

One minute guide



Using the AI Tool

What is the tool and how does it work?

Currently with LCS if you want to find information you will have to manually search through the different parts of LCS:

- Documents
- Forms
- Case Notes

Some of these areas are “searchable” like case notes, but others aren’t. If you’re looking for a safety plan you might have to search all three!

This tool gives you the ability to search everything all at the same time with one place to search.

Equally, we currently store a number of “Relationships” in the relationship tab. These are generally people who are related to a child or young person and don’t always represent the child’s full network. Making sense of who is important to a child can be difficult, especially if you don’t know the child or haven’t known them very long.

The tool we’ve built will read every word that has been written about a child and will identify people and places that form part of their network. It will display these people in an ecomap and can even identify links between other people in the network. Most importantly it will do this instantly, saving you hours!

Currently the tool is taking all of its information from LCS but we hope to add other sources soon.

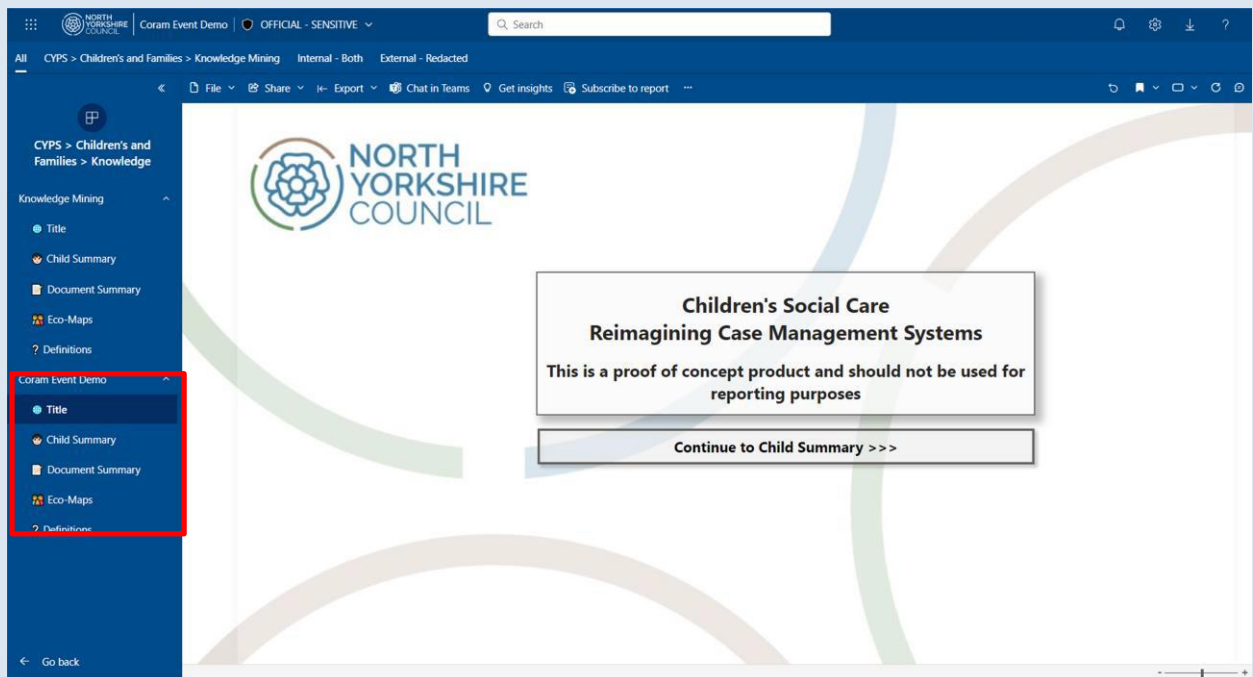
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Home Page

When you load the tool it will open in Power BI which is a powerful tool for displaying streams of data.

You'll see a home page that looks like this



On the left hand side you will see options to navigate straight to the place you want or you can press the "Continue to Child Summary" button to go straight into the summary page.

Child Summary – this is where you can see the structured relationships as recorded on LCS, some key information about the child and "entities" which have been identified by the AI.

Document Summary – this is your one stop shop for searching. Using the search space you type what it is you're looking for and the AI will go and look in Case Notes, Forms and Documents and will bring you back the results for you to scroll through and select.

Eco-Maps – this is the area of the tool where ecomaps will be displayed. These are AI generated and you will need to explore the results depending on what you need to do. Instead of relying on the relationships tab the AI will read everything that's been written about a child and will show you people, places and products that have been mentioned.

Definitions – this section will explain to you what some of the technical parts of the tool refer to such as what a confidence score is.

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Child Summary

This page is where you will see a summary of the child.

You will see the child's name, reference number for LCS, Date of Birth, Age and Gender as recorded on LCS.

You'll also see the Ferris Wheel of relationships – these are the relationships that are recorded on LCS. Editing or changing them on LCS will change them on the tool.

