones, including areas of unmet need. A multi-language communications campaign has been carried out to reach further into these communities, ensuring that they have access to the support and resources they need.	Oldham		x		Pivot of existing activity	https://www.local.gov.uk/oldham-council-and-unity-partnership		
5	Health and Social Care	Use of chatbots to provide confidential support to abuse victims	Swansea Council has launched a chatbot to support people who are experiencing domestic abuse. As part of its You Are Not Alone campaign, which was launched to support people at risk of domestic abuse through the pandemic, the Council team has worked closely with Microsoft to develop the device. It asks users a series of questions to help direct them to the most appropriate support. Users remain anonymous and the service is confidential.	Swansea		x		New use case	https://www.swansea.gov.uk/article/58199/Chatbot-for-domestic-abus		
6	Health and Social Care	Use of data to anticipate pressures on children's services	Several local authorities are collecting data from children's services providers to understand the challenges they are facing during the COVID-19 outbreak. The Commissioning Alliance (including 15 London-based local authorities and the Home Counties) have developed one such initiative in the form of a COVID Situational Reporting Tool. This tool aims to collect data in a more efficient and streamlined way, with a view to supporting local authorities to provide ongoing support to care and education providers during the COVID-19 pandemic. Providers are asked to complete a short survey on a weekly basis, with questions designed to identify those providers experiencing specific issues/risks or who are in need of support. The survey also provides some high-level information about the number of young people and staff who have contracted C19. To help support a coordinated national strategy in response to C19, the Commissioning Alliance are making this information available to all local authorities in England. In this sharing this data they aim to reduce the reporting burden on providers that respond to multiple local authority requests for information.	Various	x			Pivot of existing activity	https://www.leed https://gov.wales https://www.local.gov.uk/sites/defa		
7	Transport	A mapping tool to support social distancing measures	Glasgow City Council are establishing an online platform that will allow residents to share suggestions for creating safer spaces for walking, cycling and wheeling, as C19 restrictions are eased. The Commonplace Mapping Tool will allow users to highlight pinch points across the city centre and in different neighbourhoods, where emergency temporary measures such as pavement widening and new cycle lanes could be introduced to help people maintain physical distancing.	Glasgow			x	New use case	https://www.glasgow.gov.uk/article/25942/Mapping-Tool-Launched-to		
8	Cyber and digital	Emergency planning tool (VIPER)	Essex Online Partnership (EOLP) is a technology partnership with membership from all 15 Essex Local Authorities, Essex Fire & Rescue, and Essex Police. EOLP and the Essex Resilience Forum jointly adopted a project to develop a data tool, VIPER (Vulnerable Intelligent Persons Emergency Response), which would allow emergency planning responders to coordinate efforts using real time data sharing. This tool has used a pre-released category B vulnerable people dataset during the Coronavirus pandemic to join up emergency responders across Essex.	Essex	x			Pivot of existing activity	https://www.local.gov.uk/essex-online-partnership		

	9	Cyber and digital	Rideshare App	The Sevenoaks District Local Strategic Partnership (LSP) have established a mobile application (developed by ViaVan) that uses Go Coach buses to provide an on-demand transport service to residents. This service, named 'Go2', uses Go Coach's vehicles to provide an affordable, rideshare service, which offers residents transport on 'as needed' basis (e.g. to purchase groceries or medication). Go2 has extended the traditional service footprint area to ensure that residents in otherwise isolated areas are connected to nearby hospitals and other key community assets. The LSP is led by Sevenoaks District Council and comprises others including Kent County Council, the local NHS, Police Service, and a range of VCS and faith sector partners, such as Age UK, and Sevenoaks' network provider, Go Coach.	Sevenoaks		x		New use case	https://www.smarttransport.org.uk/news/latest-news/go-coach-and-via
	10	Cyber and digital	Good Neighbours scheme	An online platform in Plymouth which invites community groups and charities to raise support requests, while asking volunteers to share what skills and resources they have to offer. Using this information, Plymouth Council seeks to facilitate suitable matches. The platform also invites individuals and groups to share ways that they are currently supporting the community. The information is collected to avoid acts of duplication that might otherwise lead to a waste of resources.	Plymouth		x		New use case	https://www.plym https://www.plymouthherald.co.uk/news/good-neigh
