

# Troubled Family Data: talking the same language

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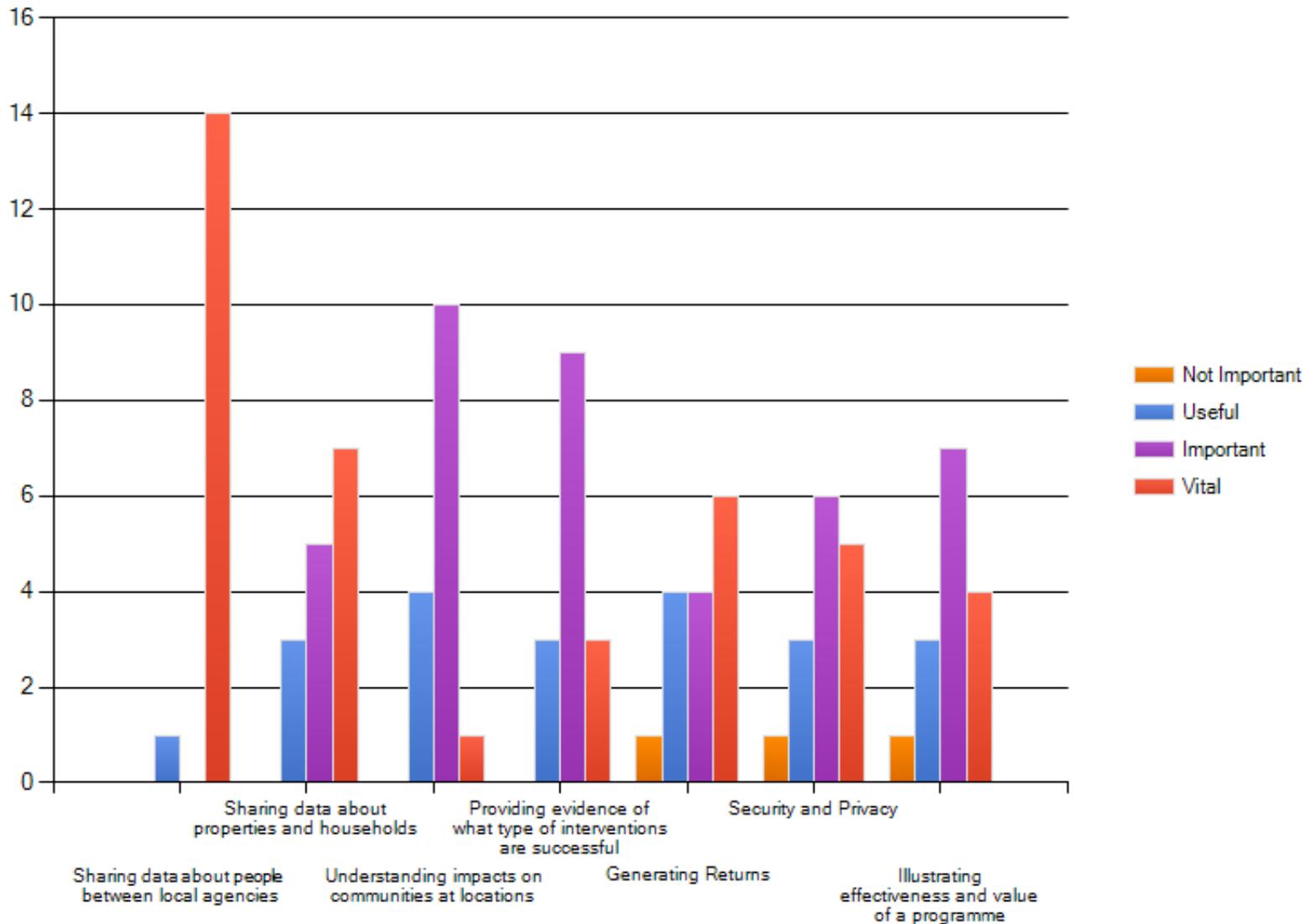
- Operating since 2006
- Funded by Central Government Departments – currently
  - Department for Communities and Local Government (*DCLG*)
  - Department for Work and Pensions (*DWP*)
  - Department for Business, Innovation and Skills (*BIS*).
- Mission
  - To promote Standards for Efficiency, Transformation, and Transparency of Local Services
- People
  - All personnel are employees of local authorities, and central government departments.
- Web Site
  - <http://www.legs.gov.uk>

