OpenGovIntelligence: Trafford Pilot

User workshop (co-creation) 12th October 2017

Introduction

The purpose of the co-creation workshop was as follows:

1. Raise awareness of the OpenGovIntelligence project and the Trafford pilot
2. To understand how data is used in decision-making
3. To understand how data is currently accessed and the challenges involved
4. To understand what tools would be needed to support effective use of data

The following notes summarise the discussions which took place. There are also transcribed versions of the flipchart pages which were produced during the workshop.

Summary

A number of common and consistent messages came out of the meeting which need to be used to shape the direction and development of the Trafford Pilot:

- Data analysts want to be able to access data in a spreadsheet form
- Managers and strategic leadership users prefer data to be visualised
- Data needs to be provided in an atomic state (i.e. not pre-grouped or filtered) as bespoke requests made to analysts are the norm, rather than standardised or consistent requests
- Data must be trustable, good quality and from a provable source
- Although a single system to suit everyone's needs is impractical, attempts must be made to find solutions which provide a best fit for most requirements and are flexible
- Accessibility to the information is important - it should not take many steps for the user to obtain what they need

DWP Partnerships and Job Centre Managers

- Forming cases for tailored strategies
  - Org - GMCA, employers, Vol. Sector, blue light services, providers, CAB/Welfare rights, LA
  - Data sources - NOMIS, Stat Xplore, New Economy/GMCA, research, LA Stats

- Finer allocation of a budget
  - Org - N/A
  - Data sources - intuition if any

- Staff deployment
  - Org - LA (sometimes)
  - Data sources - Internal data inc. performance data/ demand data

- Staff training
  - Org - Vol. sector, commissioned suppliers e.g. KPMG
  - Data sources - Internal staff in post data i.e. not based on local characteristics

- Finer functionality of service offer
  - GMCA, Vol. sector, employers, blue light services, providers of supportive provision, CAB, LA
  - Data sources - Self sourced data from internal systems

- Procurement of supportive provision e.g. training, skills, life skills, pre-employment
  - Org - Vol sector, employers, suppliers of supportive provision, LA
  - Data sources - Self-sourced data from internal systems, GMCA, LAs

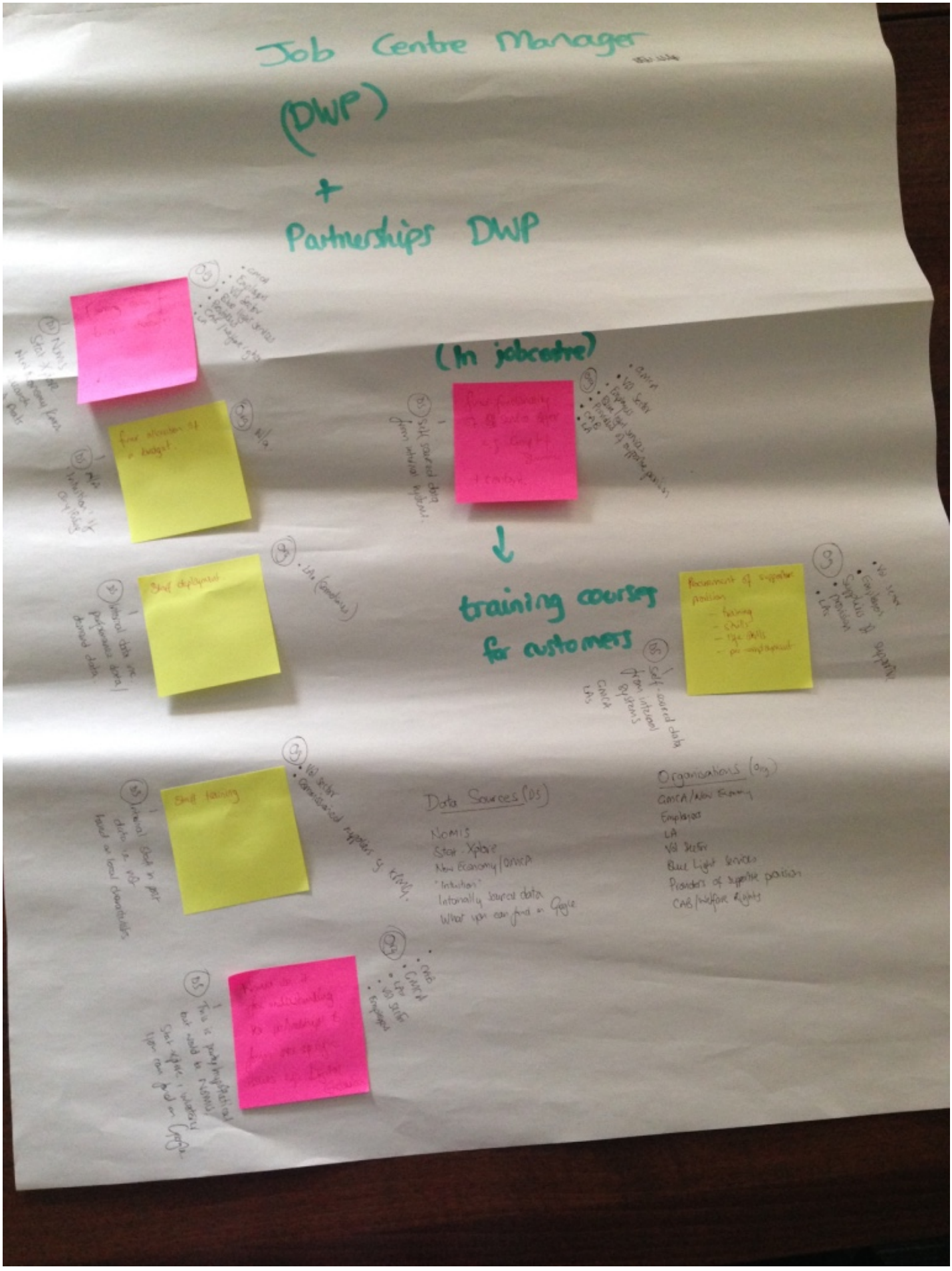
- Understanding the partnerships to form strategic issues e.g. digital exclusion