	11	Cyber and digital	Platform for matching volunteers with those in need	Adur and Worthing Councils have developed a platform that allows residents to request community support. The service provides information on who is isolated and which neighbourhood hub is nearest, in order to direct the closest volunteers to assist. The register to volunteer service is aimed at anyone wanting to assist locally. By collecting volunteer DBS or photo ID they can onboard volunteers with the necessary assurances.	Adur and Worthing		x		New use case	https://www.ukauthority.com/articles/adur-and-worthing-build-commur
	12	Cyber and digital	Coronavirus service support	Buckinghamshire County Council and Camden Council have developed a service for isolated individuals to search for and request C19-related support in their area, for example the delivery of groceries and prescription items. Working in partnership with FutureGov, the Councils have offered to share the underlying code with other local authorities, and it is now available on GitHub.	Buckinghamshire & Camden		x		Pivot of existing activity	https://www.ukauthority.com/articles/bucks-and-camden-share-code-f
Use of conventional technology										
	13	Cyber and digital	Digital innovation matchmaking	Belfast City Council has launched CovidConnectNI, a new digital innovation matchmaking service that connects local digital businesses with public, community and voluntary organisations that are in need of support during the pandemic. Where possible this has been arranged on a pro bono basis. Examples of support offered include consultancy for cybersecurity needs, assistance with data analysis, and technical assistance to help organisations manage the move to home working.	Belfast		x		Pivot of existing activity	https://cities-today.com/belfast-launches-digital-innovation-matchmaki
	14	Cyber and digital	Online trade seminars	Belfast-based businesses are being offered a series of free webinars to help them trade online - including how to use Facebook Ads and Google Ads. Belfast City Council is also taking a digital approach to providing advice, mentoring and signposting for the city's small businesses and entrepreneurs.	Belfast			x	Pivot of existing activity	http://www.belfastcity.gov.uk/News/News-118234.aspx
	15	Cyber and digital	Apps to provide family support	Carmarthenshire County Council have launched an app to help families stay connected during the pandemic. The app was created by the Flying Start programme, which supports families in disadvantaged areas of Wales. The new tool is designed to help the programme team continue engaging with families while at a distance, enabling them to signpost families to important information. The app can also be used to invite families to baby groups and health drop-in clinics.	Carmarthenshire		x		Pivot of existing activity	https://www.westwaleschronicle.co.uk/blog/2020/05/20/flying-start-app
	16	Cyber and digital	Low code systems and applications	Croydon Council developed apps to support its C19 response. One app facilitates the management of key services; another processes grant applications by local businesses. The apps were built using low code platforms, allowing them to be set up shortly after lockdown measures were announced.	Croydon		x		New use case	https://www.netcall.com/news/croydon-council-creating-more-time-to-f
	17	Cyber and digital	Local ordering app	The Strabane Business Improvement District (associated with Derry City and Strabane District Council) has established a 'My Local Ordering App', allowing residents to order from local shops and takeaways. This has given people continued access to goods and services in the midst of lockdown and with restrictions on face to face shopping. The app has generated £150,000 worth of sales for local businesses since its launch.	Derry and Strabane		x		Increase in existing activity	https://www.derrystrabane.com/Council/News/Local-Ordering-App-yie
	18	Cyber and digital	Digital comms between parents/carers and schools	Parentsportal.scot is an online portal designed to create a digital relationship between pupils, parents/carers and schools. This has supported communication between families and schools during the pandemic. Parents can use the portal to view their child's school timetable, attendance and report card, among other features.	East Renfrewshire		x		Increase in existing activity	https://www.eastrenfrewshire.gov.uk/article/2465/New-digital-service-f
	19	Cyber and digital	Community funding campaigns for food banks	Gedling Borough Council used a crowdfunding platform to raise money for local food banks, which have struggled to keep up with demand during the pandemic. The appeal was spread through traditional press, social media and email. More than £25,000 was raised.	Gedling		x		New use case	https://www.spac https://uk.granicus.com/blog/this-councils-covid-19-e
	20	Cyber and digital	Providing community support digitally	Nottinghamshire County Council have established a Community Support Hub, which comprises the details of volunteer groups in Nottingham, and which brokers requests for support (e.g. for food and medical prescription drop offs) with ad hoc offers of support (e.g. hotels with additional rooms that can be used for housing.)	Nottinghamshire		x		Pivot of existing activity	https://www.nottinghamshire.gov.uk/care/coronavirus/nottinghamshire
