

## **Annex 3 - Data Discovery & Visualisation**

This document sets out a set of examples of where the IT & Digital service has been creating and applying data analytical tools and capabilities to support the priorities of Surrey County Council.

### **A: Supporting the COVID response**

The following developments were put in place to support the Council's response to COVID-19:

#### **Automated Data Collection & Interactive Dashboards**

These were developed to help with Covid-19 surveillance, including C-19 related crimes, deaths by NHS Trusts, and Public Health England (PHE) Covid data for Surrey.

##### **Benefits**

- Time savings: data automation saved Public Health staff hours each day by removing the need for staff to manually collect the data
- Improved data quality: human error minimised by eliminating the need to manually clean and rekey data
- Timely provision of data: data is updated every two hours meaning decisions are made on the latest data
- Big picture view: joined up data provides stakeholders with a holistic view of C-19 related issues across the Surrey geography
- Eliminated the need to share data using spreadsheets which would then need to be explained in order to gain insight
- One version of the truth: presenting the various data stories in a single suite of dashboards means leaders have just one place to go to get all the information they need on the pandemic
- Ability to interrogate data in a simple and informative way
- Improved collaboration and information sharing: Surrey shared its automated data collection methods with neighbouring local authorities such as East Sussex and Brighton and Hove which enabled them to remove the time-consuming manual data collection they were undertaking

#### **CFL Management Oversight Tool**

IT & Digital has developed a tool that enables the Children, Families and Learning (CFL) directorate to monitor and track families who may self-isolate and displays staff absence data. The tool displays CFL staff with active Covid-19 sickness codes.

##### **Benefits**

- The insight gleaned enables CFL to re-deploy resources to ensure healthy members of staff can progress the agreed safety plans for visiting children

## **Test & Trace**

Produced a suite of eight dashboards based on automated data collection that is used daily by Public Health and provided Covid-19 Common Exposure Site Data for the whole of Surrey.

### Benefits

- Enables stakeholders to take insight-led action to tackle the spread of C-19

## **Supporting Surrey's C-19 Vaccination Rollout**

Expediently delivered an interactive, localised testing map for residents who will be at the centre of a surge testing operation in the Goldworth Park area of Woking where the new South African strain of COVID has been identified. The tool contains a postcode lookup which indicates whether the resident is in the affected area or not. The tool was viewed 75,000 times with 48 hours of publication.

### Benefits

- Ability to monitor the spread of the new variant and the impact of surge testing
- Ability to monitor progress being made on vaccination rollout

## **BBC Data Automation**

Delivered a Tableau data connector requested by the BBC and Tableau to help automate their data collection. The BBC was interested in how SCC managed to automate data collection from Public Health England's Coronavirus Application Programming Interface (API). The Data Analytics Centre of Excellence built a data connector in Tableau that can be used by anyone in the world to grab this data.

### Benefits

- Enables the BBC and any Tableau users from around the globe to connect to up-to-date Covid data within a single click in the application.

## **B: Supporting business as usual services**

The following developments are examples of developments and services undertaken to support the Council's day-to-day operations and service delivery priorities:

## **CLT Performance Dashboards**

Delivered a suite of 46 KPI Dashboards that enable the organisation to assess its performance, drive delivery against strategic objectives and the 2030 vision. This supports the work that is underway across Business Intelligence and Strategy to better align reporting with the organisation strategy priorities. Dashboards for the following services areas have been delivered and are being used by Cabinet and the Corporate Leadership Team (CLT) to facilitate performance conversations:

- Adult Social Care
- Public Health
- HR&OD
- Customers
- Community Protection Group
- Environment, Transport & Infrastructure
- Children, Families, Lifelong Learning and Culture
- Transformation
- Resources

### **Benefits**

- Time savings: reduction in officer time by reducing paper-based activity, production of PowerPoint slides for CLT and Cabinet. Estimated time savings of five days per month for data collection, building graphs, developing presentations etc.
- Evidence of progress against organisational objectives: ability to map key performance indicators and Directorate themes to the organisation's strategic objectives to evidence progress in achieving outcomes/vision
- Quick, easy to understand and concise overview of the organisation's performance whilst also allowing stakeholders to deep dive into the reason behind performance against a metric
- Consistency of message: standard report for both CLT and Cabinet, shared message between Cabinet and CLT
- Insight to facilitate performance conversations: triangulation of Performance, Finance and Transformation activity to generate performance discussion centred around monitoring not management
- Timely provision of performance information: dashboards will enable organisation to move from a quarterly to monthly reporting cycle. Data will be timely and accurate

## **Legal Services Dashboards**

The developed solution provides a dashboard that provides a visualisation of a variety of different metrics, using three separate data sources.

### Benefits

- Process efficiencies

## **ASC Front Door: Bounce back Analysis**

This was a discovery workstream to explore how (and if) Adult Social Care can monitor resident bounce-back to the contact centre following referral to a preventative service. The activities included mapping the 'as-is' contact process and data collection which enabled the recommendation of changes to recording practices along with some systems.

### Benefits

- Established the information governance rules about consent and explored opportunities to increase/change the information captured at point of contact
- Recommended changes to the recording practices along with some system changes to enable ongoing monitoring
- Working to establish a baseline using the current data

## **Domestic Violence: Research Case Study**

The Data Analytics Centre of Excellence team worked collaboratively with the Children's Commissioning Service on a Research case study. The team supported the work around gleaning insight from interviews conducted by Providers that work with SCC to tackle Domestic Violence. The solution transcribes audio recorded interviews files into text documents so that they can then be analysed using Provalis (text mining software).

### Benefits

- Time and efficiency savings for Commissioning Services
- Timely information sharing with partners and stakeholders involved in tackling domestic violence