CITY OF YORK COUNCIL

Executive   2 February 2010

Report of the Assistant Director (Customer Service & Governance)

Feedback on One Place website / Approval for York's profile on the York & North Yorkshire Local Information System.

Summary

1   This report covers two areas regarding the publication of performance data and local information about York, both of which are linked:

  a) The first part of the report will cover feedback from the analysis work requested by Executive members on One Place website data. This website was launched in December by the Audit Commission to show the results of the Comprehensive Area Assessment.

  b) The second part covers the York and North Yorkshire Local Information System (LIS). Approval is requested from Executive to launch the first stage of the project aimed at sharing local information with North Yorkshire Strategic Partnership members and York LSP members.

2   These two areas are covered together because they are closely linked though data collection, analysis and reporting. The council does not have any control over the data which is published on the One Place website, however by working together with partners from York and North Yorkshire to develop and maintain a Local Information System (LIS), all data will have been previously verified by City of York Council (CYC) and/or its partners. The LIS will allow officers, members and the public to access and use useful data about York, make comparisons with other councils or cities/towns, and use this to produce more timely and reliable information for the public about the area in which they live. It will also enable CYC to enhance the council's own performance management and reporting arrangements.

Background

Oneplace Website Data

3   Following discussions with the Audit Commission over the accuracy of a small sample of their data, they have confirmed that the data presented on the website relating to York was accurate. A recent internal detailed analysis on those verifiable indicators (187 out of more than 400 on the website) showed that the performance data for York on the One Place Website site is correct. The main observations are mainly about presentation and interpretation rather than data accuracy as outlined in paragraph 7 below. Discussions are taking place with the Audit Commission to gain feedback on these observations.

<u>Background and context</u>

4   This year saw a major change in the way performance about York and all single tier local authorities is reported to the public. In the past all performance data would be calculated and reported before it was signed off and published by the Audit Commission. Now, a large amount of performance data included in the One Place website is collected and provided via government bodies, local partners or from national statistical websites (e.g. Office National Statistics, NOMIS, PCT, Department of Transport). It is therefore difficult to quality check all the figures for York prior to publication. Nevertheless, all York's 'national indicator' performance data has been checked from a number of sources to make sure they match the council's own performance results. This involved looking at performance data from 3 different sites:

One Place site	**CAA Area Profile Site**	**Performance Hub**
Public site showing CAA results , including area assessment and over 400 indicators (including 187 NPIs)	Open to officers before CAA results were published and should mirror what goes on the One Place site.	Used to collect data from Government agencies, partners and the council on NPIs only.

5   <u>Positive features of the One Place Site</u>

   a) Detailed and comprehensive information about York is now all in 'one place' for the public. Performance data (from government bodies and statistic sites) is now available on a more regular and up-to-date basis.

   b) The quartile dial is easy to understand and shows how close CYC is to the next quartile.

| In the best 20% | In the worst 20% | In the best third | In the highest third | In the lowest 5% |

   c) Greater levels of information will in future improve the council's data quality procedures and performance.

6   The site represents a step-change in the way a vast amount of performance information and data about York is made available to the public. However, it should be noted that the performance indicator part of the One Place site is an information source about York, and should not be seen as a formal judgement of how York is performing. It is the annual CAA inspection process that assesses the council's performance against priority improvement (i.e. a specific sub-set of indicators) and this leads to the overall Area and Organisational Assessment results, which are formally published as green/red flags and 1-4 scores. York scored a 3 (performs well) for managing performance in 2009.

7   <u>Matters under discussion:</u>

   Relating to specific indicators:

   a) NPI 19: proven re-offending by young offenders – re-offending is not reported as a percentage and the data is in the wrong quarter compared to the performance hub, which shows poor direction of travel and comparative performance. The Youth Justice Board has noticed the error and it is a national problem. They are looking into the issue.

b) NPI 123: Number of people quitting smoking – shows York deteriorating in Q1 of 2009-10. (York's figure reduced because of the start of a new cumulative year).

c) NPI 189: Flood risk management – shows York as 'in worst 10%', when it is actually performing at the maximum 100%.

