

RECOVERY THEME AREA & PROJECT NAME

Community

Combined Data Demand Analysis Pilot Scheme

PROJECT BACKGROUND/ SCOPING STATEMENT

PROJECT SUMMARY:

Through this Pilot Scheme, Teignbridge District Council, Devon County Council and the Citizen's Advice Bureau will combine key Teignbridge ward level data sources relating to:

- Weighted Vulnerability Index information such as unemployment levels, benefit claimant counts, income deprivation levels, health outcome information, crime statistics etc. collated by Devon County Council
- Demand for advisory services broken down by ward area and the type of advice sought, provided by the Citizen's Advice Bureau
- Demand for support services provided by Teignbridge District Council, such as help with housing benefit claims, council tax support, and housing advice and assistance, broken down by ward area.

These data sources will be combined into a smart dashboard which will enable us (Teignbridge District Council), Devon County Council, and voluntary and third sector organisations operating within the Teignbridge district area to more accurately predict demand for services, and target communications and ward specific preventative interventions.

BUSINESS NEED AND BUSINESS PROBLEM:

Our recovery work, both within Teignbridge and through our wider representation on the Devon-wide Recovery Coordination Group, has shown that certain areas have been disproportionately impacted by the pandemic. The weighted vulnerability index collated by the Economy, Employment and Skills Team at Devon County Council early this year indicated that of the ten ward areas in Devon (including Torbay and Plymouth) thought to be most vulnerable to the emerging economic impacts of Covid-19, three were located within Teignbridge.

Consultation and partnership work with our statutory and voluntary sector colleagues throughout both the response and recovery phases of the pandemic has also highlighted the value of holding and evaluating geographically specific indicators of need for the services that we provide. Historically however, we have focused on analysing past trends,

rather than predicting future demand, and we have lacked the means to effectively combine our key data sources.

It is hoped that this pilot project will enable us to move from a position of analysing historic trends, to one whereby we can more effectively predict future demand for services, and target interventions within the areas and communities that most need our support.

PROJECT OBJECTIVES

This pilot scheme will contribute to our corporate objectives of building stronger communities and investing in prosperity. It would also provide an evidence base for community engagement programmes and consultation, and ensure that the services we provide reach, and are accessible to, the people who need them.

BENEFITS OF COMPLETING THE PROJECT AS WELL AS THE PROJECT JUSTIFICATION :

The pilot scheme will provide a means for us to combine key data sources and more effectively predict service demand. Targeting resources, communications and interventions will facilitate a more preventative approach to serviced delivery which will have significant financial benefits for the local authority, and provide social benefits to our communities.

PROJECT SCOPE, I.E. WHICH DELIVERABLES WILL BE INCLUDED AND EXCLUDED FROM THE PROJECT:

The specific scope of the project is yet to be determined. A full project plan will be devised by the Housing Needs and Recovery Lead, in collaboration with the Lead for Smarter Devon and the Chief Executive of The Teignbridge Citizens Advice Bureau. The project plan will be completed in September/ October of 2021.

DEFINE ROLES AND RESPONSIBILITIES

PROJECT MANAGER/ MANAGERS:

Teignbridge Council: Tony Mansour, Housing Needs and Recovery Lead

Devon County Council: Sofie Francis, Smarter Devon Project Lead

CAB Teignbridge: Vincent Wilson, Chief Executive

PROJECT SPONSOR/ SPONSORS:

Amanda Pujol, head of Community Services and Improvement, Teignbridge District Council.

DESIGNATED BUSINESS EXPERTS:

Devon County Council have agreed to assign a data analyst to this project to help us collate data, build a dashboard and develop a data analytics tool.

PROJECT TEAM:

Teignbridge Council: Tony Mansour, Housing Needs and Recovery Lead

Devon County Council: Sofie Francis, Smarter Devon Project Lead

CAB Teignbridge: Vincent Wilson, Chief Executive

Teignbridge Council: Jack Williams, Performance Analyst.

Devon County Council: Data Analyst.

END USERS:

Users of services provided by Teignbridge Council, Devon County Council and Community and Voluntary Sector Agencies.

OTHERS:

NA.

RESOURCE IMPLICATIONS

CAPITAL COSTS:

None.

CAPITAL FUNDING SOURCE/ SOURCES:

NA.

<p>REVENUE COSTS: (excluding internal staffing costs):</p> <p>None to Teignbridge Council, however Devon County Council have agreed to assign the time of a Performance Analyst to this project for a period of six months.</p> <p>REVENUE FUNDING SOURCE :</p> <p>NA</p>
<p>INTERNAL STAFFING:</p> <p>To be confirmed through a full project plan which will be developed in collaboration with Devon County Council and the CAB in September/ October of 2021.</p> <p>CALCULATION OF STAFFING COSTS:</p> <p>TBC</p>
<p>SUSTAINABILITY:</p> <p>This project should be fully sustainable when a suitable dashboard developed that will draw on key data sources. The development of a smart dashboard will ensure that the requirement for staffing resources is minimal on an ongoing basis.</p>

OUTCOMES, MILESTONES AND PERFORMANCE MEASURES
<p>OUTCOMES:</p> <p>To be confirmed when the project plan is fully developed in September/ October of 2021.</p>
<p>MILESTONES:</p> <p>To be confirmed when the project plan is fully developed in September/ October of 2021.</p>
<p>PERFROMANCE MEASURES:</p> <p>To be confirmed when the project plan is fully developed in September/ October of 2021.</p>