The 'go to' organisation for Local Government improvement in Scotland

is.
improvement **service**

Data and Intelligence
Prospectus

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Introduction

Our data and intelligence services can help local authorities and their partners become more effective and efficient and increase the impact of the services and activities they provide. We have an extensive range of data and analytical skills that can be applied collectively to support the use and re-use of data and intelligence to drive improvement and encourage evidence informed decision making.

From collecting, cleansing, sharing, reporting, analysing and using data, we provide support to councils and partners at all stages of their data and intelligence journey. Services we offer include:

- Quantitative and qualitative research
- Survey design, hosting, analysis and insights
- Social return on investment analysis
- Process and outcomes evaluation
- General evaluation support and guidance

- Hosting, cleansing and updating local authority datasets
- Data analysis and insight
- Data visualisation and presentation
- Benchmarking
- Delivery of data management systems
- Information and Cyber Security
- Knowledge Hub
- Develop and publish good practice and case studies
- Produce briefings, guidance and toolkits

We are uniquely placed to provide support in using data and intelligence to address issues and challenges at both a local and national level. Our wealth of experience working closely with Councils provides us with both strong connections and deep understanding of Local Government priorities, challenges and ways of working.

We are flexible and agile and can tailor our offer to meet identified needs - this may be improving value for money, assessing the impact of a new policy or making the best use of available resources.
We can also support Councils as they work to develop the plans, strategies and investment required to become data driven organisations.

Ideally placed to support local government

The use of data plays an increasing role in designing, delivering and transforming local government services to improve outcomes and drive efficiencies. There is a growing recognition within the public sector that the effective use of data and intelligence is vital to come up with effective and sustainable responses to complex challenges. As the pandemic demonstrated, at times of crisis there is a critical need for accurate timely data to inform decision making. We are very well placed to support local government to maximise the benefits from data and intelligence and to address priorities within resource constraints.

We have an extensive knowledge of networks and connections across the public sector. These relationships allow us to act as a conduit between local authorities, COSLA, Public Health Scotland, the Scottish Government, Digital Office for Scottish Local Government, and many others, brokering access to data and analysis. Our sheer breadth of networks, covering all aspects of data

and intelligence, means we are well placed to represent the data and intelligence needs of local government and maximise the value of their data assets.

As well as offering support, we have levered in additional funding that has been allocated directly to local authorities to support work on evaluating new service delivery models.

Our Data and Intelligence Services

Self-service resources

Community Planning Outcomes Profile (CPOP)

The CPOP provides a self-service tool to help Community Planning Partnerships assess if the lives of people in their community are improving. It brings together measures of outcomes and inequality for all 32 CPPs within one profile and shows how they change over time. This unique resource enables CPPs to consider outcomes 'in the round' as well as individually, encouraging a focus on vulnerable communities where negative outcomes are clustered. It supports decision-making by stimulating discussion amongst CP boards, partners and local communities, and allows partnerships to compare outcomes for their local communities against similar communities across Scotland.

Local Government Benchmarking Framework (LGBF)

The LGBF provides a self-service dashboard of information about how all Scottish councils perform in delivering services to local communities. The value of the rich comparative LGBF dataset is that it provides Councils with an overview of Local Government over time, providing cost, productivity, performance and outcome measures across all key service areas. This allows for a wealth of analysis, insight and intelligence to be generated to support decision making, improvement and practice sharing.
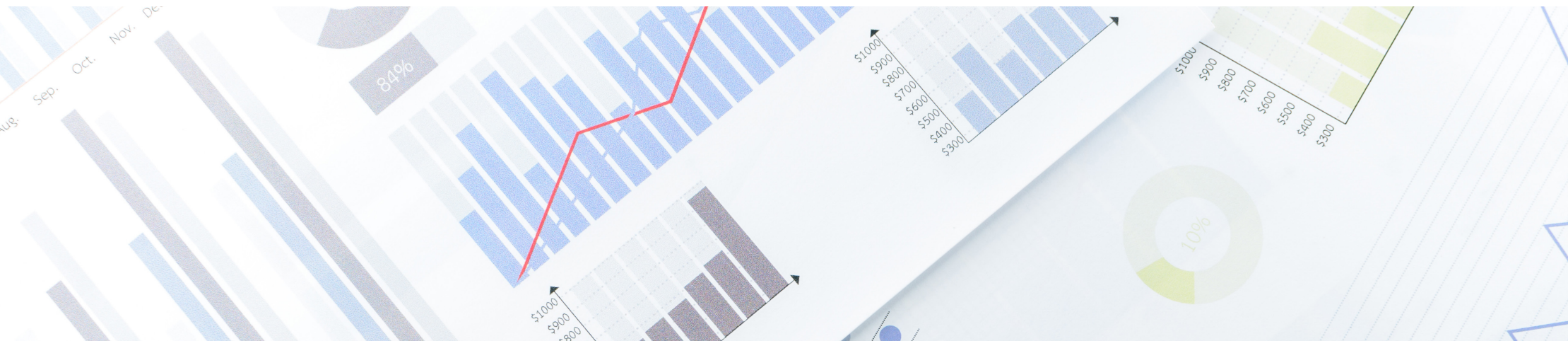
Sub-Council Population Projections