More general presentational points:

d) The year the data relates to is not clear until the user drills down further on the web page.

e) The council's comparative position can change considerably depending on what group of authorities comparisons are with (e.g. satisfaction indicators are usually compared to 'all councils' and council tax band D is compared with 'Unitaries').

f) Understanding the dials can be confusing for different indicators. Three examples are 'in the best', 'in the lowest' and 'in the worst third'. The first two actually mean CYC is top performing, whilst the third is the only one where performance is poor (3rd quartile).

g) Negative 'directions of travel' are shown for example, when performance moves from Q4 to Q1 (i.e. when a drop in performance happens naturally for cumulative indicators).

8   It is clear that the One Place site will in the future be a very useful source of data and will inform more up-to-date performance management reports and decision making across the council and the city. Links will also be made between the One Place site and the proposed York and North Yorkshire Local Information System (LIS).

North Yorkshire and York Local Information System

9   The following section of the report outlines the progress made with the York and North Yorkshire Local Information System (LIS). York agreed to join in partnership with the York and North Yorkshire Strategic Partnership at the 15 July 2009 Corporate Management Team (CMT) meeting on the proviso that funding was made available and links with Leeds City Region were explored. North Yorkshire Council have been the lead authority and have received 3 year funding from the Regional Improvement and Efficiency Partnership (RIEP) to support the project. Over the last 6 months progress has been made towards establishing key data sets to be used and building a temporary area on North Yorkshire's Mapping site until the LIS is built (see paragraph 19).

10 The project is now at a stage where the first stage of the York profile can be demonstrated and which can be made live any point after final approval from members.

What is a Local Information System?

11 The North Yorkshire and York Local Information System will provide:

a) A map based, on line local statistics service for the public, with user friendly and graphically clear presentational facilities.

b) A large shared data warehouse facility for the use of partners - to be able to better assess strategic priorities, and guide operational evidence based projects. Users will be able to layer different data sets together to analyse data in a more effective way.

12 Used wisely, this system will provide partners with improved data and analytical capabilities. This will help maximise front line service efficiencies and opportunities to

align services, processes and operational activities are taken. The system should also help ensure that local communities are kept in touch with the outcomes of service delivery and strategic decisions through up to date information and trends/changes in quality of life. A summary of anticipated benefits is contained in Annex 1.

13 The North Yorkshire Local Strategic Partnership has been working on this project for the last year. All partners within the partnership have signed up to the project through their Chief Executives and CYC agreed to be part of the project in June 2009 after approval from CMT.

Costs, Funding and Procurement

14 North Yorkshire Strategic Partnership received funding from the RIEP which needs to be spent by March 2011. This will provide £140,000 to develop the project including part funding for a regional manager from RIEP.

15 The funding will cover a 3-year period including maintenance. After which a review will take place to see if the project is successful and should be continued. At this point all partners will be asked to make a small contribution to carry on the maintenance and development. York could then decide to withdraw from the project if these funding demands are excessive.

16 At the moment there are many different websites available to officers and the public to collect and store information. It is anticipated that this project will bring efficiency savings in the long term as officers will save time by going to one data source to collect and show multiple data sets. For example, instead of individual officers requesting different pieces of information from the police or PCT, it will be stored under one source.

17 The main advantage to joining with North Yorkshire is the economies of scale it will bring. NYCC is dedicating 2 members of staff to the project, which York can utilise. The profile created below for York (see paragraph 19) was completed by NYCC and is an extension of other data sets already created. If York was to attempt to create the information already stored on the profile it would take a significant amount of time.

18 The procurement phase started in January 2010 and will take approx 9 to12 months and is being led by NYCC. All partners in the project have been asked to think of their future requirements as clearly as possible, to ensure that the effectiveness of the system is maximised through the development of a good specification.

Draft York Profile

19 To start the process of gathering data to be shown on the LIS once built, NYCC have been developing area profiles using national and local data (Police ward profiles, Yorkshire Forward data), which can be accessed by the public. York have agreed with NYCC to create a draft York profile on the NYCC profile website which York can link to from the council website. This link would become live following Executive member approval.

