

well as health and social care professionals. Whilst a number of the challenges identified can only be solved by people and process change, a significant proportion can be transformed by digital solutions, many of which have already been built and implemented by councils in London and more widely.

Methodology

We employed two approaches to conducting this research:

1. Latest submissions on [G-Cloud 14](#) and
2. Dedicated survey

Criteria

Solutions were identified based on the criteria outlined below:

1. Are ready for deployment from early 2025;
2. Address at least one of the key pain points on the map in figure 1, including:
 - a. Improve access to ASC Information & Advice
 - b. Support Unpaid Carers
 - c. Reduce escalation of health issues
 - d. Avoid hospital admissions
 - e. Address frailty and the complex pre-admission assessment process
3. Address the following core service areas identified as part of the LOTI Sandbox Immersive Event:
 - a. Community Interventions
 - b. Transfer of Care
 - c. Care & Support
 - d. Financial Assessments and
 - e. Triaging of Messages

The solutions listed are not exhaustive nor vetted or endorsed by LOTI.

The research sought to find and surface existing technology and data solutions that are relevant to boroughs and provide the critical information on which they can be understood and compared.

The intention is for the findings to support existing or future research from borough digital and social care practitioners in this space. They can be used alongside primary or other research conducted to inform future business cases.

Headline findings and themes

A combined total of 81 solutions were identified from searches on G-Cloud 14 and submitted via the dedicated survey. Here are the headlines:

- A fair number of the solutions overlap the challenge areas, some are very much 'point solutions', whilst a handful address the 'whole system';
- The vast majority of solutions have been deployed in either health or local authority settings - one or two in the voluntary/community sector;
- Solution maturity ranges from a significant proportion that are used by 20-60 local authorities, a good number used by 5-20 councils or health partners, to a handful that are currently in proof of concept stage with councils, and one or two that are emerging or that are used internationally;
- There are a number of solutions addressing Transfer of Care and Virtual Wards, as well as solutions to better support social workers in terms of the administrative burden (from AI and smart tools to case management systems) as well as proven solutions to drive self-service care & support and financial assessments;
- Information and advice (I&A) seems to be the main area where AI is playing a significant role, giving people easier access to I&A on more channels, more intuitively and with the benefit of auto-translation and multilingual access;
- There are a number of challenges or pain points (e.g. Hard to Access community health services and social isolation) within the Health & Social Care System map, where alternative service delivery models including people focused solutions might have a wider impact;
- While the LOTI Sandbox initiative and Health and Social Care map covered system-wide challenges, this research primarily focused on solutions that support borough adult social care services with limited inclusion of health/care provider solutions.

The database

Accompanying this executive summary is a detailed database that captures the identified solutions including their features and benefits, costs (where available), councils who are already using the products (for reference or evidence), contact details and a clear product overview.

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