Entry Form: LARIA Research Impact Awards 2014

**About the organisation or organisations who are entering**

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| **Name of organisation(s) entering the award** (as it will appear in any published document) | MANCHESTER CITY COUNCIL |
| **Are you a public sector body?** (delete as applicable) | Yes |
| **Corporate LARIA member number** | Enter number: 445  If you are not a LARIA corporate members we recommend you join or submit a joint entry with an organisation who is. It only costs £80 to become a corporate member and once you have joined you can enter as many award categorities as you like. To become a LARIA corporate member please visit our website [www.laria.gov.uk](http://www.laria.gov.uk) where you can also find a full list of current corporate members. |
| **Do you agree to us publishing your award entry in full if you are shortlisted?** | Yes |

**Your contact details**

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| Name | PAUL HOLME |
| **Job title** | RESEARCH ADVISOR |
| **Organisation** | MANCHESTER CITY COUNCIL |
| **LARIA Member** (only LARIA members can enter awards) | Corporate and Associate |
| **Email address** |  |
| **Tel number** |  |
| **In providing your contact details you are confirming that you take full responsibility for your award entry and have obtained all necessary permissions from the organisations you are submitting on behalf of before submitting this application** | |

**Your entry (awards A-D)**

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| **Category you are entering** | **D: Best use of public data** |
| **Name of your entry** (as it will appear in any published document) | Integrated Data and Network Analysis |
| **Summary of your entry**  ***Word limit***  ***(200 words)*** | In 2011, Manchester City Council like all other local authorities was tasked by the National Troubled Families Unit with identifying families that met the criteria for the Troubled Families Programme.  The national criteria consisted of three headline measures around youth crime / anti-social behaviour; poor school attendance; and worklessness. This is also supported by a fourth local discretion criterion which allows local authorities to include a basket of indicators that represent local priorities.  Manchester City Council realised that the troubled families programme would only be successful and sustainable if the local implementation responded to changing demand and a broader range of measures that the core national measures. Therefore, Manchester City Council worked with a range of partners who deliver local services to develop data sharing processes and agreements to access data.  This rich data pool presented a major ‘big data’ opportunity, as well as an analysis and technology challenge. Manchester City Council worked in partnership with the IBM to implement a bespoke version of their iBase software.  The iBase solution is a SQL database containing some 2.5 million records, connected by 3.5 million links, and allows for complex network analysis between people, locations, incidents and programmes/interventions. |
| **Wow factor**  Give us the most important lesson learned, fact discovered or observation made within your entry  ***Word limit***  ***(50 words)*** | This forward-thinking approach to what could have been a simple data matching exercise across a small number of core national criteria, gave Manchester maximum flexibility.  As the national programme moves from troubled to complex dependency, Manchester are able to lead a discussion around how evidence should inform programmes. |
| **Synopsis**  How does your entry meet the criteria for this award?  What were the objectives and what impact did you have?  How did you show partnership working, citizen/user involvement/engagement and innovation?  ***Word limit***  ***(500 words)*** | In 2011, Manchester City Council like all other local authorities was tasked by the National Troubled Families Unit with identifying families that met the criteria for the Troubled Families Programme.  The national criteria consisted of three headline measures around youth crime / anti-social behaviour; poor school attendance; and worklessness. This is also supported by a fourth local discretion criterion which allows local authorities to include a basket of indicators that represent local priorities.  This involved collecting data from Greater Manchester Police, Schools, DWP, Housing Providers and Local Authorities, and matching it to services being provided by targeted interventions from public, private and voluntary providers.  The data is generally available information that has in some cases previously been used in performance monitoring. However, some of this data was adapted to move it from simple administrative data to evidence that can underpin research and evaluation.  This raw data feed could have been basic excel spread sheets, however the objective of this project was to take the wealth of administrative data available and add value through identifying the links between the data and exposing the networks in the data. This involved taking some 2.5 million records, and connecting them through 3.5 million links.  The illustration below is a fictional example of the output from the system, that demonstrates how a family is a complex network of people, places, incidents and programmes/interventions.    In meeting the objectives of this project Manchester City Council are now able to use this enhanced data to make evidenced based decisions as well as providing frontline case workers with a more efficient approach to case conferencing.  The project has involved working with a range of partners who provide local services, to understand the overlaps in different cohorts and the potential for integrated and targeted interventions and services. This has directly led into the development of New Delivery Model ways of working, and more efficient use of commissioned services. |
|  | This can be illustrated by one of the outputs from this integrated data system, which shows how different service providers working on different issues could be working in a more integrated and targeted way. |
| **What should LARIA members learn from your award entry?**  ***Word limit***  ***(200 words)*** | The upfront investment in evidence and analysis tools is critical to delivering public service reform. A project like this is more than just a database of existing data, but rather one that looks for where additional evidence can be extracted from the links between data.  Locally we have described this as being “one plus one, equals three”, where two bits of data in isolation tell you interesting things, however the added value of the link between is often the more critical thing unlocking the causation.  This approach doesn’t necessarily have to be a complex ICT solution, but has to be one that considers the data that is available, how it might be linked together and the intended purpose for doing it. |
| **Is there a published report or background information on your study publically available? Please provide this link.**  (This will be not consulted as part of this submission but we may publish a link if you are successfully shortlisted) | No, the system has been live since December 2013, and although doesn’t report in isolation it has been used to underpin our Public Service Reform projects. |