

Smarter Working with Information at Stockton-on-Tees Borough Council

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Manager (Information & Intelligence)

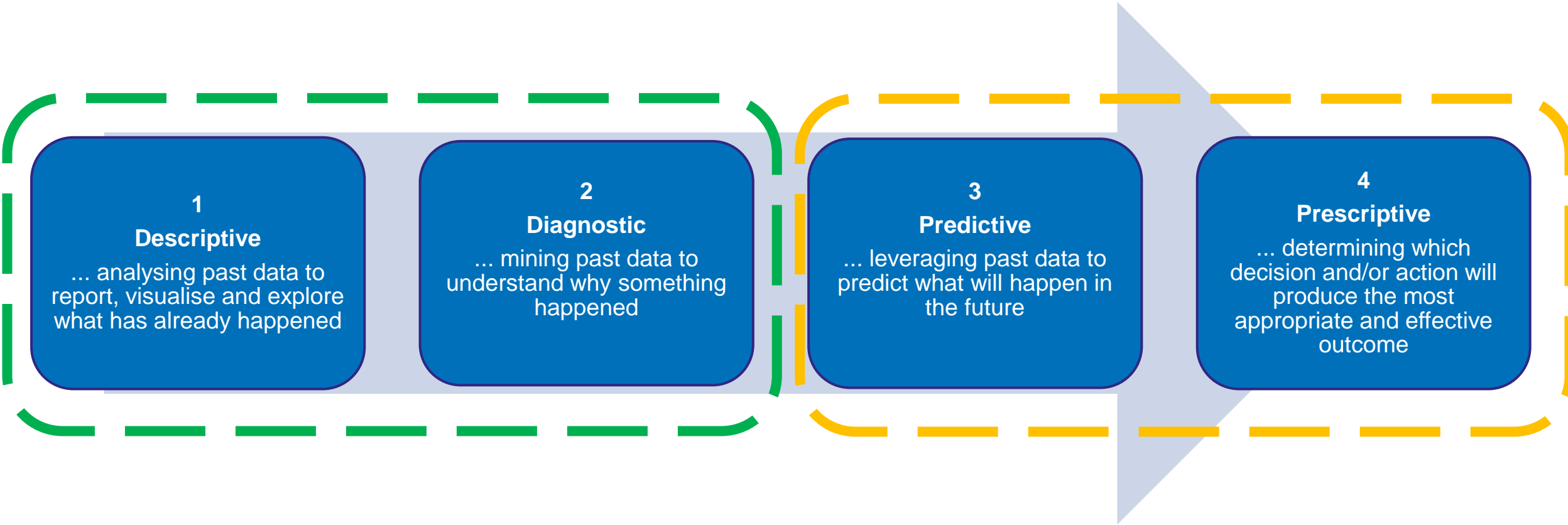
UKAuthority Smart Places & Communities
Thursday 23 June 2022

We use low code software to transform how we work with information and make it available to our end users.

Our highly accessible, automated, intelligence reports for a range of frontline service providers are enabling robust, up to date, evidence to be used on a daily basis to guide, shape and transform professional practice.

Together, this is delivering improved outcomes for some of our most vulnerable service users and improving quality of life across the Borough.

The information and intelligence continuum



Low code software

Our journey

PowerBI

2017/18, the start line ...

2018/19, exploration, discovery and testing ...

2019/20 onwards, deployment ...

Alteryx

2018/19, the start line ...

2019/20, exploration, discovery and testing ...

2019/20, procurement ...

2020/21 onwards, deployment ...

Vulnerable Children Database (VCD)

The brief

- Covid19
- Child level information
- Information about targeted interventions (care, health and education)
- Vulnerability ratings
- Data sharing
- Alteryx and PowerBI
- Extract, match, combine, transform and load
- Key stakeholders have “fingertip access” to secure, powerful and interactive intelligence

Vulnerable Children Database

Setting Allocation All	Setting Stage All	Registered Setting All	SW Involvement All	EH Involvement All	EHCP All
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Setting Allocation	Registered Setting	Surname	Forename	DOB	Gender	UPN	NCY	Student ID	Involvements	LCS ID	EH Involvement ID
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No. of Children
5602

No. of CIN
1493

No. of CIOC
577

No. of CP
310

No. of EH
1204

No. of EHCP
1903

Report refreshed:
14/06/2022
21:29:11

Vulnerable Children Database (VCD)

