



Insight Led Council

Corporate Services Scrutiny Board
March 2023

OPPORTUNITIES:

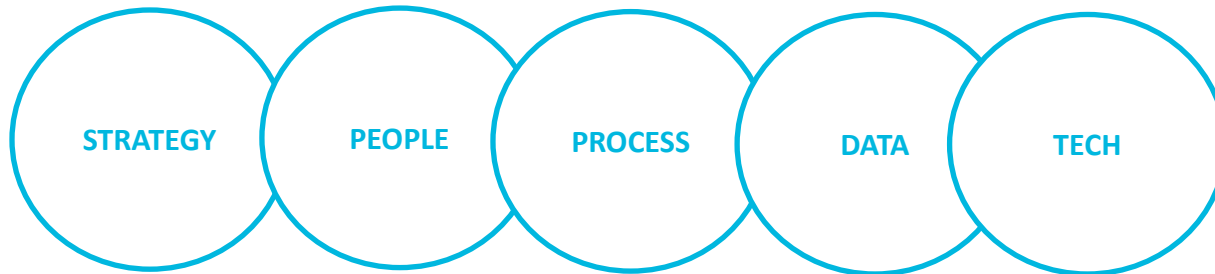
- **Improve data quality** and reduce the amount of manual intervention
- **Integrated databases** reducing duplication and inconsistency of data
- **More strategic reporting of data**, not driven by applications or services
- **Improved sharing and analysis of our data and insight** to evidence impact,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



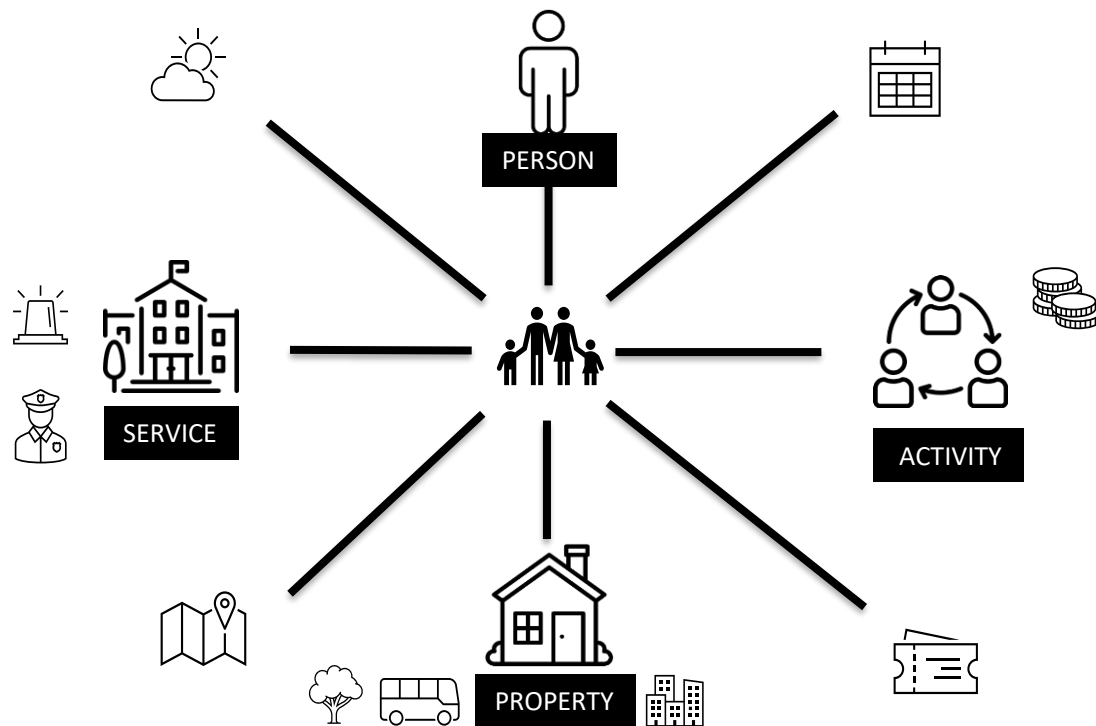
- Implement a governing body to align analytics – Programme board, Working Smarter Portfolio
- Extend focus beyond technology and data to encompass strategy, people and process
- Focus on agile pieces of work that create value quickly
- Result is a single version of the truth, ability to reduce costs, 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: Allie-Test Test
 Age as of Today: 16
 UPN:
 ULN:
 Gender: M
 Ethnicity: White - British
 Full Address:
 Ward: BLAGREAVES
 Locality Group: 3 & 4

Source System IDs
CACI 241989
Cognisoft_ID 48627
LAS 58721
LAS 6033917
LCS 3064519

25
Number of Activities

5
Number of Activity Groups



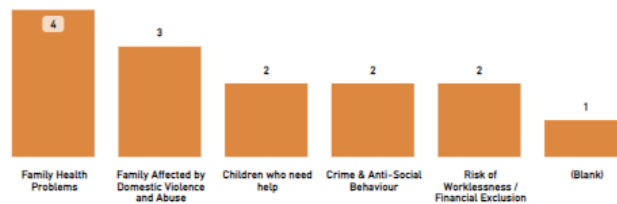
Unauthorised Absences and Attendance at School

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

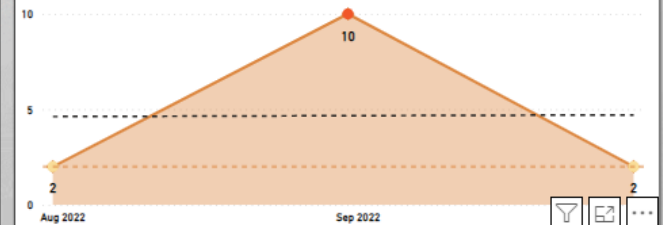
Household Newsfeed

Number of Activities by Activity Group



Activity Group	Activity Description	Education Type	Establishment Name	Service	Department
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Number of Activities by Month



Month	Quarter	Year
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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		CogID	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 training for relevant teams
- Explore what insights the solution is offering – linked to MTFP, managing demand 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