To the right and below you'll see a breakdown of what the AI has identified as being:

- Locations
- Organisations
- Products
- Person Types
- People
- Others

Child Summary - Confirmed relationships and identified information types

Relatives formally entered into LCS

Locations: school, pub, North Yorkshire, Jupiter, house, Ganymede, family home

Organisations: Early Help, CFS

Products: alcohol, drink, EHM, lager shandy, phone, shirt, tablets, wipes, x box, Xbox

Person Types: child, children, childrens, Dad, family, father, friend, friends, kids, lady, mother

Others: 000000, 10/11/19, 13/02/2020, 13/1/2020, 9/1/2020, 9th November 2019, arguing, before Christmas, birthday, Christmas, CIN Meeting, communicating, court hearings, distributed, education, Every night, everyday, few weeks ago, joint visit, manage, meeting, Monday, monthly, night, one, PLO meetings, recently, review

Data Model vs Data & Intelligence

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Document Summary

This page is your one stop shop for searching.

The box in the middle is a scrollable page of the most recent information about a child.

By pressing on the search section and typing the thing you want to find you can then press “return” or the “magnifying glass” and the tool will go and look in case notes, forms and documents for you. It will then bring you back a scrollable list of what it has found. You can quickly scroll through and find the thing you need.

The screenshot shows the North Yorkshire Council Coram Event Demo interface. The top navigation bar includes the council logo, 'Coram Event Demo', 'OFFICIAL - SENSITIVE', and a search bar. The left sidebar lists navigation options: 'CYPS > Children's and Families > Knowledge Mining', 'Knowledge Mining', 'Title', 'Child Summary', 'Document Summary', 'Eco-Maps', 'Definitions', and 'Coram Event Demo'. The main content area is titled 'Document Summary (does not return blank notes)'. It features a 'caseReference' dropdown set to 'P123789' and a 'Contact Date' dropdown set to '20/01/2020 10:00:00'. The 'Notes' section displays a list of documents, with the first one highlighted. A red star is drawn over the 'Contact Date' dropdown. The 'Notes' section contains the following text: 'Dates of meetings (inc TAC), conferences, reviews, court hearings: * Last meeting: 13/1/2020 * Next meeting: no further meeting case to step down to Early Help * When was the child last seen and spoken to alone? * Last visit: 9/1/2020 * Next visit: Joint visit to be planned with EH worker. * Are the following up to date and recorded on LCS? * a) Assessments * b) Reports e.g. pending conferences/PLO meetings/court hearings etc. * c) Plans * d) Statutory visits on track/up to date? (Have you included review dates?) * e) Any CP/CIN minutes to be distributed? * Last CIN minutes to be added * Are their views clear and recorded on LCS or EHM? (Have you included the wishes and feelings of the child/young person and are these clearly recorded within assessments/plans (for instance, TAC action Plans, family plans, CIN/CP/LAC and Pathway Plans?)) * yes * What's going well? * No further reports of shouting or arguing at the family home. - The children report that things are good at home and that they had a good Christmas - Both children are doing really well at school and school have no concerns for either of them. - Anabella is communicating well with staff at school. - Anabella has engaged well with Amy, work has been completed around avoiding situations escalating in to arguments, rules and boundaries. - Anabella has a lovely relationship with bot Torgal and Clive - they are protective of each other, both children seek reassurance and cuddles from their Mum which Anabella responds well to. - There is no evidence that Anabella is drinking problematically and she reports not drinking very much at all (one can over the Christmas period) - The children saw their Dad before Christmas and Clive speaks to him and plays games with him on his x box. * What are we worried about? * - Anabella struggles when the children compete for her attention. - Torgal is testing the boundaries and can be very headstrong. - Anabella struggles to put boundaries in place for both children. * Next steps: - Step down to early help for support with boundaries, routines, consequences and relationship work with Torgal and her Mum. Unannounced visit - home conditions appeared more cluttered than normal but no huge concern. Bella said that she was going to try and sort it out, it is piles of things rather than things scattered all over. Clive and Torgal were playing on their new tablets that Bella had got them from York today. She had been to get a new phone and they sold her these tablets. It was an early present for Clive's birthday. I explained that Clive might feel a bit put out that Torgal also got something and she said that she has a little something else for Clive for his actual birthday. Bella thought that I would be visiting after someone speaking with school. I asked her about her drinking, she said that she had had a drink but only a shandy and that she does still go to the Gate. I asked her why she hadn't been honest with me when I asked her and she said that she was worried. I asked her to continue to be honest with CFS because we are there to help. I explained that school did not feel she was not intoxicated and was able to take the children home. Bella said that she isn't getting into a state like that. I asked her about the claim she had told someone that Clive is beating her up. Bella said that she doesn't know where that has come from because that isn't happening and she feels he has settled down and that is Torgal she struggles with at times. I asked Bella why she thought people were saying these things about her and she said because of the past issues with Gill, people just think im like that. I reassured Bella that she has come on so much since those times and that she should be proud of herself. Bella is worried because Lynne Crowe is leaving and she has been with the family since the children started school. I agreed that this was a big change but that Lynne was also really happy with her progress and the children's. We spoke about Early help again and I explained that I wasn't sure if it would be Tara or not. 06/02/2020 11:55:00 These concerns are the ones raised previously and therefore I am worried that this is happening. It is difficult to address as mum and the children are not being

Top Tip: You can also use the filters if you're looking for a date or contact type

Once you've found what you're looking for, or to search for something else just put it in the search box and hit search again.