# Who are you?

- Do you?
  - work with troubled families
  - set policy, budgets, plan for the future
  - manage data
  - look after privacy and security
  - None of the above

# What did you say?

What are the problems that data standards might help to solve?



# Other Problems

- Time it takes for internal and external partners to send vital information
- Cost indicators Outcomes evidence base especially employment outcomes
- Anti social behaviour and crime categorisation overly complex for needs of programme need higher level of grouping
- Communication between partners, Troubled Families Unit/DCLG and management
- Some partners not having secure email.
- Volume of data - what to measure to determine true impact

# What information do you currently collect as 'free text' that you might get more analytics from?

- Pretty much everything starts as freetext, we're planning to prompt to ensure we get data values as well.
- All categories above
- Crime/ASB incident details
- Address formatting - long text string, separated house no, missing area, recording of flat numbers 4a or Flat 4 etc.
- Outcomes for other agencies, effectiveness of coordinated working
- Intervention action and impact. Although to be honest this needs to have some trial and error approach before being more specific in terms of lists

## Do you use any predefined lists of terms?

- No
- None
- We essentially use the lists already in place for the intervention team that mostly coordinates this. These were already in use in the area and so didn't need to be 're-defined'
- Presenting needs Type of intervention (single or multi-agency)
- Yes stage 1 identification- housing, family relationships, work, finance, also hours spent with family and admin to record service stretch, risk to home visits - high medium low.

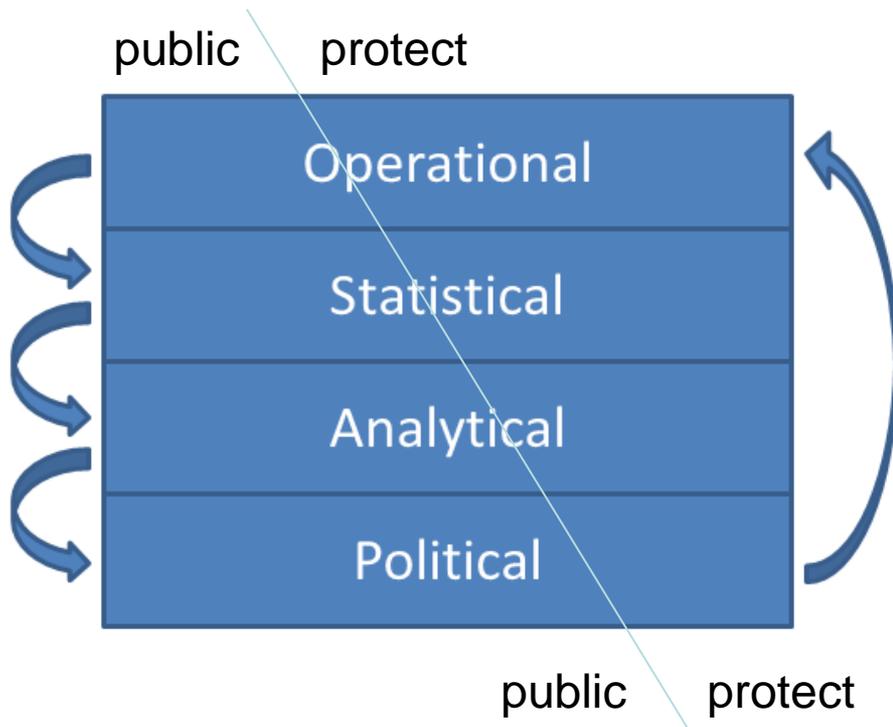
# What data is hard to get and use?