These projections provide a picture of what the population is forecast to be like in 2030 for small areas in all of Scotland's councils. The dataset offers a standardised set of projections at a level not currently made available by the National Records of Scotland, as well as a basis for undertaking bespoke population analysis for councils with the capacity to do so. The resource is of use to planners and those working in several service areas, such as education and social care, to understand the way changing demographics will impact how and where services are delivered.

SLAED Indicators Framework

Developed with Economic Development Officers the SLAED Indicators Framework provides consistent evidence of what Scottish councils are delivering in their role as local economic development organisations. It includes a set of indicators that can be used to measure the economic performance of Councils, benchmark comparative performance and identify areas for improvement, assist and inform the ongoing design and delivery of interventions, monitor effectiveness and delivery and provides SLAED with aggregate data on overall levels of Council economic development activities and outputs. The framework continues to develop over time to reflect areas of focus for economic development services.

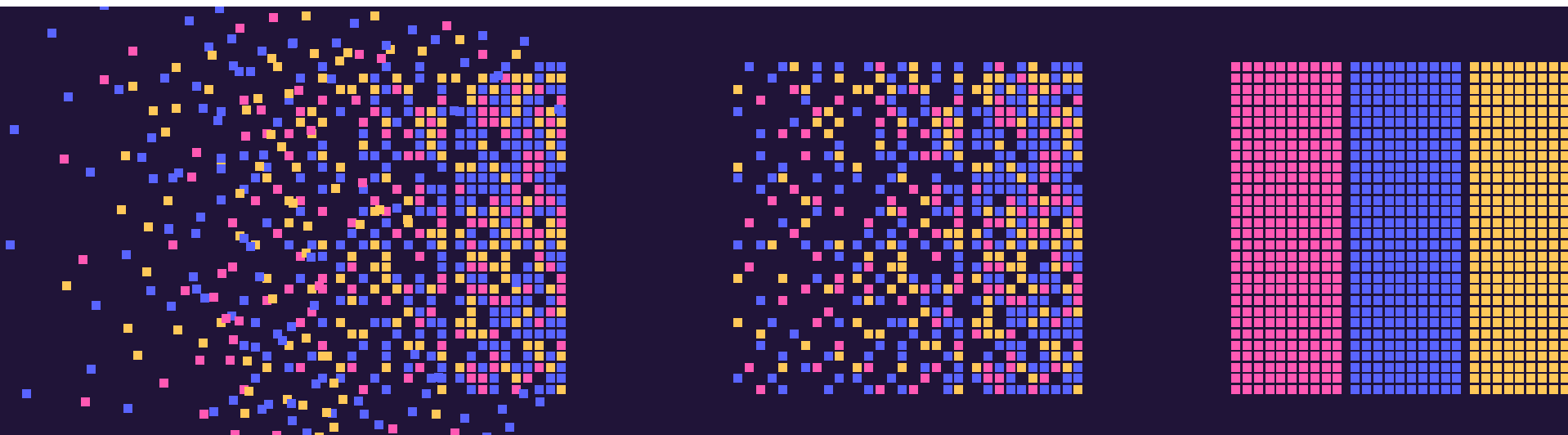**SLAED** Scottish Local Authorities Economic Development Group

Common Advice Performance Management Reporting Framework (CAPMRF)

The CAPMRF brings together key performance data from local authority funded money advice and welfare rights services. The data is analysed and used to provide an annual overview report and individual local reports which demonstrate the benefits of investment in advice services. The reports also provide a mechanism for councils to benchmark their performance and identify scope to improve the impact and value for money of these services.

