



Llywodraeth Cymru
Welsh Government



Objective Connect allowed us to **set something up very quickly** – the data exchange was up and running in **about 30 minutes**.

Dr Steven Marshall - Chief Social Research Officer, Welsh Government

Coordinating community food parcels during a pandemic

When COVID-19 hit, vulnerable communities were left exposed and in need. Welsh Government – along with the 22 local authorities across Wales – were responsible for ensuring shielding citizens received the same level of service and care. This included the coordination of essential food supplies for those in isolation.

Coordinating a network of local authorities, suppliers and distributors to deliver the food packages, Welsh Government was responsible for handling the data side of the process, ensuring a secure method of transferring sensitive and personal information between the involved parties. Having used Objective Connect since 2015, the Information Management team were able to set a secure Connect workspace up immediately.

This allowed the team to consolidate information from the thousands of food parcel orders being received from the local authorities daily and send it securely to the suppliers. Information could then be received from the suppliers about the delivery in return and fed back to the local authorities, all via the same secure application. The system was also used to respond to queries where issues arose.

- **Rapid response:** Workspaces set up quickly and easily without delays to kickstart the programme network
- **Continued flexibility:** The process was swiftly developed and adapted as requirements changed
- **Solid security:** Robust security posture and credentials ensured sensitive information was shared without risk
- **Instant integration:** Integration with Objective ECM records system alleviated back office administration
- **Future application:** Plans to use workflow to systemise the pull of uploaded data from the Objective ECM system to generate new files which are automatically sent into Objective Connect



30 mins
taken to set up the
data exchange part of
the process



14,000
consolidated food
orders submitted to
suppliers **daily**



22
local authorities
across Wales involved
+ collaborating with
Objective Connect



Swift and secure
transfer of sensitive
information