

Origin LIS & Data Observatory Case Studies

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ORIGIN

Contents

| | |
|---|---|
| South Tyneside Council | 3 |
| South Yorkshire Regional Partnership | 5 |
| Cheshire East & Cheshire West & Chester (formally Cheshire County)..... | 7 |
| Belfast City Council | 8 |

South Tyneside Council

<http://sim.southtyneside.info>

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Key Benefits realised:

- Dramatically streamlined data collection and reporting processes
- Increased consistency of data definitions across all partners and stakeholders
- Increased volume of 'self service' for information requests by stakeholders
- More timely publishing of information to the public
- Tailored interfaces for users (e.g. my region, my data, my reports, my resources)

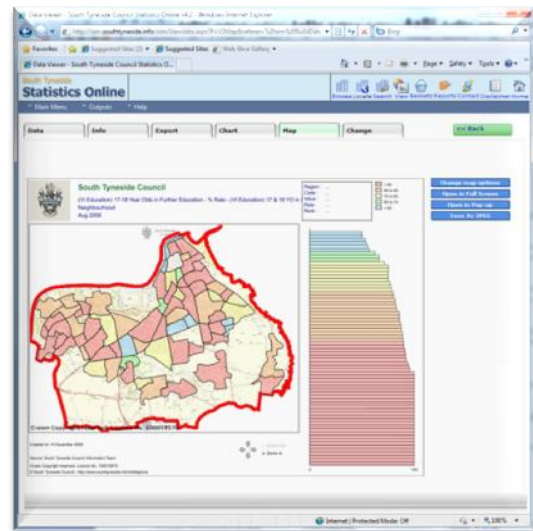
"Origin has made a significant contribution to our evidence base through its management and structuring of a wide range of diverse data. Our policy team is now empowered with more reliable and complete information to inform policy discussions. We've streamlined internal data management roles, thereby freeing resources – the Council and our partners can now concentrate on using data not collecting it." Dave Bowman, Assistant Head of Policy, Performance & Partnerships

Delivering Greater Efficiencies

Origin was commissioned by the Council's Information Team to provide a citizen facing community information service – *Statistics Online*.

The purpose of Stats Online is to empower Council and partner researchers, policy staff and knowledge workers with tools to assist with evidence based policy-making and to allow relevant findings to be shared with their citizens through a web based information portal.

The initial scope was to implement a solution that would be a hub for policy and research data essential to the council's policy formation processes and to ensure that this information is readily accessible to partners and the community.



Thematic mapping.

However the scope of the system has grown impressively and it is now used to support many activities such as the Comprehensive Area Assessments and Local Area Agreement planning and reporting.

The system has now been rolled out throughout the council and external partners such as the Primary Care Trust, Police, Fire, Health and Education all have direct access.

This brings many benefits including significant time and resource savings when developing policy support material such as maps, charts and tables. There are now **232** users of the system conservatively saving several hours each per week on routine data queries and reporting activities.

In 2005 the system was a significant contributor in the Councils achievement of raising their overall Comprehensive assessment score from Fair to Excellent.

Key features of the solution:

- More consistent management of data.
- A one-stop-shop for the storage, management and access to the information important to evidence-based decision making.
- A systematic approach to data sharing and needs analysis.
- Improved use of staff resources.
- Assisted the Council in improving their CPA score from Fair to Excellent.
- Share JSNA data between the Council and PCT

South Yorkshire Regional Partnership

<http://www.lasos.org.uk>

Contract Period: June 2008 to Ongoing
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LASOS is the 'small area' Local Information System that has been developed for the South Yorkshire region on behalf of Sheffield, Barnsley, Doncaster and Rotherham Councils.