Equally Safe Quality Standards and Performance Framework

This resource supports Violence Against Women Partnerships (VAWP) to capture key performance data and facilitate a consistent approach to measuring and reporting on the progress being made to achieve the ambitions set out in Equally Safe at a local level. The Improvement Service collects performance data from VAWP's using this framework and produces local level reports which are shared with individual partnerships to support improvement.

Datapipeline.scot and Early Learning and Childcare Delivery

In addition to enabling the secure transfer of data about early learning and childcare eligibility between Scottish Government and Local Authorities via the Datapipeline, the Improvement Service continues to support councils' improvement of their expanded ELC services. We have done this by collecting and analysing data on the progress of the delivery of the expansion programmes across local authorities. The objective of these data collections is to understand the status of the ELC sector across the country regarding uptake, workforce and capacity at regular intervals.

Spatial Hub

The Spatial Hub is a ground-breaking digital online repository containing a consistent national view of authoritative local government datasets and policy outcomes. Key data themes include planning, the environment, health, education, and energy. The Spatial Hub information is available as open data, and the service can assist local authorities in their open data obligations as well as saving authorities money through publishing data on the national portal and infrastructure.

TellMe Scotland

TellMeScotland is a citizen notification service that provides public information notices issued by local authorities to users across Scotland. It allows members of the public and businesses to search for notices such as planning and licensing applications and Councillor surgeries, as well as viewing forthcoming roadworks and restrictions to any route of interest. Using the free service enables local authorities to share notifications consistently with Scottish citizens, maximising their exposure.

One Scotland Gazetteer

The One Scotland Gazetteer (OSG) is the official Street and Address register for Scotland. As the authoritative national dataset, it is utilised in systems across the Scottish public sector, including underpinning emergency services' Command and Control operations, the Census, within all scheduled roadworks, and also within Ordnance Survey products and services. The OSG is updated daily through secure data provisions from all local authorities, making it an exemplar of collaboration and information-sharing. The validated information can also be accessed as a webservice within Council applications, saving local authorities significant time and resource.

Data Hub

This is an online data matching and cleansing solution for the Scottish public sector. The Data Hub can analyse multiple data sources and produce analysis reports for partner organisations without the need for them to develop their own solution or install, maintain and pay for additional software.

DCN.scot

The Scottish Dog Control Database brings together the records of all 32 local authorities into a centralised online database that is accessible by local authorities and Police Scotland.

Knowledge Hub

This online platform enables people to connect digitally with colleagues and experts, share knowledge, insight and good practice and learn from experiences, which can inspire innovation and new ways of working. Users can access a wealth of intelligence at their fingertips in a range of areas relating to the work of public services.

Knowledgehub

Case Studies

The IS website publishes case studies from local authorities and partners, showcasing interesting practice in key policy areas, such as children and young people, community planning, digital transformation, economic development, health and social care, workforce planning etc. These can be used to influence and improve policy and practice across Scotland.

Bespoke Services

Evaluation

The evaluation service supports evidence-based decision making through systematic analysis and assessment. This provides independent information about the extent to which services or activities are achieving their objectives and creating the desired impact. Support can be provided at all stages of evaluation- both process and impact - from planning, undertaking, analysing and reporting.

Research

The research team provide insights and analysis to support better use of evidence in decision making. The team provide support across the research process by collecting, making sense of, and presenting data and intelligence.

Delivery of national data programmes of work

Digital Planning

As a critical delivery partner in support of Scottish Government's Digital Transformation of Planning programme, the IS provides skills and expertise to aid the delivery of a number of the programme's key themes; including developing a shared resource for planning data, building robust data foundations as part of a data ecosystem approach and realising the potential of planning data. The IS also provides an influential and pivotal role in support of Heads of Planning Scotland and engaging with planning authorities in the delivery of the programme.

Local Government Data Platform

The Local Government Data Platform is an ambitious transformation programme to deliver improvements in the way Local Government manages and uses data. This collaboration between the Improvement Service, the Digital Office for Scottish Local Government, COSLA, Solace, Public Health Scotland and Scottish Government will support streamlined and automated collection, exchange, validation, enhancement, visualisation and presentation of data. This will deliver significant efficiency savings for Councils, improve the timeliness, quality and re-use of data produced, and provide richer insight and value for Local Government from the data currently collected.

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