

30 May 2018

Data Justice Lab

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Date: 30 May 2018

**Request for Information - Reference Number: SOL/AYCBWB**

Thank you for your request for information, which was received by Manchester City Council (MCC) on 30 April 2018 and has been considered under the provisions of the Freedom of Information Act 2000.

Your request is repeated below, along with the Council's response in respect of each element:

*"We are submitting the following Freedom of Information Request for documents relating to data analytics, predictive analytics, or algorithmic automated systems used for risk assessment, predictive analytics, scoring systems or automated decision making within the jurisdiction of Manchester City Council. This could include, but not limited to, information about the "child passport" or the "Troubled Families" programme. These are mentioned here:*

<https://www.nesta.org.uk/blog/rise-and-rise-uk-city-data-analytics>  
<https://local.gov.uk/default/files/documents/research-paper-datavores--d1a.pdf>

*We are interested in these and any comparable systems within the jurisdiction of Manchester City Council.*

*Specifically, we are requesting:*

- *Any briefing notes, reports, evaluation, or summaries concerning the systems.*
- *Any overviews about how system outputs are produced.*
- *Any training manuals or materials (e.g. slides, etc.) for staff about data collection, analysis, assessment and reporting as related to the use of the systems.*
- *Any information on safeguarding measures related to the systems. For example procedures that attempt to ensure a systems does not reproduce bias.*

- Any data visualization outputs connected to the systems.
- Any promotional material, presentation material, or staff educational material related to the systems.
- Any contracts relating to the systems.
- Any reports or summaries related to real or potential costs versus savings associated with use of the systems.
- The software that comprises the systems.

*Also, please note we are not requesting datasets or any data about individuals.*

*Please let us know if any information requires clarifying.*

*We would like to receive electronic copies of this information.”*

**The first article (<https://www.nesta.org.uk/blog/rise-and-rise-uk-city-data-analytics>) references work conducted by the Greater Manchester Combined Authority and not Manchester City Council, specifically the “Child Passport”, therefore Manchester City Council is unfortunately unable to comment on this work.**

**The second article (<https://local.gov.uk/default/files/documents/research-paper-datavores--d1a.pdf>) does reference systems within Manchester City Council and therefore our response related to that work, specifically “Troubled Families”.**

**You have requested a range of documents relating the system, therefore we have attached:**

- 1. A slide pack used to illustrate the system and its potential uses - the network diagrams displayed represent the type of output used by our frontline workers when working directly with families/individuals, whereas the statistical output slides represent the one-off proof of concept piece as referred to in the article.**
- 2. A slide pack used in mandatory training with all users of the system**
- 3. A slide pack for “Troubled Families” Evaluation where data from system was used.**
- 4. A link to our Privacy Impact Assessment outline Risks and Mitigation ([http://www.manchester.gov.uk/info/200031/data\\_protection\\_and\\_freedom\\_of\\_information/6947/research\\_and\\_intelligence\\_database](http://www.manchester.gov.uk/info/200031/data_protection_and_freedom_of_information/6947/research_and_intelligence_database))**
- 5. iBase is an off-the-shelf product from IBM’s suite of products. More information can be found at: (<https://www.ibm.com/uk-en/marketplace/data-management>)**

**This response is in addition to your FOI request CHS/AWZBQX dated 16th March 2018, where we confirmed that the system is an analytical tool rather a system that generates automated output, therefore the question on “Bias” doesn’t apply as information is only used to build a better understanding rather than produce specific results. Likewise the system wasn’t purchased on the premise of direct**

cost savings, so whereas there have undoubtedly been some efficiencies in holding and accessing data in this way, the main outcomes have related to better service design and delivery through this as an enabler, rather than a calculated efficiency saving.

**Finally your question on contracts is currently being considered under your FOI request TRE/AWZBQX-IR, and therefore all information which is sharable will be provided in that response.**

Please note if you are not satisfied with this response you may ask for an internal review. If you wish an internal review to be undertaken you should contact the Democratic Services Legal Team, whose address is, PO Box 532, Town Hall, Manchester, M60 2LA, email: [informationcompliance@manchester.gov.uk](mailto:informationcompliance@manchester.gov.uk) in the first instance.

A copy of the Council's access to information complaints procedure can be downloaded from [http://www.manchester.gov.uk/downloads/download/6095/access\\_to\\_information\\_complaints\\_and\\_appeal\\_procedure](http://www.manchester.gov.uk/downloads/download/6095/access_to_information_complaints_and_appeal_procedure).

If you do not have internet access and require a paper copy, please let me know.

If you are not content with the outcome of the internal review process, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 01625 545700  
Fax: 01625 524510  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

If you have any queries about this letter please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

**Paul Holme**

Research and Intelligence Manager / Strategic Lead Research (GM)