Data sources

- NOMIS
- Stat Xplore
- New Economy/GMCA
- Research
- LA Stats
- Intuition
- Internal Data inc performance data/demand data
- Internal staff in post data i.e. not based on local characteristics
- Google
- Self sourced data from internal systems

Organisation

- GMCA/New economy
- Employers
- LA
- Vol. sector
- Blue light services
- Providers of supportive provision
- CAB/Welfare Rights


Job Centre Manager
(DWP)
+
Partnerships DWP
(In jobcentre)
training courses for customers
Data Sources (DS)
NOMIS
Star Xplore
New Economy/ONSCA
"Intuition"
Internally sourced data
What you can find on Google
Organisations (Os)
ONSCA/New Economy
Employers
LA
Vol Sector
Blue Light Services
Providers of appetite provision
CAB/Welfare Rights

Greater Manchester Combined Authority

Work informally for GMCA employment and skills

- Data sources usually available nationally via NOMIS
- There data sources need to be made open and accessible
- Data comes from pubic bodies recording and reporting. JCP, Police, Councils, NHS

Datasets

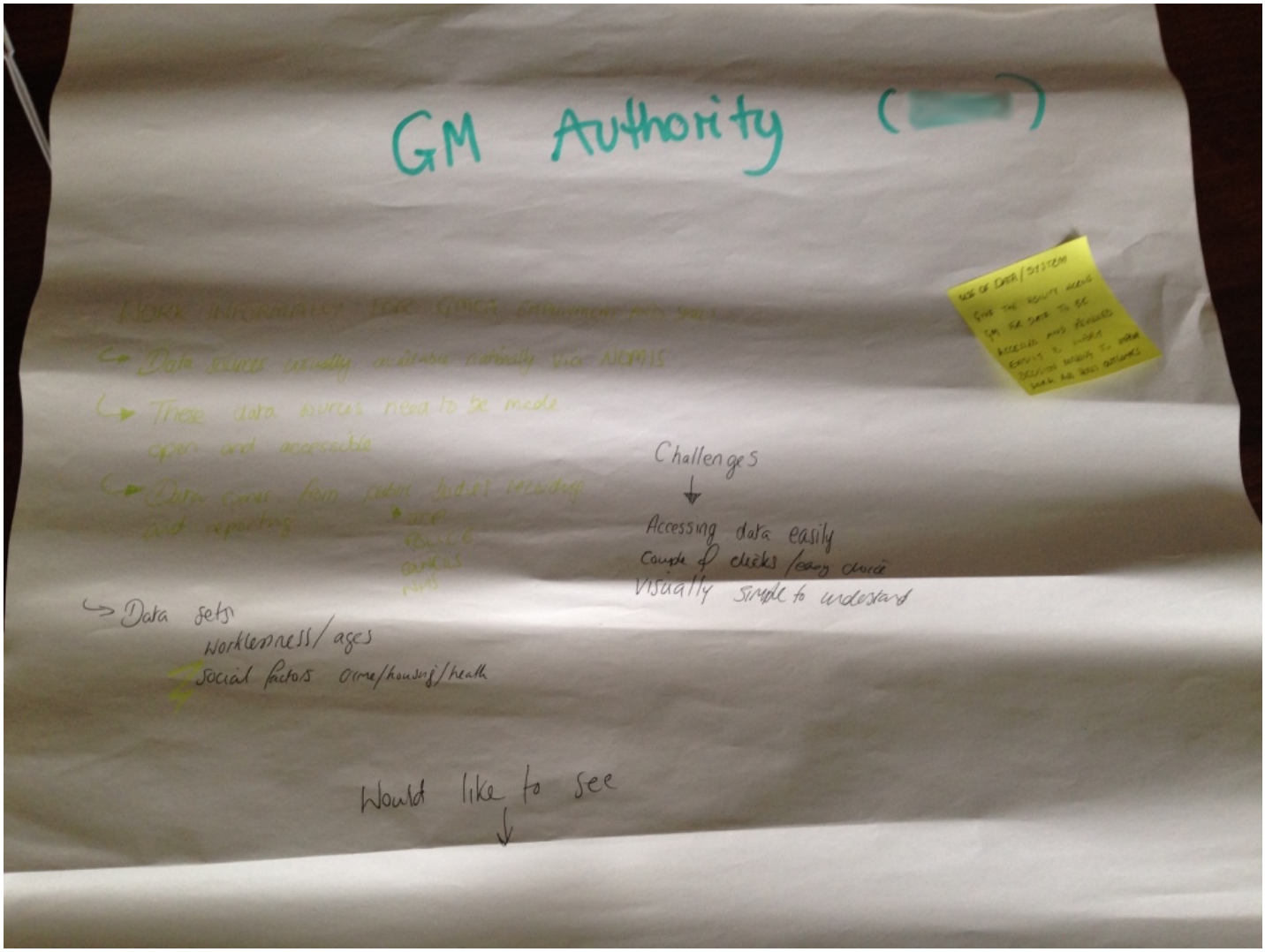
- Worklessness/ages
- Social factors crime/housing/health.