20 This is the first stage of development, bringing information altogether in one place. As the project rolls out more data layers will be added and once the LIS is built, all this information will be transferred over to the new system.   The profile currently has 56 datasets and is a mixture of:

- Census data (2001)

- NOMIS data (2008/09)
- ONS Data (2008)
- Limited Acxiom data through Yorkshire Forward (2008)
- Crime profiles through North Yorkshire Police (2009).

21 All the information currently on the profile comes from national or partner data. As yet CYC has not provided any data sets. Over the next 9-12 months while the full procurement process is being carried out officers will be working in the background to develop localised data sets, which come direct from CYC systems. This will be done in full consultation with key officers and senior managers.

22 This information will complement information on the One Place site and other information projects in CYC, including the development of customer insight data. The main difference the LIS will bring is that it will develop data which allows users to understand and analyse York at a city and ward level, whilst customer insight will focus more on profiling customers. The One Place site is completely controlled by the Audit Commission and only publishes information at city wide level and does not include important performance information and statistics down to ward or street level.

23 The council will also sign up to a data sharing protocol, which includes data protection on any sensitive data that is used in the development and publication of data sets for the LIS. Any data used will be de-personalised to ensure that the information complies with the Data Protection Act.

Accessing the York Profile Page

24 Annex 2 has some screen shots from the York Profile. Once the profile has gone live access will be through a link on the CYC Website.

Next Steps

25 Over the next few months, if approval is given, the council will progress this project through:
   a) Attendance and support to the North Yorkshire Data Observatory Steering Group with the specification and procurement processes.
   b) Going-live in February with the York Profile.
   c) Further engagement with the York LSP raising the profile of the project (although many of the main partners are already signed up with the NYLSP).
   d) Consultation with key officers on datasets York would like to see and provide to the data observatory.
   e) Additional briefings to LSP and Executive to update progress.

Consultation

26 The draft York profile has been circulated to key officers in the council for feedback. The feedback so far has been very positive and it is already starting to be a catalyst for further thinking about developing data at ward level including:
   a) The economic development team would like to use their experience from the Kingsway West project and develop the system to help similar projects.

b) It is seen as a way to align York's Local Development Framework evidence base and monitoring work with that for the Sustainable Community Strategy and Local Area Agreement.

c) It is also seen as a useful tool to develop neighbourhood level information through the Neighbourhood Management teams.

d) The Local Strategic Partnership (LSP) – Without Walls Executive Delivery Board gave their support to the project at their meeting in December 2009.

Options

27 Members have two options in relation to the LIS:

1. To approve the launch of York's profile on the North Yorkshire & York Local Information System to move from the draft to a live format on the NYCC website.

2. To withdraw from the NYCC LIS project and consider an alternative such as the development of an in-house system instead.

28 Members should note that choosing option 2 would mean York will lose out on a share of the RIEP funding and project support. It could also mean that the council will miss out on many of the benefits set out in Annex 1 and see York fall behind other authorities (both regionally and nationally) in terms of developing useful data and information for neighbourhood profiling and decision-making.

Corporate priorities

29 The data and resulting analysis of both the One Place and LIS could provide assistance in informing and shaping future strategic planning and any amended or new corporate priorities. York will also be able to target resources to areas most in need of improvement and provide the evidence to support this and check whether improvements are made as a result.

Implications

30 The implications are:

a) *Financial* – the project will be funded for 3 years. There will be a financial contribution for maintenance spread across all partners after the third year only if the project is deemed successful enough to continue.

b) *Human Resources* – initially this project will need to be resourced to be able to work in partnership with North Yorkshire. Currently there is one member of staff within the Corporate Performance Team supporting the project and this will continue. However it is anticipated in future this system may lead to efficiencies with the collection of data across both the council and its partner organisations.

c) *Equalities* - the LIS will provide a better view of the population structure of the city highlighting equality issues.

d) *Legal* - there are no implications due to NYCC taking responsibilities for procurement.

e) *Crime and Disorder* - the LIS will provide a better view of the crime statistics across of the city.

f) *Information Technology* – York will need to provide a link to the LIS from the council's own website.

g) *Property* - there are no implications.

h) *Other* - there are no implications.