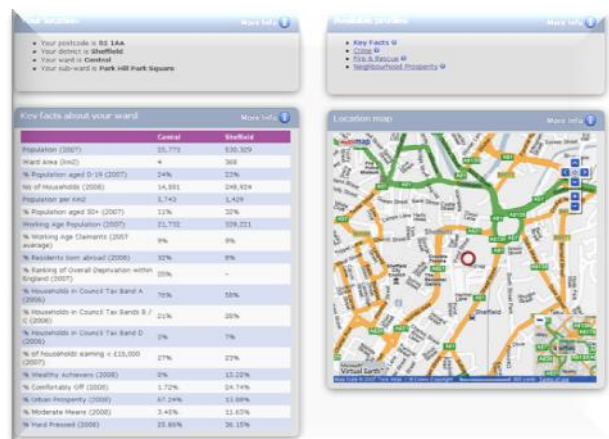
Developed by Fluent Technology using their **Origin** platform, it provides local communities; elected Councillors and people working in public services easy online access to quality assured data about their Council area, ward and neighbourhoods.

Key Benefits realised:

- Radically improved and streamlined data collection and reporting processes
- Increased consistency of data definitions across all partners and stakeholders
- Increased volume of 'self service' for information requests by the public
- More timely publishing of information to the public
- Tailored interfaces for stakeholders (e.g. my region, my data, my reports, my resources)
- Access widened to include policy influencers outside of the key stakeholders

"The 4 metropolitan local authorities in South Yorkshire required a tool to provide the 'information' functions of a regional Data Observatory as well as the 'analytical' functions of a LIS (Local Intelligence System). Origin proved to be the ideal solution, enabling Research, Planning & Performance Officers across the towns and city in South Yorkshire to work more efficiently and gain a better insight for their work.

The public interface function has also extended this information/analytical capability to our partners and the public at large which is contributing to the empowerment of our communities"
Danny Gilhooly, Policy, Partnership and Performance Officer



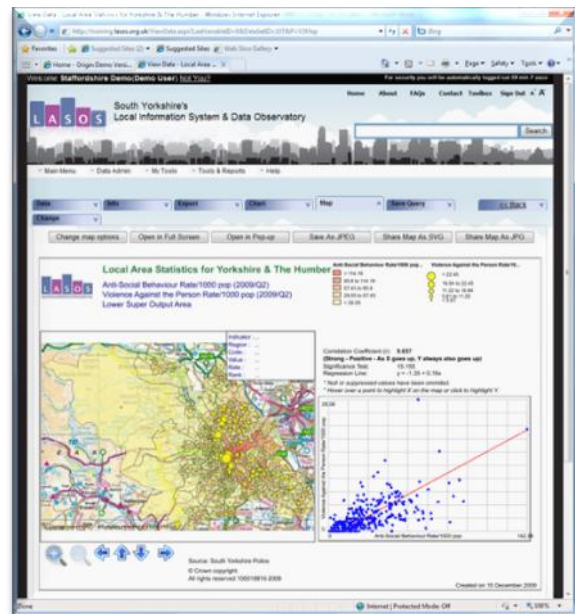
Area Profiling

The solution includes population, community safety, fire, health, education and economic data. This information actively helps with performance assessments, planning service improvements

and measuring the efficiency and impact of public service delivery. There are now over 130 registered users on the system representing all key stakeholders and third party policy influencers. It is estimated that key analysts are now saving an estimated 6 hours per week on routine data collection and reporting activities. This translates to a significant efficiency improvement across all stakeholders.

LASOS has comparable data sets for each local authority area to support and inform benchmarking, decision-making and monitoring. The data is being continually updated and enhanced to provide an enhanced and comprehensive spread of common data sets across the South Yorkshire regions. Reporting on performance against priorities and Local Area Agreement targets is provided too, with links to the supporting background data.

LASOS can be easily accessed from any laptop or desktop computer that has an internet connection. The general public can simply enter a postcode on the home page to access key facts about any neighbourhood in the region. In the 11 months up to the end of November 2009 some **15,000+ visits** to the public facing site has resulted in **19,091** searches have been conducted via this interface. Using NWEgg's estimated costs for web (**£0.17p**) as opposed to 'phone (**£4.00**) transactions this would represent a saving of **£73k** though it is recognised that many of these enquirers may well have given up and not bothered to call without having the 'self service' web option available.



Correlation Analysis

Users can also view the profiles on prosperity, crime or fire and how these compare with other neighbourhoods and however a variety of other profiles are being prepared.

