



# Insight Led Council

Corporate Services Scrutiny Board  
December 2022



Derby City Council

## OPPORTUNITIES:

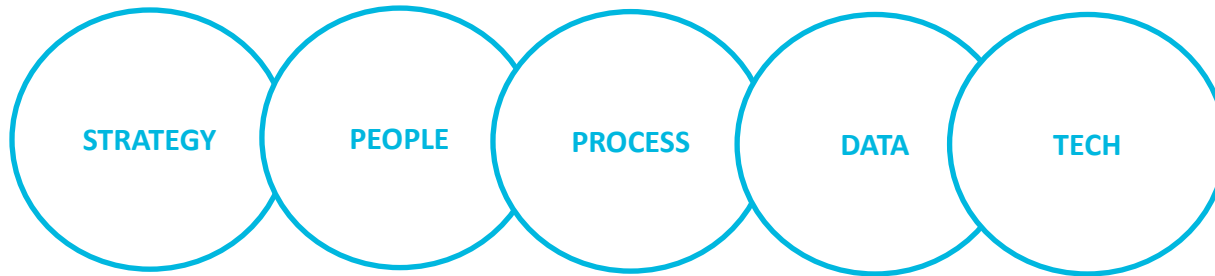
- **Improve data quality** and reduce the amount of manual intervention
- **Integrated databases** reducing duplication and inconsistency of data
- **More strategic reporting of data**, not driven by applications or services
- **Improved sharing and analysis of our data and insight** to evidence impact, outcomes and inform decisions

## INSIGHT LED COUNCIL

**A programme designed to maximise the data and insight we hold to create a single, trusted and timely version of the truth to inform our decisions**

# Becoming an Insight Led Council

- Five building blocks to becoming insight led:



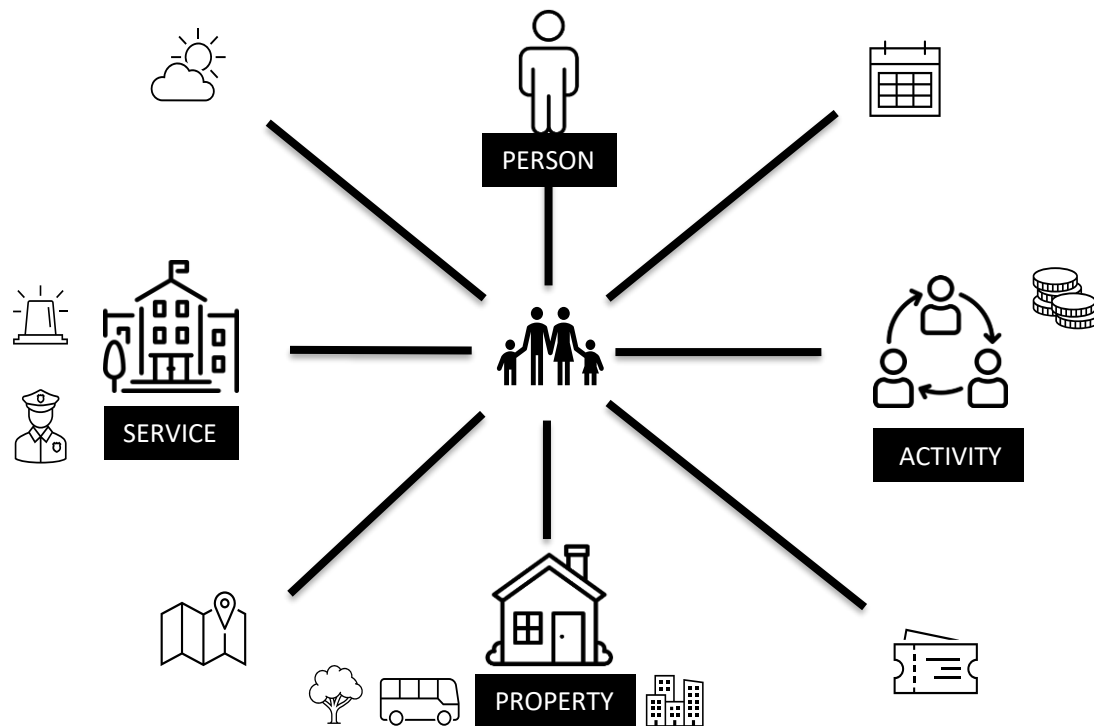
- Implement a governing body to align analytics – Programme board, Working Smarter Portfolio
- Extend focus beyond technology and data to encompass strategy, people and process
- Focus on agile pieces of work that create value quickly
- Result is a single version of the truth, ability to reduce costs, mitigate risk and work more efficiently

# Phase 1

- Early engagement workshops
- Supporting Families proof of concept
- Connected 6 systems into the technical solution
- Created dynamic dashboards to drive analytical approach
- Application and User testing



# Insight Led – the art of the possible



Central focus (family)  
surrounded by supporting  
data and information to add  
context, value and help  
manage demand

Tells us who we are working  
with (person), how we are  
supporting them (service),  
where they are (property),  
why we are working with  
them (activity)

Current data and  
information available from  
different source systems at  
our fingertips (overnight  
refresh)

# Insight Led – the art of the possible

## Future potential:

- Linking property information to the household e.g. missed bins
- Expanding the property to a location such as a bus station or park with activities mapped to the area e.g. crime data, fly tipping
- Adding services wider than the council – e.g. Police, Health data
- Including financial activities linked to individuals and properties
- Linking to contextual data about weather or events e.g. what happened over a sunny public holiday weekend – what impact did that have on our services? How can we plan differently?