Use of data/system

- Give the ability across GM for data to be accessed and review easily to inform decision making to improve work and skills outcomes

Challenges

- Accessing data easily, couple of clicks, visually simple to understand


GM Authority
Challenges
Accessing data easily
Would like to see

Trafford Strategic Growth

- Prep worklessness data for the support of strategic papers
- Data to support bid submissions and monitors
- Internal monitoring of departmental plans
- To support decision making for spatial strategies and local plans (planing frameworks). (eg. GMSF)
- Procurement for specific projects

Organisations

- Trafford Council (Management Team)
- Partnerships and Communities Team
- Education Team
- Strategic Planning Team
- Planning (Development Control)
- New Economy MR
- GM Combined Authority
- Housing Team
- Housing Options Team (HOST)
- Trafford Housing Trust (+ other registered social landlords who have properties in areas)
- STAR (Stockport, Trafford and Rochdale Councils Procurement Teams)
- GM Business based in Trafford
- Dept for Trade and Industry
- MIDAS (Inward Investment Manchester)
- Trafford CL Commissioning Team

Data Trafford

- Data Observatory
- NOMIS
- ONS
- DWP Data Explorer
- OWN project monitoring data
- New Economy Manchester
- Business Growth Hub
- Strategic Growth Service - data team
- Survey data(our own source survey data which would be analysed and presented)
- Area specific data

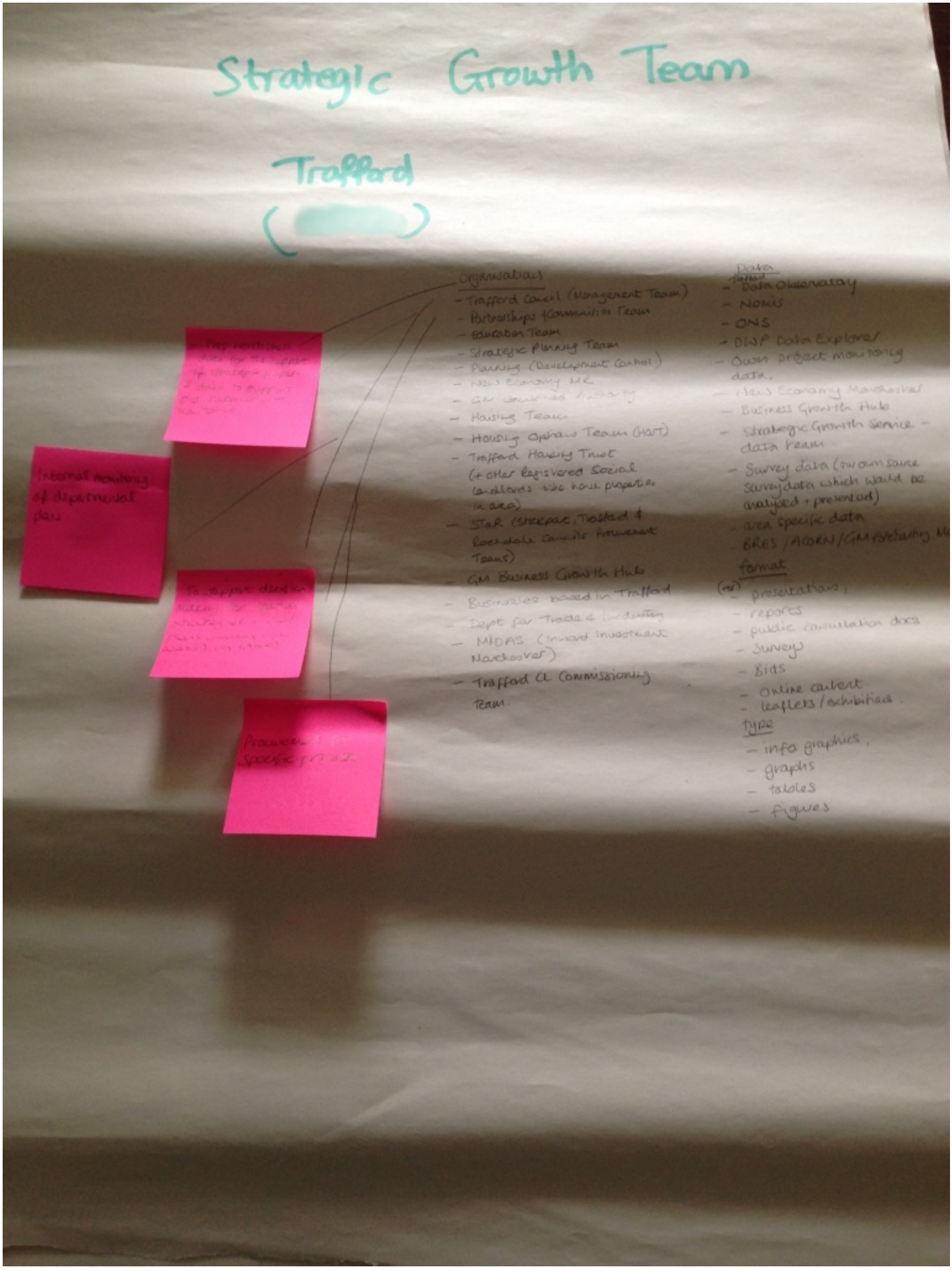
- BRES/ACORN/GM forecasting model

Format

- Presentations
- Reports
- Public consultation docs
- Survey
- Bids
- Online content
- Leaflets/exhibitions

Type

- Infographics
- Graphs
- Tables
- Figures



Strategic Growth Team

Trafford

( )

Internal monitoring of departmental plan

To support decision

Procurement for specific project

Organisations
- Trafford Council (Management Team)
- Partnerships & Communities Team
- Education Team
- Strategic Planning Team
- Planning (Development Control)
- New Economy MR
- GM Combined Authority
- Housing Team
- Housing Options Team (HOT)
- Trafford Housing Trust (+ other Registered Social Landlords who have properties in area)
- STaR (Stockport, Trafford & Rochdale Councils Procurement Teams)
- GM Business Growth Hub
- Businesses based in Trafford
- Dept for Trade & Industry
- MIDAS (Inward Investment Manchester)
- Trafford CL Commissioning Team.

