



Department for Levelling Up,
Housing & Communities

Open Referral UK Steering Group

July 2024

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Open Referral UK: background

An open standard for government

Chosen and approved by the Open Standards Board following the open standards approval process



Cabinet Office



Central Digital
& Data Office

Guidance

Record and share information about public services in local authorities

Updated 9 August 2022

Contents

1. Why government uses the standard
2. How this standard meets user needs
3. How to use the standard



Print this page

Use the [Open Referral UK data standard](#) to record and share information about public services provided by local authorities.

1. Why government uses the standard

The Open Referral UK data standard defines a way of gathering and using local authorities public services data in a common and consistent directory structure. It makes the data as useful as possible for service users, and people providing local services.

Using the standard means you can:

- collect information once and share it between government and public sector organisations, or their partner organisations
- publish information easily, and find and use resource directory information from local councils, government organisations and voluntary bodies

What is Open Referral UK?

Open Referral UK is an open data standard for community services data.

It establishes a consistent way of describing and publishing data about community services.

Organisation

Service

Contacts

Eligibility

Location

Accessibility

Schedule

Taxonomy

Cost

Language Spoken

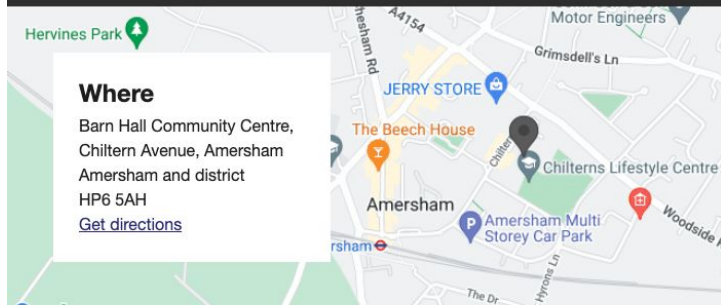
Last updated more than six months ago



Philatelic Society - Amersham

Philatelic Society - Amersham

Please note, cookies are needed for site functionality such as interactive maps and location autocomplete.



[Visit website](#)

+ Add to pins

Started in 1958 as a small group of enthusiastic stamp collector / philatelists. See website for various events and more details. Meetings on alternate Thursdays.

Who to contact

Chris Marsh - President

[07802 718150](tel:07802718150)

adpsmarsh@btinternet.com

Access needs

- ✓ Accessible toilet facilities
- ✓ Wheelchair accessible entrance
- ✓ Car parking
- ✓ Hearing loop
- ✓ Bus stop nearby

Suitable for

- ✓ Older people
- ✓ Dementia
- ✓ Learning difficulties
- ✓ Physical disabilities
- ✓ Mental health/acquired brain injury
- ✓ Visual and/or hearing impediment
- ✓ Autism

Hours

Thursdays

7.30pm to 9.30pm

Why is adoption of Open Referral UK important?

Adopting the ORUK open data standard has the following benefits:

- Helps signpost people to appropriate services for their needs
- Supports maintaining accurate and reliable information
- Helps share important data in a place
- Support efforts to reduces duplication of data
- Saves money for local government and other public services

Barriers to adoption

Previous work on ORUK has helped identify some common barriers to adoption

- Awareness
- Understanding
- Quantifying the benefits
- Place and systems-based working
- Supplier adoption
- Cross government adoption

**How might we overcome these
barriers and drive adoption?**

Set-up and support an Open Referral UK Cross-Government Steering Group

Design and run a multi-channel promotional campaign to educate different audiences on the benefits of Open Referral UK

Actions we've taken:

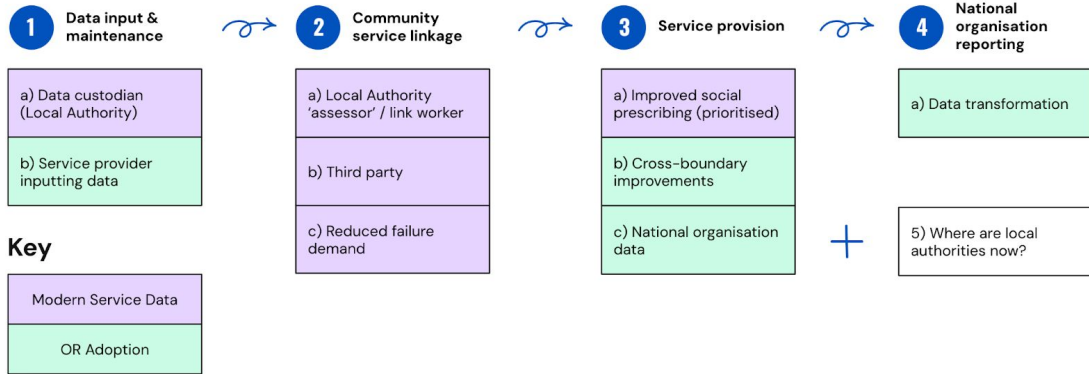
- Identified available comms channels
- Developed a campaign proposal
- Started comms and events calendar

Endorse, support and maintain the Open Referral UK Benefits model including promotion and calculator tools

Actions we've taken:

- Understood what exists and how it can be adapted for local authorities

Endorse, support and maintain the Open Referral UK Benefits model including promotion and calculator tools



Number of staff engaged with referring to universal / community services

We have estimated how much time is spent referring residents to community services

Residents are directed to these services in a number of ways

Community workers	High	Low
Number	4,000	4,000
Cost	£37,900	£37,900
% of time	40%	25%
Total cost	£60,640,000	£37,900,000

Iterate API validation tools and dashboard

[Forum](#)[For developers](#)[Home](#)[About Open Referral UK](#)[How it works](#)[Community](#)[Contact us](#)

Open Referral UK compliant data feed dashboard

The dashboard below lists open services data feeds published and the extent to which they comply with the Open Referral UK [Application Programming Interface \(API\)](#), for querying services. The degree of compliance you needed differs between implementations - see the notes below.

Organisation ?	Developer ?	Endpoint up ?	Services feed ?	Service {id} feed ?	Searchable ?	Last checked ?	Summary ?	Explore ?
Bristol Council	Placecube	✔ Live	✔ Valid	✔ Valid	✔ Partial	21 hours ago	Read	API Validation
Buckinghamshire Council	FutureGov	✔ Live	✔ Valid	✔ Valid	✔ Partial	21 hours ago	Read	API Validation
Care Quality Commission	CQC/ORUK	✔ Live	✔ Valid	✔ Valid	✔ Partial	21 hours ago	Read	API Validation
Cumbria Council	LG Drupal	✔ Live	✘ No	✘ No	✘ No	21 hours ago	Read	API Validation



Develop options for an incentive scheme to drive adoption by local authorities

**How might the steering group
support these goals?**

- Increase awareness of ORUK
- Consider appropriateness of ORUK in government departments and sectors
- Steer work to drive adoption
- Defined the scope of the body who will support ORUK
- Shape the incentive scheme design
- Influence our comms and engagement programme



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Thank you

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