## Today

- Findings and observations

- Community Insights Projects

- Next Steps

- Reflections and Q&A with team

# Findings and Opportunities

In a second wave of Covid-19, how can we **overcome the data sharing challenges** between councils and the voluntary community sector (VCS) that stop organisations being able to **find and provide residents the right support when they need it**?

Whilst there is still room for improvement in the data sharing that is happening we observed people **becoming increasingly concerned about the data sharing that is not happening.**

# What we learned

**Lack of understanding is a bigger barrier than a lack of technology**

**'Data' is a limiting term**

**Pragmatism is creating progress**

**Opportunity 1:**
**New relationships before new tools**

**Opportunity 2:**
**Reframe what data can be to unlock the way forward**

**Opportunity 3:**
**Scale small solutions for big gains**

# What we learned

Lack of understanding is a bigger barrier than a lack of technology

**Opportunity 1:** New relationships before new tools

# What we learned

'Data' is a limiting term

**Opportunity 2:** Reframe what data can be to unlock the way forward

# What we learned

**Pragmatism is creating progress**

**Opportunity 3: Scale small solutions for big gains**

# Community insights projects

# The prioritised solution

**Community insights projects** bring together VCS staff and council data experts to explore how different types of quantitative and qualitative data can be used to deliver better support to residents during the pandemic and beyond. Combining their strengths, skills and capacity to address shared 'blindspot' issues. Planning, analysing and responding as one.

**Why?**

- Build relationships and trust

- Develop new insights to plan vital services

- Find new ways to share and use data

- Improve forward planning

- Help residents and communities at risk

# Example projects VCS shared during our research

"We have real pressing issues like understanding the digital divide, spotting the invisible residents who don't show up on the books (no GP, etc)...I'd love to frame the questions together not just get sent some data to interpret.

"Our own data is telling us that people aren't seeking help for debt issues at the rate we'd expect. The evictions are on hold and the bailiffs have stopped but soon there's going to be an explosion and we need to all understand how we prepare for that.

"We know hidden domestic violence is a big risk...a ticking time bomb really... and it that takes a relatively long time to stand up the right  support for. That's an issue I'd love to get data about to help us decide what type of support to put where.

"I have no idea what's happening for our twenty somethings who are now out of work and out of school. That's not historically been our focus area but I really fear they're going to slip through the cracks.

# This solution is an opportunity to foster more of…

**More of**

***Conversations*** - people working through problems and ideas together

***Direct access*** - put people with the knowledge in first hand contact

***Continuity*** - build relationships and trust with each project

***Outside sources*** - actively investigate the work of other organisations and repurpose locally

***Show the thing*** - provide feedback and develop on real examples, not abstractions

***Open communication*** - share work for others to add to, make use of

***Outcomes*** - what change is needed? Why?

**Less of**

***Handoffs*** - reduce upfront specifications, email exchanges, senior signoff

***Intermediaries*** - reduce the barriers to deeper investigation and relationships

***New contractors*** - additional funding focussed on new work and existing staff left with BAU

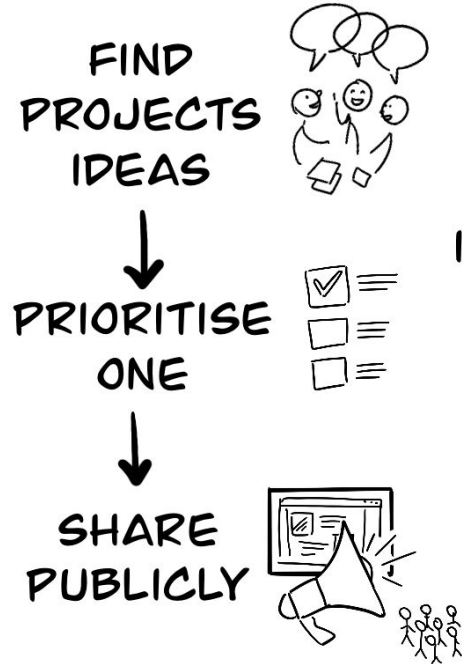***Reliance on in-house data*** - focus on what we need to know rather than just using what we have