Data
- Trafford Data Observatory
- Nomis
- ONS
- DWP Data Explorer
- Own project monitoring data.
- New Economy Manchester
- Business Growth Hub
- Strategic Growth Service - data team
- Survey data (our own source survey data which would be analysed + presented)
- area specific data
- BRES / ACORN / GM forecasting M

format
(or)
- presentations,
- reports
- public consultation docs
- Surveys
- Bids
- Online content
- leaflets / exhibitions.

type
- info graphics,
- graphs
- tables
- figures

Trafford Economic Growth

What data is used for now

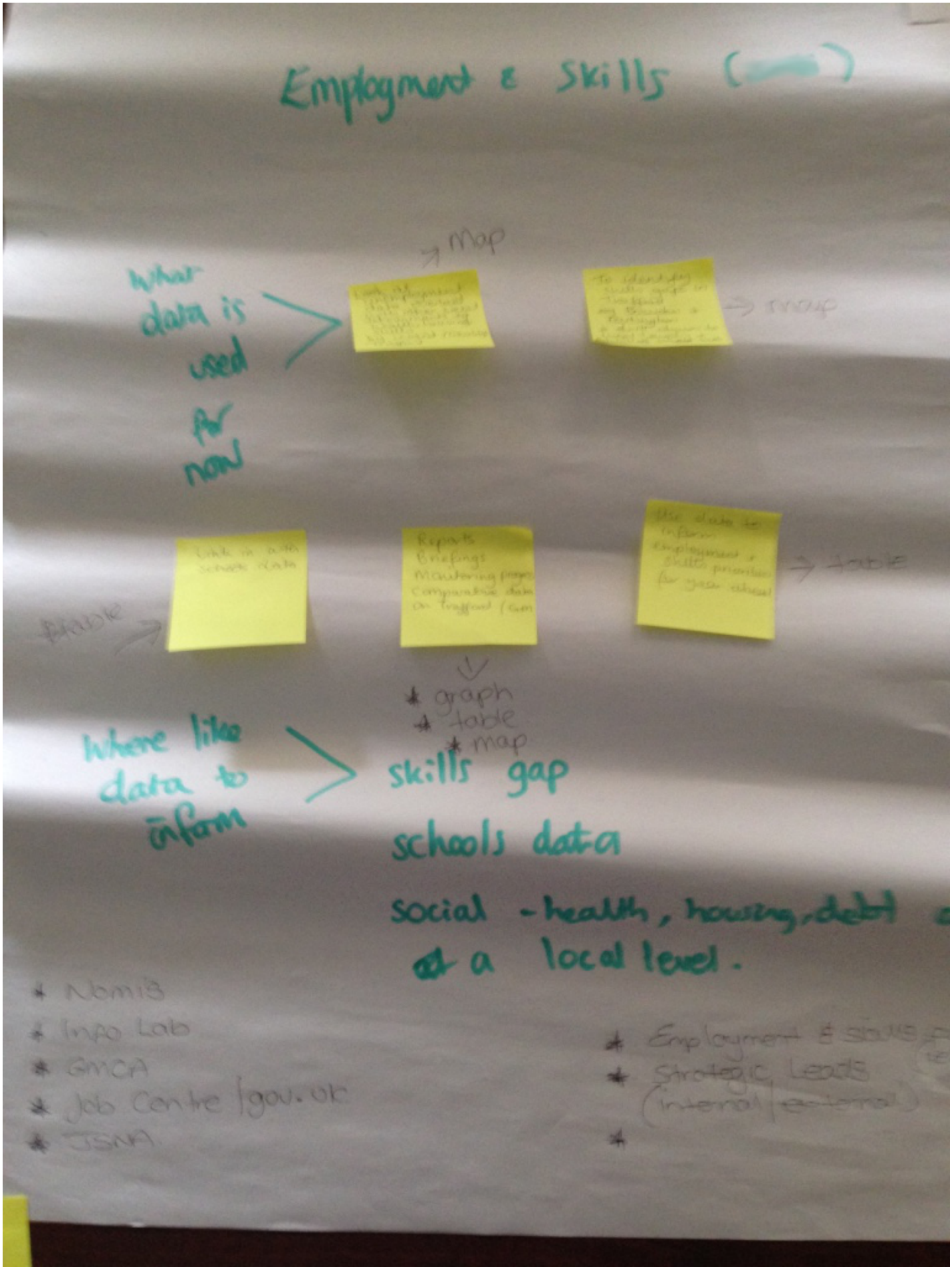
- Look at unemployment data overlaid with other social determinants e.g. health, housing, skills by ward/locality Trafford
  - Map
- To identify skills groups in Trafford e.g. Bowdon and Partington and drill down to local levels and detail of where skills
  - Map
- Link in with schools data
  - Table
- Reports, briefings, maintaining progress, comparative data on Trafford/GM
  - Graph, table, map
- Use data to inform employment and skills providers for year ahead.
  - Table

Where like data to inform

- Skills gap
- Schools data
- Social - health, housing, debt at a local level

Data sources

- NOMIS
- Info Lab
- GMCA
- Job Centre/gov.uk
- JSNA
- Employment and skills partners (i.e. DWP)
- Strategic leads (internal/external)



Employment & Skills ( )

What data is used for now

→ Map

→ map

Link in with schools data

Reports
Briefings
Monitoring progress
Comparative data on Trafford / GM

Use data to inform employment & skills priorities for year ahead

→ table

→ table

* graph
* table
* map

Where like data to inform

skills gap

schools data

social - health, housing, debt

a local level.