If you've applied filters and need to clear them you can just press the blue arrow in the top right to clear everything and go back to the start.

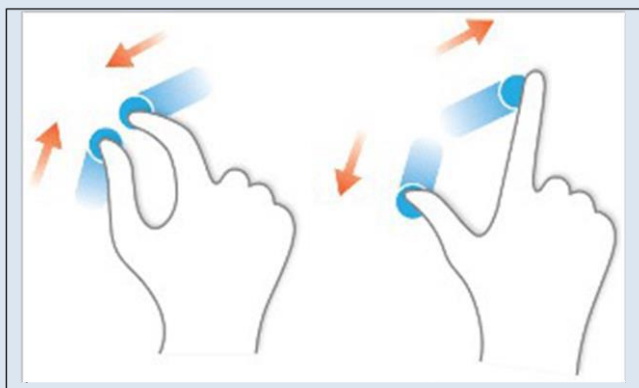
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Eco-Map

This page is where you will see the AI generated Eco-Map of people, places and products the AI has identified from the child's record.

It will generate an eco-map which you can zoom in and out of by rolling the mouse scroller backwards and forwards or if you're using the touchpad on your laptop or a touchscreen device - pinch zooming.



Because the AI identifies a lot of things you might only be interested in seeing people, or people and places. You can do this by pressing the filter buttons in the bottom left which will change the eco-map displayed.

The screenshot shows the 'Eco-Maps' interface within a web application. The top navigation bar includes the North Yorkshire Council logo, 'Coram Event Demo', and 'OFFICIAL - SENSITIVE'. The left sidebar lists navigation options like 'CYPS > Children's and Families > Knowledge Mining' and 'Knowledge Mining' with sub-items like 'Title', 'Child Summary', 'Document Summary', 'Eco-Maps', and 'Definitions'. The main content area is titled 'Eco-Maps' and features a form on the left for case details and a large network graph on the right. The form includes fields for 'caseReference' (P123789), 'Name' (Clive Rosfield), 'ID' (P123789), 'Date of Birth' (01 January 2013), 'Age' (11), and 'Gender' (Male). Below these is a 'Confidence score' slider from 0.75 to 1.00. At the bottom left of the form, there are four filter buttons: 'All', 'People', '& Places', and '& Products'. The 'People' button is highlighted with a red box. The network graph on the right shows a complex web of nodes and connections, with several nodes highlighted in red. The bottom right corner of the interface says 'Data & Intelligence'.

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Confidence Scores

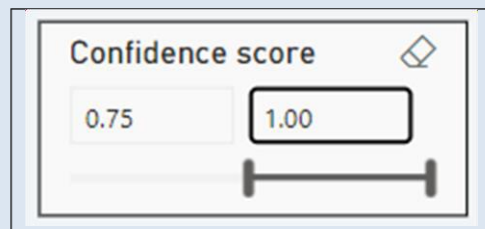
You will see the “confidence score” slider on the Search and Child Summary page.

How the tool works is that it identifies what it “thinks” are people, places and products and returns them to you.

Some of these things it is really confident are people and places such as London or John, but others it might not be so sure of. These might be unusual names or misspelled names like “Jhon”.

To see only the things it is most confident of, drag the slider over to the right, but to see the things it is less sure of drag the slider to the left. You’ll see that the confidence score has two ends so that you can create a range depending on what you’re looking for.

The bigger the gap the more things you see and the smaller the gap the more focussed the AI is.



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Keeping Information Secure

Keeping information secure is everybody's responsibility. You have the same responsibilities when using this tool as you have when accessing LCS.

Only access records that you need to look at in connection with your professional role. Inappropriate access is a data breach for which you will be held personally liable, both by North Yorkshire Council, and the Information Commissioners Office.

Do not attempt to access any NYC systems, computer or network unless you are an authorised user.

Attempting to access a system to which you have no authorised right of access is a criminal offence under the Computer Misuse Act 1990. Remember Data Protection is a legal requirement.

You must not access records of people you know and are not working with professionally. Remember, ALL access is monitored, recorded and audited. Inappropriate access is a data breach.

Now that you've read this guide it's a great time to revisit the General Data Protection Regulations and Cyber Awareness training available via the Learning Zone.

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