- We would like to collect more **Health and Wellbeing data** currently this is difficult to get hold of.
- **Health data** has always proved difficult, in particular **A&E data is inconsistent** **Anti social behaviour data is not reliable**, there are issues regarding **what can be counted in terms of intervention**.
- Education **updated information on a termly cycle**.
- Problems with **housing not wanting to share** and children's social care.
- **Timely DWP work/benefit data** **Timely school attendance data** **Housing ASB data**
- Reasons for **A&E attendance** **Duration back in employment** **ESF access** **Housing status - Private Rent**
- **Probation**
- capturing **cost savings** or efficiencies around coordinated working is too "wooly" and hard to prove/demonstrate
- **Address matching** can be problematical as differing agencies sometimes hold different addresses.
- Tracking **people in work** is also outside of current arrangements.
- **DWP/Job Centre Plus data** we find isn't very accurate/successful due to the system requirements i.e. **national insurance numbers, dates of birth, full names**
- DWP data is always difficult to tie up, partly down to different people focused on, **lack of common identifiers etc.**
- Data fro **YOT is very hit and miss** in relation to adult details relating to the offenders

# What else?

- There are inconsistencies with addresses of individuals across data sets, making matching difficult.
- Issue of compatibility between termly data sets and quarterly data sets for preparation of quarterly returns
- Methods for calculating reduction in youth offending and avoiding double counting when past offences are brought back to court
- where are you getting your data currently - automated feeds or manual double entry?

# Context



- OPERATIONAL - Data about real people and places, with real needs and circumstances, using real services, i.e. case work
- STATISTICAL - Aggregated operational data – organised using common classifications and segmentations
- ANALYTICAL - The conclusions drawn from an analysis of statistical data
- POLITICAL - The decisions taken to shape services, e.g. budgets, strategies, priorities, targets etc.

# Scope

*What is the information?*

**Semantics** - the meaning of information

**Quality** - the confidence to reuse information

*Why is the information to be exchanged?*

**Rights** - the right to use information for a purpose

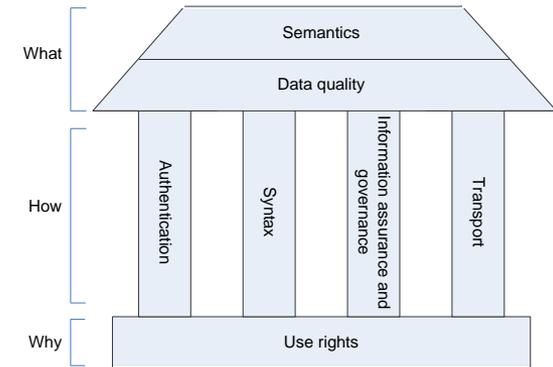
*How is the information to be exchanged?*