* Nomis
* Info Lab
* GMCA
* Job Centre / gov.uk
* JSNA

* Employment & skills
* Strategic Leads (internal / external)
*

Trafford Partnerships and Communities

- Influencing supporting and challenging strategic leaders
- Setting agendas
    - All services <->
    - Commissioning <->
    - Economic growth <->

- Trafford Vision 2031
    - Data Lab <-
    - Map/charts (visual) <-

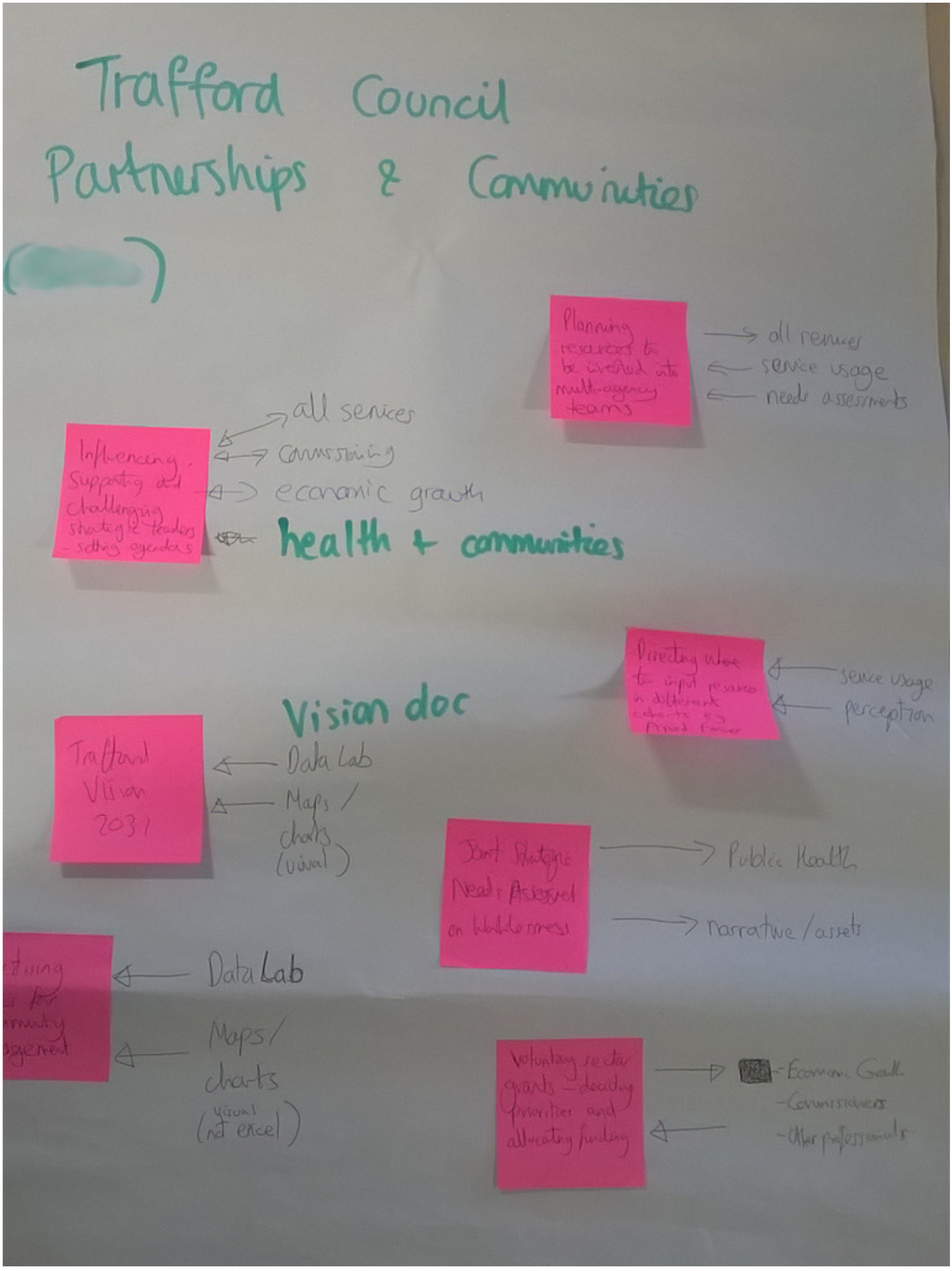
- Prioritising topics for community engagement
    - Data Lab <-
    - Maps/charts (visual not excel) <-

- Planning resources to be invested into multi-agency teams
    - All services ->
    - Service usage <-
    - Needs assessment <-

- Directing where to input resources in different cohorts e.g. Armed forces
    - Service usage <-
    - Perception <-

- Joint Strategic Needs Assessment on Worklessness
    - Public health ->
    - Narrative/assets ->

- Voluntary sector grants - deciding priorities and allocating funding
    - Economic Growth ->
    - Commissioners ->
    - Other professionals <-


Trafford Council
Partnerships & Communities
Planning resources to be invested into multi-agency teams
all services
service usage
needs assessments
Influencing, Supporting and challenging strategic leaders - setting agendas
all services
commissioning
economic growth
health + communities
Directing where to input resources in different cohorts e.g. Armed Forces
service usage
perception
Vision doc
Trafford Vision 2031
Data Lab
Maps / charts (visual)
Joint Strategic Needs Assessment on Homelessness
Public Health
narrative / assets
Data Lab
Maps / charts (visual not excel)
Voluntary sector grants - deciding priorities and allocating funding
- Economic Growth
- Commissioners
- Other professionals