# Benefits of this approach

Accessible and high-quality data and analysis to inform decision making

Greater understanding of future needs at customer, service and population level

Optimised operations and value for money

Increased capacity and skills for added value analysis

Improved reporting of outcomes to drive continuous improvement and mitigate risks

More open and transparent data for citizens

# User experience



## Individual Newsfeed

Search for Individual



### Individual Information

Version Start Date

Full Name: Althea Test Test  
Age as of Today: 16  
UPN:  
ULN:  
Gender: M  
Ethnicity: White - British  
Full Address: BLADREAVES  
Ward: 3 & 4  
Locality Group:

#### Source System IDs

CACI 241989  
Cognisoft\_ID 48627  
LAS 58721  
LAS 6033917  
LCS 3064519

25

Number of Activities

5

Number of Activity Groups



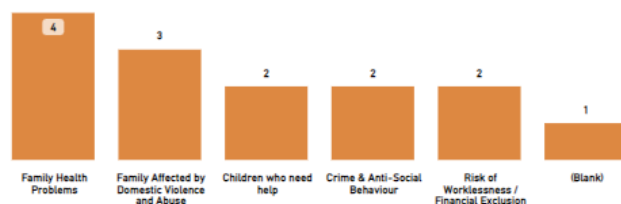
### Unauthorised Absences and Attendance at School

Establishment Name	Absences	Attendance
Total		

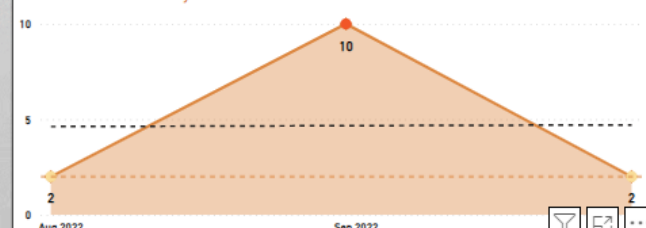
Full Address	First Activity	Last Activity	Problems With Crime	Children Not Attending School	Children Who Need Help	Worklessness	Domestic Abuse	Health Problems	Total Activities
Total	15/07/2022	01/09/2022	2		2	2	3	4	13
	15/07/2022	01/09/2022	2		2	2	3	4	13

Household Newsfeed

### Number of Activities by Activity Group



### Number of Activities by Month



Activity Group Activity Description Education Type Establishment Name Service Department

Month Quarter Year

Activity Description	Start Date	End Date	Source System Name	Source System ID	Service	Department	Directorate
Child at risk of exploitation (CRE)	02/08/2022		LCS	3064519	Children's Quality Assurance	Early Help & Children's Social Care	People Services
Experiencing / Risk of Domestic Violence	22/08/2022	22/08/2022	LAS	117442	Children's Social Care Fieldwork	Early Help & Children's Social Care	People Services
Child subject to a child protection plan	02/08/2022		LCS	3064519	Children's Social Care Fieldwork	Early Help & Children's Social Care	People Services
Risk of Exploitation, ASB or Criminal Activity	22/08/2022	22/08/2022	LAS	58721	Community Support	Adult Social Care	People Services
Drug or Alcohol Problems	22/08/2022		LAS	12067834	Community Support	Adult Social Care	People Services
EET / NEET	01/09/2022		CogIO	97254	Early Help	Early Help & Children's Social Care	People Services
Mental Health Issues	22/08/2022	23/08/2022	LAS	6033917	Mental Health & Local Area Coordination	Adult Social Care	People Services
At risk of mental or physical health problems	22/08/2022		LAS	6033917	Mental Health & Local Area Coordination	Adult Social Care	People Services
Experiencing / Risk of Domestic Violence	15/07/2022		CACI	241989	Specialist Services (CYP)	Early Help & Children's Social Care	People Services
Sentenced with a Criminal Offence	20/07/2022	20/07/2022	CACI	241989	Specialist Services (CYP)	Early Help & Children's Social Care	People Services



# Benefits of this approach

- Combined data from six source systems or datasets to provide a single version of the truth of an individual
- Practitioners can search for a client and see immediately whether there have been family health problems, attendance issues, risk of domestic violence etc.
- Visibility of all the different services working with the individual (and last date of contact)
- Same view is available for a household so users can see how many individuals are being worked with, providing a holistic overview of the family

# Next steps

- Complete roll out of proof of concept and training for relevant teams
- Explore what insights the solution is offering – linked to MTFP and service reviews
- Develop our insight culture through a dedicated workstream
- Develop the roadmap and move to phase two:
  - Business case
  - Identifying priority datasets
  - Performance system
  - Further engagement