***Slow releases*** - less emphasis on getting it right first time but instead on making it less wrong

***All or nothing sharing*** - move away from the focus on proprietary data to shared insights

***Outputs*** - dashboards, visualisations, reports

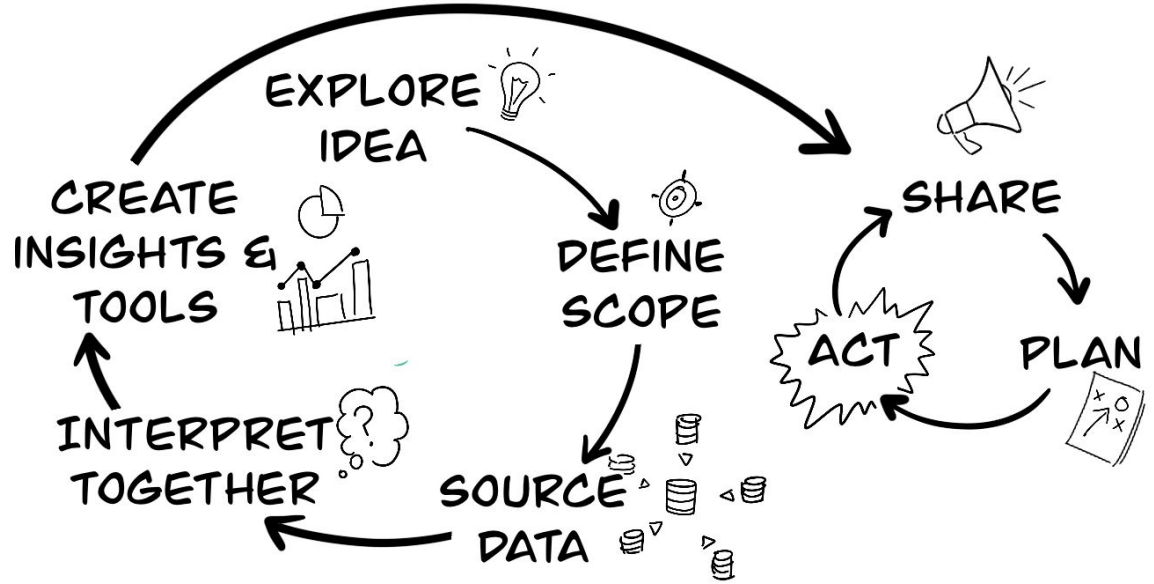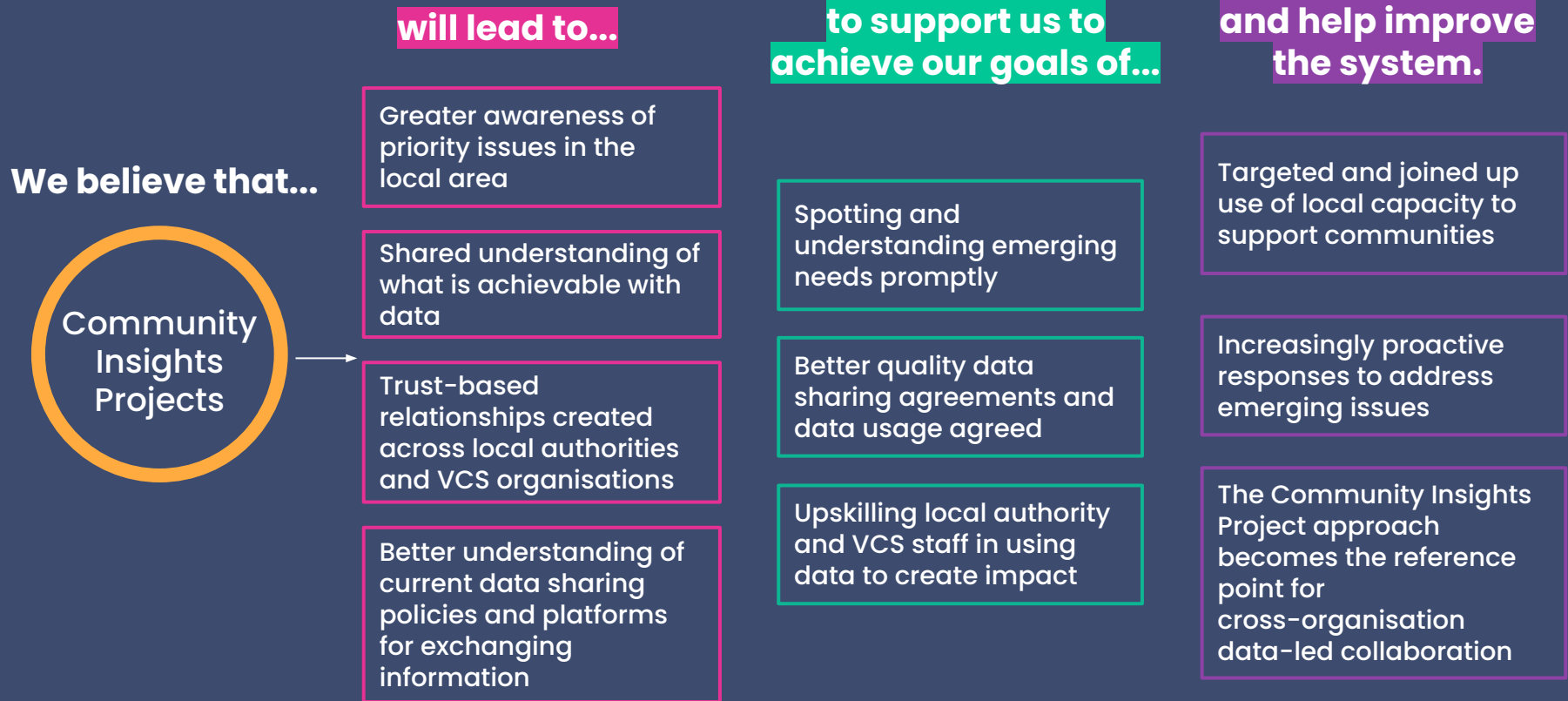# How it works