Trafford Social Care Commissioning/Trafford Performance

- Worklessness contributions to need
- Strategy Development
- Worklessness impact on many areas of activity. Carers, young carers, LD employment support, early help services
- Performance monitoring service quality
    - VCS
    - 3rd Sector
    - Health services
    - Private providers
    - Service with
    - Social care provision
    - CQC
    - CCG
- Needs Assessment service design
    - SNA
    - CCG
- Gaps in homecare provision
    - Trafford short of (paid) carers
- Training and succession planning. Sometimes so busy doing business as usual there are missing
- Rest of performance team
    - Stronger families
    - Children
    - Worklessness may also impact the above data and roles

Data protection VS info sharing

- We hold a lot of same data as NHS but have to anonymise to share ?!!
    - Every 2 years carers survey
    - Annual SALT return

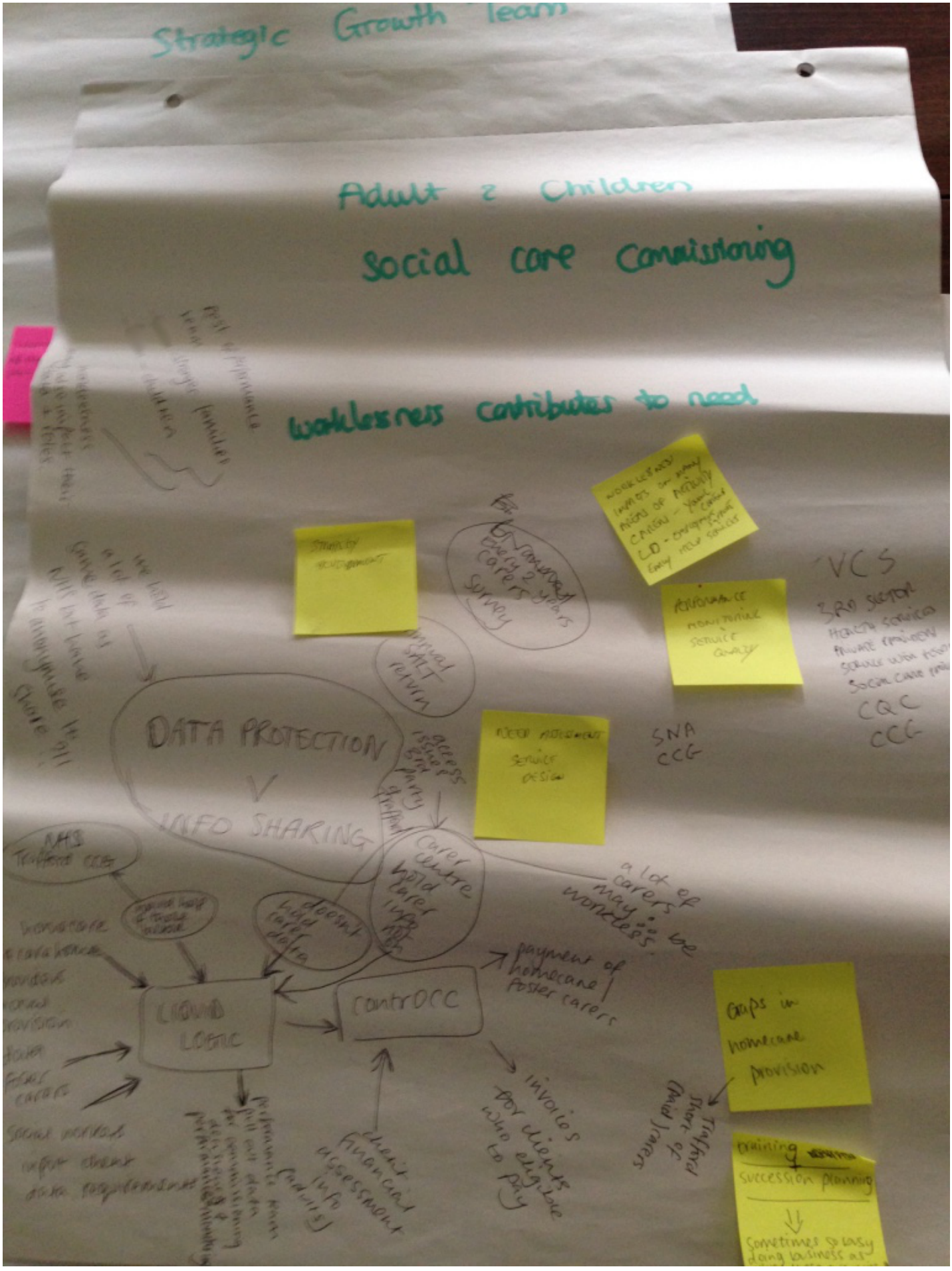
Liquid Logic

- Would help if NHS Trafford CCG and Liquid Logic talked

- Homecare and care home providers actual provision
- Data foster carers
- social workers input client data requirements
- performance team pull out data for commissioning decisions and performance monitoring
- ContrOCC
    - Client financial assessment info (adults)
    - Invoices for clients who are eligible to pay
    - Payment of homecare l foster carers

- Carer centre hold carer info not us.
    - access issues 3rd party of Trafford

- Does not hold carer data
    - a lot of carers may be workless


Strategic Growth Team
Adult & Children
social care commissioning
worklessness contributes to need
DATA PROTECTION
V
INFO SHARING
LIQUID LOGIC
contrOCC
Carer centre hold carer info not on
doesn't hold carer data
a lot of carers may be workless
payment of homecare / foster carers
invoices for clients who eligible to pay
client financial assessment info (adults)
Trafford short of (paid) carers
Gaps in homecare provision
training
succession planning
Sometimes so busy doing business as
SNA
CCG
VCS
3RD SECTOR
CQC
CCG
NEED ASSESSMENT
SERVICE DESIGN
PERFORMANCE
MONITORING
SERVICE QUALITY
Survey every 2 years
carers survey
annual SALT return
NHS Trafford CCG
Social workers input client data requirements
Post of performance team
Stronger families
children
we hold a lot of same data as NHS but have to anonymise to share ?!!