Risk Management

31 The main risk associated with joining the LIS project is the initial impact on officer time. However, the council has a number of officers who are already working on similar projects in-house and this resources could be redirected at no additional cost to the council. The risks associated with <u>not</u> joining with the LIS project are:

- Delaying the project and development of the profiles.
- Missing out on the funding available.
- Missing out on the joint expertise of the NYCC mapping officers.
- Poor CAA score.
- Alienating partners.
- Longer term efficiencies.
- Poorer decision making due to lack of quality information.

Recommendations

32 Members are asked to:

a) note the results of the analysis exercise carried out on the Audit Commission's One Place site and the further work underway with auditors and other organisations.

Reason

To keep members informed of progress in ensuring public data relating to the City is accurate and presented clearly.

b) approve the launch of the York profile on the North Yorkshire & York Local Information System to enable the move from the draft stage to a live stage on the NYCC website.

Reason

To take advantage of an external funding opportunity, further improve knowledge about our communities and share information with partners and other organisations.

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	Report Approved	*tick* √	**Date**	*Insert Date 19.1.10*
Specialist Implications Officer(s) - None				
Wards Affected: *None*			**All**	*tick*
For further information please contact the author of the report				

Background Information

CAA Reports to Executive –15 December 2009
One Place Website

Annexes
Annex 1 Anticipated Benefits from the LIS
Annex 2 Example Screen Shots of York Profile from the LIS

Anticipated Benefits from the LIS   Annex 1

Authorities outside North Yorkshire & York:

- A set of resources available to them to help them develop and enhance their own local area information systems.

- A greater awareness of what authorities across the region are doing on small area information production and use.

- Ultimately, the ability to strengthen benchmarking and identify where approaches in similar areas have been successful.

Elected members:

Through the use of system outputs such as charts, maps etc, as well as bespoke analyses, the ability to accurately describe the issues facing their areas and

- progress on an evidence basis rather than one of perception. This will enhance their ability to engage and lead communities.

- They could use neighbourhood-level evidence to agree interventions and monitor their impact.

- They will have a much better idea of how the performance of their authority compares with others at a micro-level.

Local Strategic Partnership:

- A system which covers the region would allow wider benchmarking of performance for all partners, leading to more accurate performance monitoring and better targeting of interventions.

- Ability to share information on what works for similar areas and for similar issues across the region.

- Enhanced reputation of the region nationally for the use of local area information and cross-council cooperation. Also an enhanced reputation for leading the way nationally on developing a system which supports and informs the broad aims of Total Place and the Audit Commission's One Place web-site (and area profiles).

- Better value for money in supporting cross-border projects which require local information – the data would already be available, rather than having to start again each time. A good example of this would be the Joint Strategic Needs Assessment .

Communities:

- They can find out what issues their neighbourhood is facing.

- They can compare their neighbourhood with others outside the council area, which will give a better idea of how successful service delivery has been.

- They can use the information to form opinions on the performance of their council, their representatives and public services.

The voluntary & community sector:

- VCS bodies would benefit from being able to accurately monitor the effectiveness of policy across the region to help them, for example, target their own efforts.
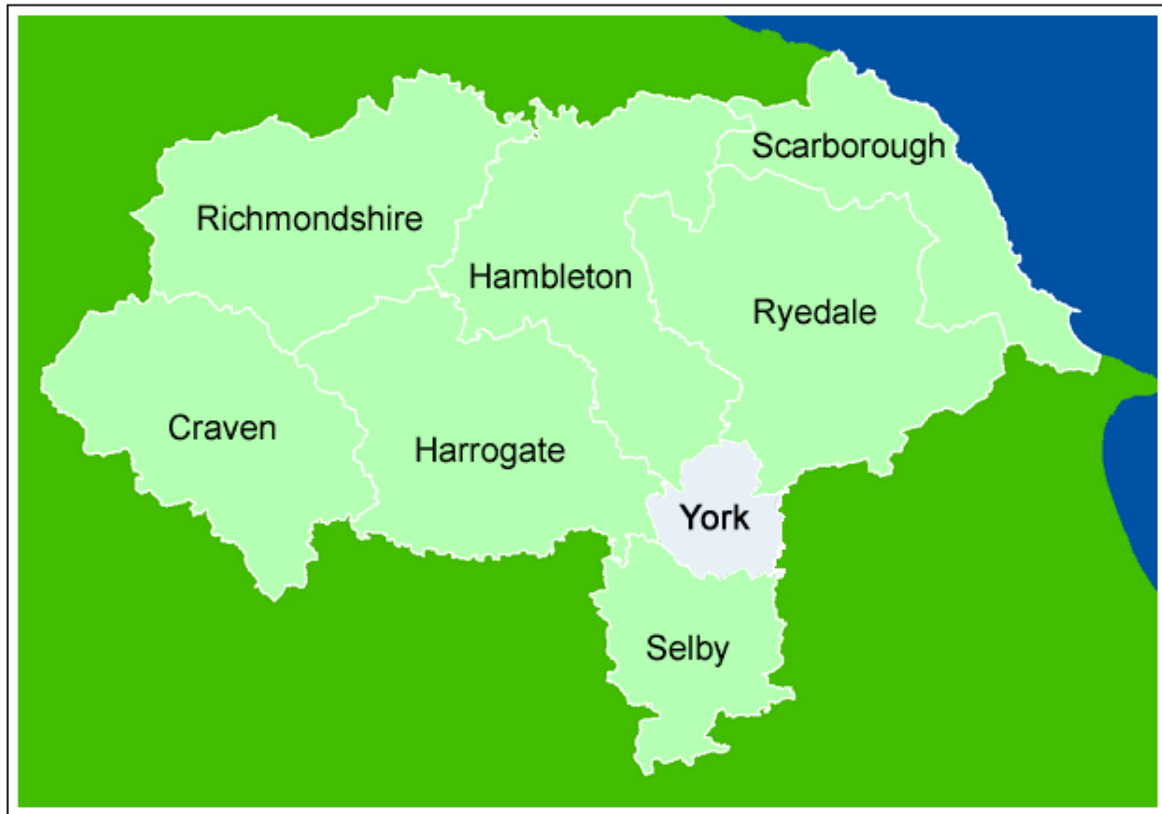
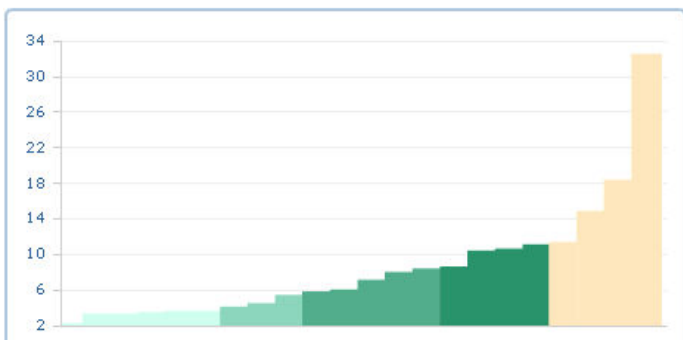**Safer >> Crime: Criminal Damage (Rate April-October 2009)**

	Name ▲	Indicator
● 🔍	Acomb	8.4
● 🔍	Bishopthorpe	11.2
● 🔍	Clifton	10.6
🔍	Derwent	3.6
● 🔍	Dringhouses an...	7.1
● 🔍	Fishergate	11.1
🔍	Fulford	3.6
● 🔍	Guildhall	32.4
● 🔍	Haxby and Wig...	4.1
🔍	Heslington	3.3
● 🔍	Heworth	8.6
🔍	Heworth Without	2.2
● 🔍	Holgate	8.0
● 🔍	Hull Road	10.4
● 🔍	Huntington and...	5.8

	Name	Indicator
●	City of York	9.2
●	England	No Data
●	Y&H Region	No Data

Data polarity: A low value is good in terms of this indicator.

This measure of crime is the rate of recorded incidents of criminal damage, per 1000 population (ONS 2008 mid-year LSOA population estimates) during the period 01/04/09 to 30/09/09.

Source: North Yorkshire Police

York Neighbourhoods
- 2.2 - 3.6
- 3.7 - 5.4
- 5.5 - 8.4
- 8.5 - 11.1
- 11.2 - 32.4

Background Mapping