

**Chief Executives' Group – North Yorkshire and York****6 September 2018****Strategic data working group update****1.0. Purpose of report**

- 1.1 To provide a second update on the work of the strategic working group for data sharing.

**2.0 Background**

- 2.1 At the meeting of the Chief Executives' Group on 7<sup>th</sup> September 2017 it was agreed that a strategic working group would be created to discuss the feasibility of developing a common approach to data sharing across North Yorkshire and York. This could then be used to help understand the communities, identify vulnerable citizens and aid strategic planning.
- 2.2 At the meeting on 8<sup>th</sup> February 2018 an update was presented setting out a proposal for three data sharing pilot initiatives and the development of a longer-term vision for data sharing across all relevant agencies in the area.

**3.0 Information**

- 3.1 The three pilot initiatives have been further considered over the last six months and the summary of the working group's discussions is provided below.
- 3.2 Child neglect (revisit existing work)
- 3.2.1 This work was to look at and expand on a recent joint project and report by NYCC and NYP.
- 3.2.2 The working group felt that the data sharing and analysis elements of this project had been undertaken such that it had received excellent feedback for the quality of the work. The issue was that the relevant agencies did not appear to have taken any action from the information provided in the report.
- 3.2.3 It was noted that this piece of work had taken a considerable amount of time and effort (and therefore cost), and the learning is that organisations need to realise the complexity of data sharing across organisations (and even within single agencies).
- 3.2.4 The other learning from this piece of work is that, at the point when work is commissioned, the body commissioning the work needs to be clear what the purpose of the work is and how it is going to be used.
- 3.3 Service demand in a geographical area at LSOA level
- 3.3.1 This piece of work was to look at service demand in a geographical area.
- 3.3.2 There are some significant challenges in respect of providing information on service demand by different agencies at any given geographical location or level due to a number of factors. These include lack of unique references for property and people,

different data structures in each agency, poor data quality and so forth. This has meant that this work has not been able to progress to any extent.

3.3.3 However, in considering this work, the group found that there were examples of good practice within single agencies which could be used to develop common ways of working. It was noted that some of the existing data sharing occurred at meetings at a local level, such as community safety and ASB meetings, but that when staff time is accounted for this is a costly method of sharing data.

3.3.4 The working group considered that to take this piece of work forward would be difficult at this time and agencies need to understand what they will use the data and information for, as well as the need to acknowledge the cost of doing this compared to the potential benefits.

#### 3.4 Repeat callers

3.4.1 This work was to look at identifying patterns of repeat callers with a view to identifying potential activities to reduce this demand.

3.4.2 The working group established that agencies did not use the same definition for 'repeat callers', in that a repeat caller to one agency might just be viewed as a service user to another. Also, emergency services log all calls as they are received, whereas local authorities do not necessarily log all calls at point of receipt which therefore makes it difficult to identify a repeat caller. However, considering this issue generally as one purely of service demand misses the issue where repeat callers result in unnecessarily high demand for services.

3.4.3 There was agreement that the purpose of considering this issue was to ensure that people accessed appropriate services and that any project on this would need to consider tracking individuals through the system.

### **4.0 Further considerations and conclusions**

4.1 The working group also considered shared data initiatives elsewhere, such as in Leeds, as well as within single organisations. These have been a challenge to implement, costly and are often difficult to use in a meaningful way.

4.2 Across the agencies represented at this meeting there are significant differences in how data is managed, structured and stored, which will make it nearly impossible to achieve in a reasonable timescale without huge investment.

4.3 The Chief Executives Group may wish to consider whether any further work on this should be done at all, given that the benefits are not clearly defined and that the costs appear to be high.

4.4 However, the working group proposes some practical and relatively low-cost actions that will form the basis for good data sharing and enable organisations at different starting points to work towards a common goal of a shared data platform, over time.

4.5 As this work develops it may be that an existing system already in use by one of the partners, becomes the system that all partners can use. This would provide a cost saving compared to organisations setting up, or renewing, their existing systems.

## 5.0 Proposals

5.1 The proposals are set out below.

- a) Each partner organisation represented at this group signs up to the following principles:
- 1) **Shared Expertise** – that expertise on data manipulation, analysis and technical practice should be shared, but not combined, across all partners
  - 2) **Standardised Data Structure** – all data should be captured against agreed standardised schemas<sup>1</sup>
  - 3) **Use of Open Data** – datasets should be provided on open data platforms whenever possible, for both public use and for sharing between partner agencies
  - 4) **Alignment of IT Systems** – every time a major IT system or data schema is due to be changed, partners are involved early in the process in order to design them to enable data sharing (except where specific systems or schemas are mandated by other bodies)
  - 5) **Secure and Compliant Transfer of Data** – all data and information will be transferred in such a manner as is compliant with GDPR, DPA and other relevant legislation

These principles would need to be adopted by each organisation and a commitment given to ensuring that these principles are translated into actions.

- b) A senior data group be established to oversee this work. This would comprise senior managers with the appropriate level of responsibility and authority.

5.2 If the Chief Executives' group agrees to the proposals above, it will be necessary to identify a suitable lead organisation.

## 6.0 Recommendation

6.1 To consider the proposals as set out in section 5 and if accepted, to identify a suitable lead organisation.

**Nigel Hutchinson**

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**28 August 2018**

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<sup>1</sup> A database schema is a visual and logical architecture of a database