**Syntax** - the format of information

**Authentication** - who is using information

**Transport** - how to move information

**Information Governance** - the behaviour and culture to protect and exploit information

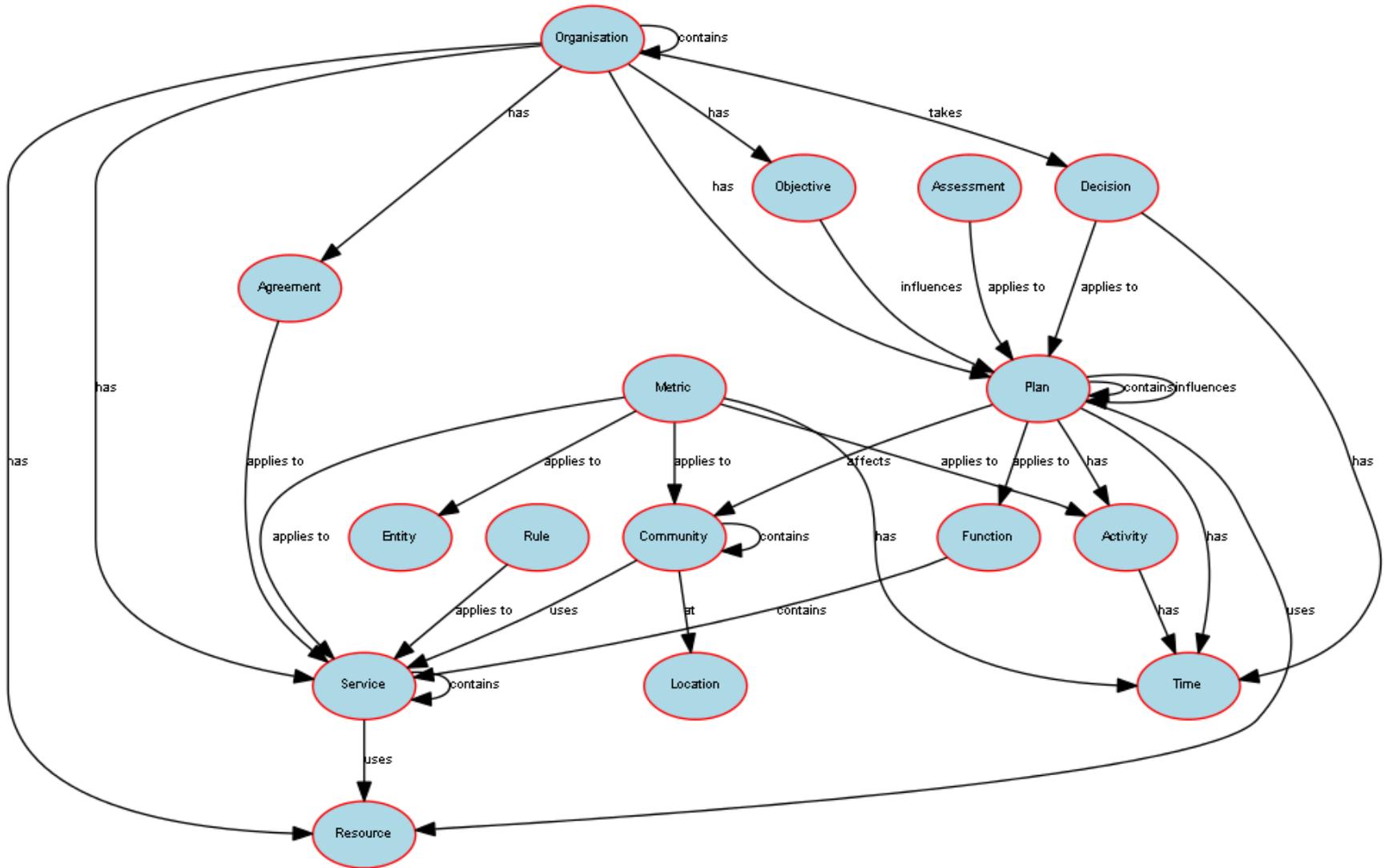


See more at

<http://legsb.i-network.org.uk/wp-content/uploads/2013/08/LeGSB-aStrategicApproachToDataSharing-Rev1.pdf>

- To
  - Connect systems between organisations
  - Share Insight between organisations to coordinate resources and activities towards common goals
- Concept Model – to
  - map existing business concept models to concepts in the SCCM;
  - create new business concept models, where none exist;
  - catalogue business/public data holdings leading to improved discovery and re-use;
  - re-use standards, patterns and components that act on a concept;
  - re-use services and solutions;
  - promote a master data approach where definitive and authoritative reference information is published for each concept;
  - support requirements definition and procurement.

# Concept Models?



# Applying standards to troubled families

- The session builds upon the Local eGovernment Standards Body (LeGSB) white paper, [Opportunities for applying standards to troubled families](#) , and is designed to reach conclusions about how data can be used, re-used, shared, and analysed confidently across many organisations.

The Household

Circumstances

Goals

Reactive Services

Interventions

Lists

# Thank you

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  - Director of Standards for the Local eGovernment Standards Body (LeGSB)
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