**BEFORE**

FIND PROJECTS IDEAS

↓

PRIORITISE ONE

↓

SHARE PUBLICLY

**DURING**

I PROJECT
8-12 WEEKS
6-10 PEOPLE

EXPLORE IDEA

DEFINE SCOPE

SOURCE DATA

INTERPRET TOGETHER

CREATE INSIGHTS & TOOLS

**AFTER**

SHARE

PLAN

ACT

# How community insights projects deliver value

**We believe that…**

Community Insights Projects

**will lead to…**

Greater awareness of priority issues in the local area

Shared understanding of what is achievable with data

Trust-based relationships created across local authorities and VCS organisations

Better understanding of current data sharing policies and platforms for exchanging information

**to support us to achieve our goals of…**

Spotting and understanding emerging needs promptly

Better quality data sharing agreements and data usage agreed

Upskilling local authority and VCS staff in using data to create impact

**and help improve the system.**

Targeted and joined up use of local capacity to support communities

Increasingly proactive responses to address emerging issues

The Community Insights Project approach becomes the reference point for cross-organisation data-led collaboration

# Next Steps

# Creating the conditions to launch, test and learn

- ❏ Codesigned a "user manual" with VCS and data staff to guide through first projects

- ❏ Identifying 3rd party facilitators

- ❏ Securing commitments of council staff time

- ❏ Sourcing initial projects

- ❏ Covering fundamental data sharing documents

- ❏ Setting up learning framework



**/Community Insights Projects**

How to better exchange information between councils and volunteer organisations

October 2020

# Following progress

The project report and user guide will be published the w/c Mon 16th November.

The partnership will be continuing to share and update progress via the project web page and through social media.

**https://loti.london/projects/data-exchange-with-the-vcs/**

# Reflections followed by Q&A

futuregov/

# Thank you

Camden
loti
Central Bedfordshire
Ministry of Housing, Communities & Local Government