Most information within LASOS is available publically and using the dashboard anyone can examine data in detail and even develop their own simple reports.

Searches for data can be done on a range of geographic areas, such as community assemblies, ward or sub ward or neighbourhood level.

Interested parties, such as researchers, analysts and policy workers throughout the partnership can register for access to additional dashboards and gain access to further datasets and tools.

Cheshire East & Cheshire West & Chester (formerly Cheshire County)

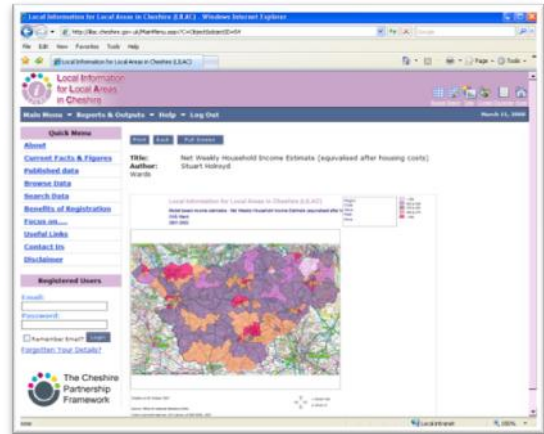
<http://lilac.cheshire.gov.uk>

Contract Period: March 2007 to Ongoing
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LiLAC (Local Information for Local Areas in Cheshire) is a web based local information system which allows users to become more informed on key characteristics in Cheshire neighbourhoods.

Key Benefits realised:

- Dramatically streamlined data collection and reporting processes
- Increased consistency of data definitions across all stakeholders
- More timely publishing of information to the public
- Tailored interfaces for users (e.g. my region, my data, my reports, my resources)



Using their product **Origin**, Fluent Technology was responsible for the design and development of the easy to use website that is available to the Council, partners and the public.

LiLAC contains up-to-date small area information with data available at a variety of levels and from a range of sources locally and nationally. Users are able to analyse and compare information at a range of geographical levels with facilities to export, chart and map the data.

The solution has provided a more efficient way of managing small area datasets and through the extensive use of meta data provide vital background information to users.

The system has been designed around specific work area themes for the Communities of Cheshire Partnership, who is responsible for delivering the Cheshire Local Area Agreement.

The system has been designed to so that information that informs partnership work is easily obtained as it is invaluable to researchers, statisticians and people involved with policy making.

Data has been included from other partners such as police, fire and rescue services and user groups have been set up with representatives from partner organisations to encourage users to place information on LiLAC.

Belfast City Council

Contract Period: August 2006 to Ongoing

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Key Benefits realised:

- Dramatically streamlined data collection and reporting processes
- Increased consistency of data definitions across all stakeholders
- Tailored interfaces for users (e.g. my region, my data, my reports, my resources)



Belfast City Council awarded Fluent Technology the contract to implement **City Stats** - a web based statistics portal using their **Origin** platform.

The initial remit was to produce a web based system is to maintain and manage all the data required by the council to deliver their Strategic Neighbourhood Area Profiles (SNAP) and meet the core requirements:

- Support the Council's needs analysis.
- Improve decision making by ensuring that tangible evidence is maintained.
- Empower users with tools to help with strategic analysis.

Furthermore there was a need to ensure that the system would assist in the delivery of the SNAP model by providing a facility to collate and analyse information throughout the Council, share meaningful data with appropriate parties, map services and key demographic and socio economic variables, and allow for future extensions, e.g. online area profiling.

Origin was selected as the ideal platform for delivering on these requirements. The majority are met by **Origin** "out-of-the-box" meaning that the implementation time frame is significantly reduced and the platform is easily customised to meet further specific requirements.

City Stats contains over 200 datasets from a wide variety of national and local sources as well as custom data internal to the Council.

City Stats delivers the distinct advantage of managing and maintaining all the Councils evidence in one central repository. Researchers, analysts and policy officers have immediate access to tools to share, scrutinise and export data, generate tables, charts and maps, view quality meta data and produce and publish reports.

This system currently runs internally within the Council and partners private network and therefore it is not possible to provide an online reference link.