Trafford Public Health

- Strategic needs - not just health
- JSNA
- Worklessness impact on health
- Support wider vision of Trafford mortality aim
- Provide insight to
    - Commissioners
    - Strategic leaders
    - Elected members
    - The WB Board
    - SMT

Data Sources

- NOMIS
- Hospital Activity (from CCG/CSU)
- Births and deaths

Formats

- Excel
- Access
- SQL

Public Health
Intelligence Analyst ( )

Strategic needs - not just health

JSMA — [illegible] + lab

↓

worklessness impact on health

supports wider vision of Trafford mortality aim

|

*using NOMIS

Public Health

↓

Provide insight

Data sources:

- Hospital Activity to (from CCG/CSU)
- Births + deaths
- Wider determinants
  - ⇒ Employment (Nomis)

- commissioners
- strategic leaders
  - → elected members
  - ⇒ HeWB Board
  - ⇒ SMT.

What would you ideally like to help you with worklessness data/tasks?

DWP Partnerships and Job Centre Managers

- Raw data available behind/with the visuals - both accessible - have the option
- Some functionality which indicates the greatest level of need within a chosen geography/context
- Some functionality that describes the difference made over time (naturally or due to actions taken)
- Functionality to set own parameters

Greater Manchester Combined Authority

- The mapped data 'cycle incidents' works really well (reference to the road traffic collisions shiny app)
- Visual maps first, data tables second to drill into
- Clear visual differences of data using some form of scale, e.g. green = best, red = worst
- GM geography map starting point
    - Drill down into wards or boroughs
    - Compare wards or boroughs

Trafford Strategic Growth

- Able to see comparators (GM, region & UK)
- Infographic which could be used in public documents/online content. Whatever infographic used needs to be able to be cut & paste. Something simple and understandable
- Ability to see all data (even survey results)
- Easy to understand. Not all people are comfortable using data

Trafford Economic Growth

- Data on interactive map where you can drill down to small area
- All services combined, e.g. Trafford Council, DWP

Trafford Partnerships and Communities

- Tools need planning and forward thinking - focus mind on what's needed (but won't replace ad-hoc requests)

Trafford Social Care Commissioning

- As much data about Trafford as possible in one place that is easy to navigate, drill down and change

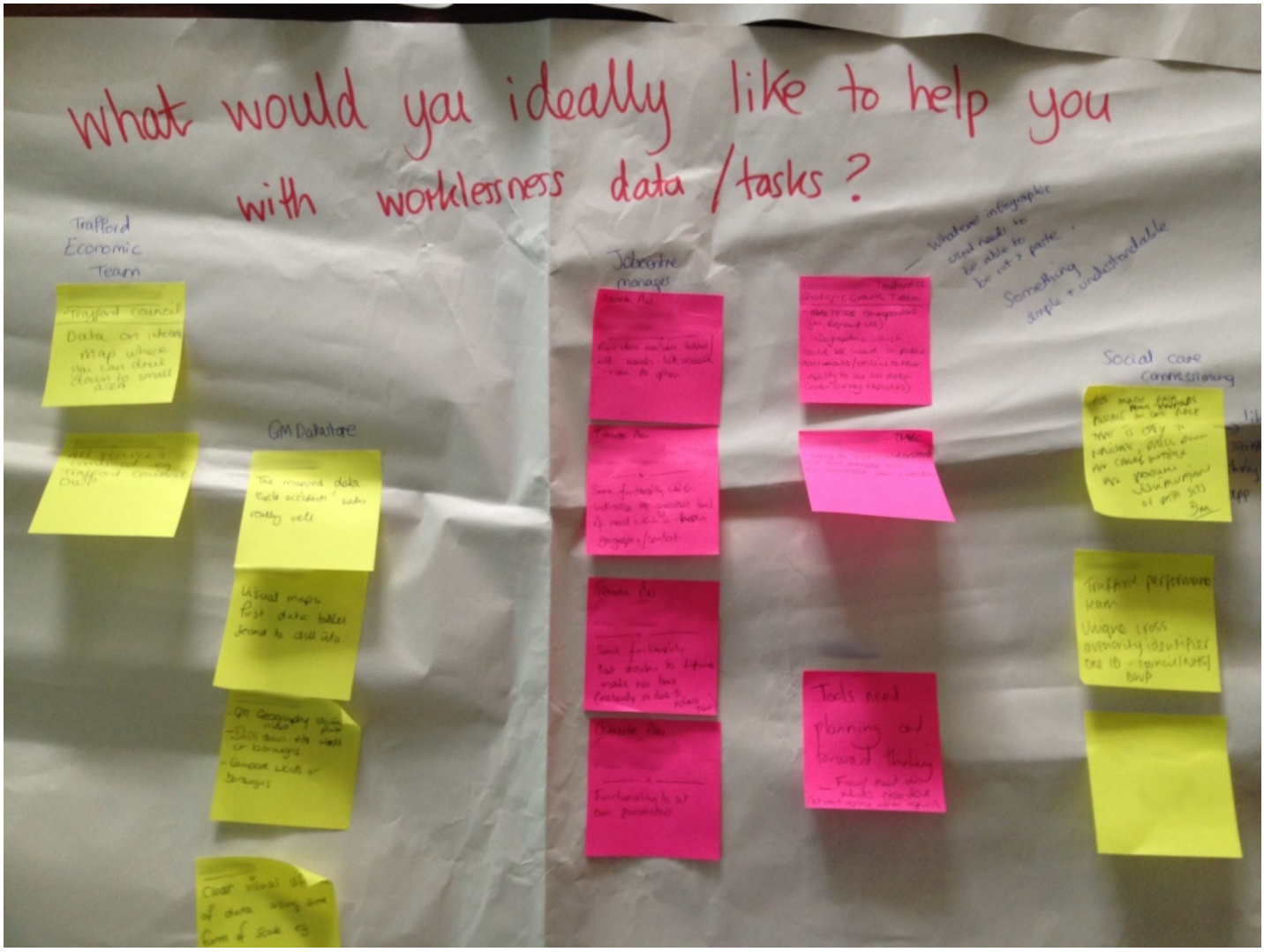
as possible
- Visualisation of data sets
- Like the Trafford shiny app (reference to the road traffic collisions shiny app)