	21	Cyber and digital	Food distribution hub	Tower Hamlets Council has set up a food distribution hub to deliver support to its most vulnerable residents during lockdown. Residents can complete a self-isolation form on the Council's website, which will flag their need for assistance. The Council has delivered food parcels to 5,000 residents since the hub was formed in the beginning of April.	Tower Hamlets		x		Pivot of existing activity	https://www.towerhamlets.gov.uk/News_events/2020/April_20/Critical

22	Education & Young People	Supporting digitally excluded pupils	Working with schools and pupils in its area, Blaenau Gwent Council identified close to 1,400 pupils who are digitally excluded, either through a lack of connectivity (Wifi) at home or by not having access to a suitable electronic device. With funding from the Welsh Government, the council and schools have embarked on a new project to refurbish end of life devices and distribute them to these learners. The Council has also purchased a number of MIFI devices to provide home internet access for those without.	Blaenau Gwent	x	Pivot of existing activity	https://www.blaenau-gwent.gov.uk/en/story/news/supporting-digitally-4
23	Education & Young People	Learning resources to support the home-schooling of primary-aged children	Leicestershire County Council has adapted its online learning system - GoLearn - so it can be used by younger learners as well as adult learners during the pandemic. Its new online learning resources site offers several courses that are free of charge, covering language lessons, digital skills and English and Maths.	Leicestershire	x	Pivot of existing activity	https://www.leicestershire.gov.uk/jobs-and-volunteering/skills-for-jobs-
24	Education & Young People	Online mental health service for 16-24 y/olds	Big White Wall (BWW) is an online resource where people aged 16-24 years can receive mental health support 24/7 from trained professionals. When a new member joins they create a username that keeps their identity hidden.	West Dunbartonshire	x	Increase in existing activity	https://www.west-dunbarton.gov.uk/council/newsroom/news/2020/ma
25	Health and Social Care	Free exercise app	The Lord Mayor of Belfast is encouraging residents to keep active and healthy during the lockdown by accessing free online exercise classes. While facilities remain closed, GLL who operate the council's leisure centres are offering a broad range of virtual exercise classes via the Better UK app, which is free for anyone to download.	Belfast	x	Pivot of existing activity	http://www.belfastcity.gov.uk/News/News-117973.aspx
26	Health and Social Care	Virtual community hub	A virtual community hub, including a dedicated helpline, has been set up by Belfast City Council to support residents during the pandemic. The hub will provide assistance to residents, to help coordinate the distribution of food parcels in partnership with the Department for Communities, as well as providing advice on jobs and benefits, practical assistance such as collecting prescriptions and offering emotional support and a listening ear.	Belfast	x	Pivot of existing activity	http://www.cypsp.hscni.net/belfast-city-council-virtual-community-hub/
27	Health and Social Care	Online dementia sessions	Caerphilly County Borough Council is supporting dementia charities to continue offering their services while social distancing measures are still in place. Charities, including Dementia Friends, will be offering online resources to allow people to train in giving support to people with dementia.	Caerphilly	x	Pivot of existing activity	https://www.caerphilly.gov.uk/News/News-Bulletin/May-2020/Praise-f
28	Health and Social Care	Video conferencing in care homes and hospices	Video conferencing has been rolled out in five care homes in Conwy to connect residents with their families and help combat loneliness. This will be used to support the 'Attend Anywhere' initiative, which is a remote consultation service currently being rolled out by the Health board to GPs.	Conwy	x	New use case	https://www.conwy.gov.uk/en/Spotlight/Press-Releases/New-iPads-pr
29	Health and Social Care	Community consortium	#StokeOnTrentTogether was established to coordinate the response from local residents and organisations to ensure everyone who needs help can receive it, and that everyone who is well and wants to help others, can do so. The initiative is providing support seven days a week and can be accessed online or over the telephone. Since the launch of the scheme, to the end of April, it has brought together 800 volunteers; received over 5,000 calls and made more than 40,000 proactive contacts with residents.	Stoke on Trent	x	Pivot of existing activity	https://corona19.vast.org.uk/
30	Health and Social Care	Community support app	Torfaen Council has launched the Torfaen Community Support App, which helps to link vulnerable residents with volunteers who can support them (e.g. with the collection of medication, shopping for food and other essentials)	Torfaen	x	New use case	https://www.torfaen.gov.uk/en/News/2020/April/27-Mobile-App-launch