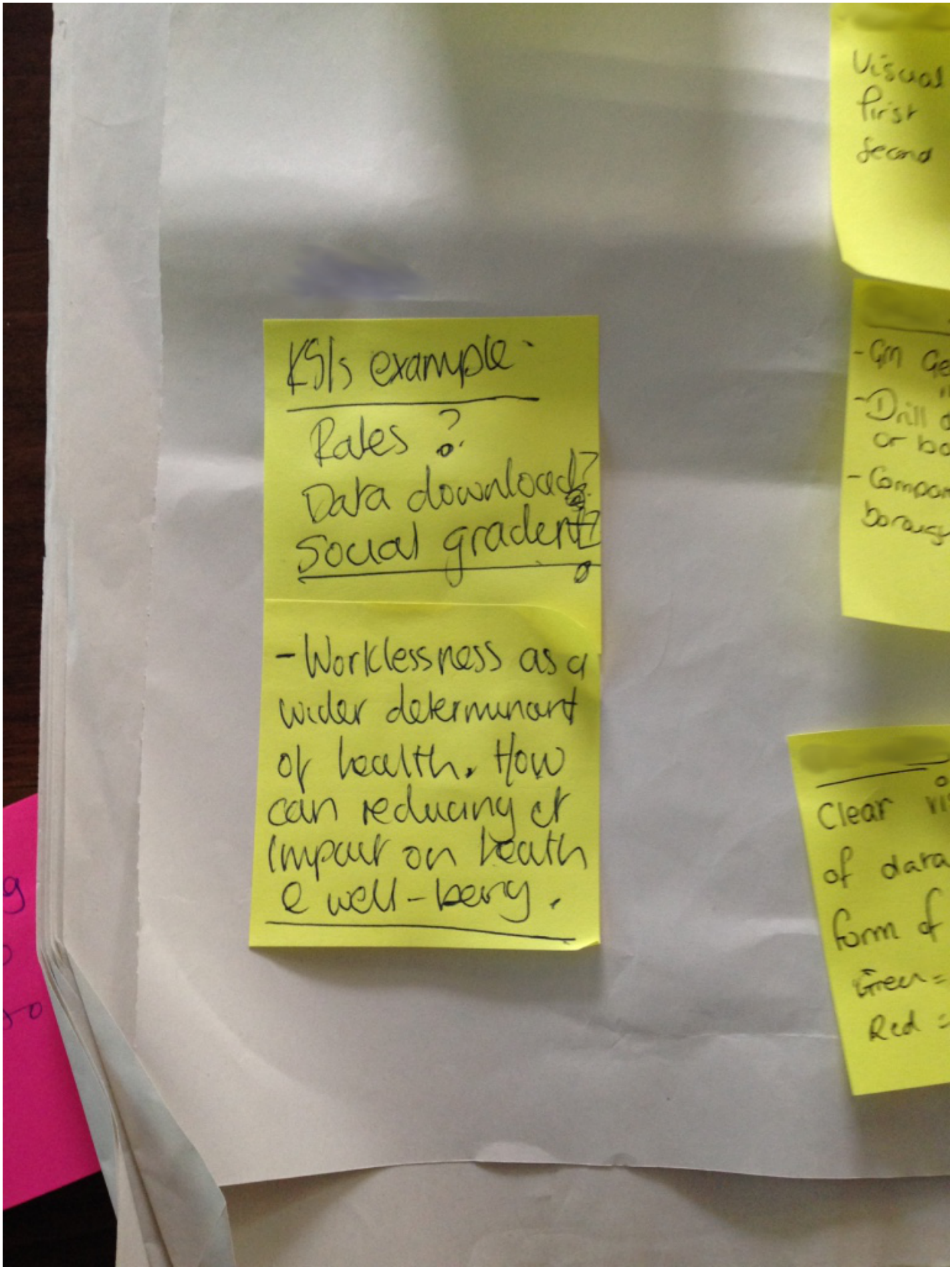
Trafford Performance

- Unique cross authority identifier. One ID - council, NHS, DWP

Trafford Public Health

- KSI example: (reference to the road traffic collisions shiny app) Roles? Data download? Social gradient?
- Worklessness as a wider determinant of health. How can reducing it impact on health and wellbeing?


What would you ideally like to help you with worklessness data / tasks?
Trafford Economic Team
Trafford council
Data on interactive map where you can drill down to small area
GM Datastore
The mapped data tackle accidents' hubs really well
Visual maps first data tables second to drill into
Clear visual sets of data using some form of scale eg
Jobcentre manages
Whatever infographic used needs to be able to be cut & paste.
Something simple + understandable
Social care commissioning
Trafford performance team
Unique cross authority identifier one ID - council/NHS/DWP
Tools need planning and forward thinking


KSIs example
Rates?
Data download?
Social gradient?
- Worklessness as a wider determinant of health. How can reducing or impact on health & well-being.
Visual first second
Clear
of data
form of
Green =
Red =