The outcomes

- Evidence based, targeted, service planning and delivery
- Enhanced collaborative intelligence-based working
- Supporting key stakeholders in the system to have a 3 dimensional and current understanding of the Borough's most vulnerable children
- Supporting key stakeholders in the system to safeguard the Borough's most vulnerable children
- Time saving

Community Safety Dashboard

The brief

- Covid19
- Council Anti Social Behaviour (ASB) and Cleveland Fire Brigade incident records:
 - Category
 - Sub-category
 - Date and time of report
 - Address level location of report
 - Full details of incident record
- Alteryx and PowerBI
- Extract, match, combine, transform and load
- Daily automatic refresh
- Key stakeholders have “fingertip access” to secure, powerful and interactive current intelligence



ASB Incidents by Category, Ward and Date

Date Range

01/01/2022

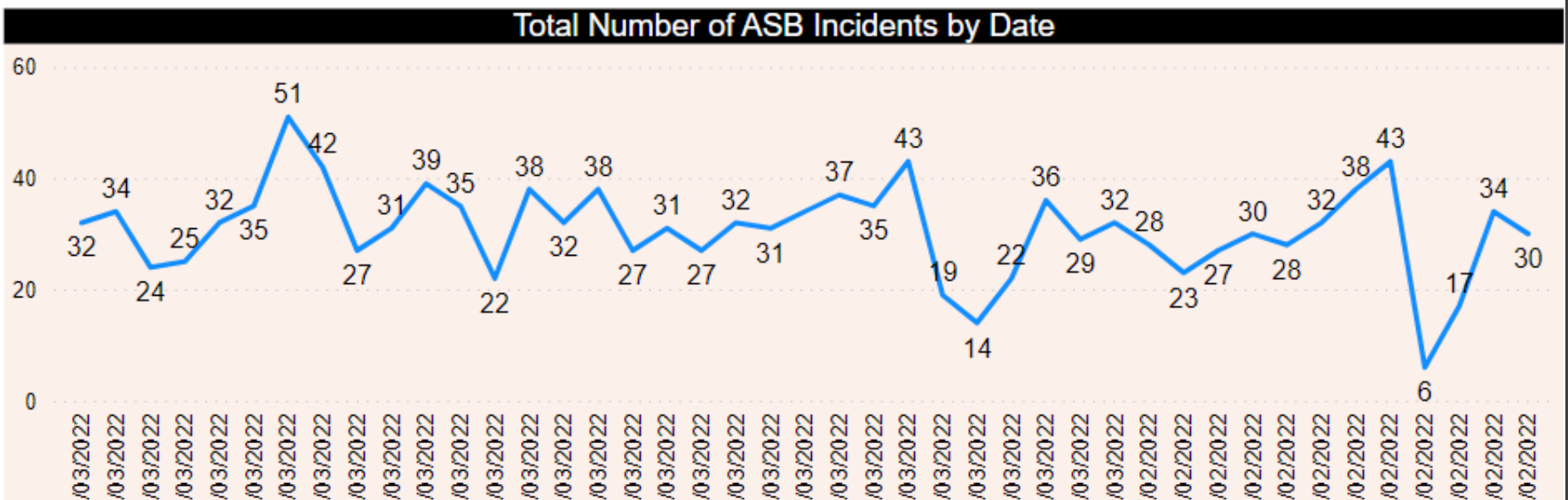
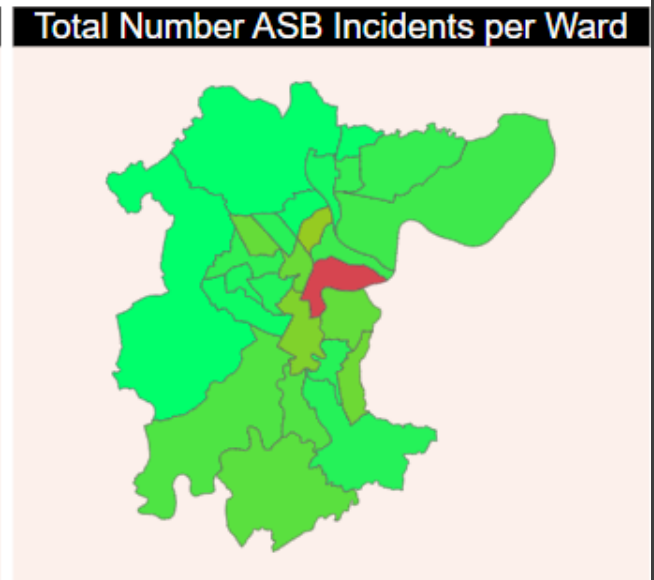
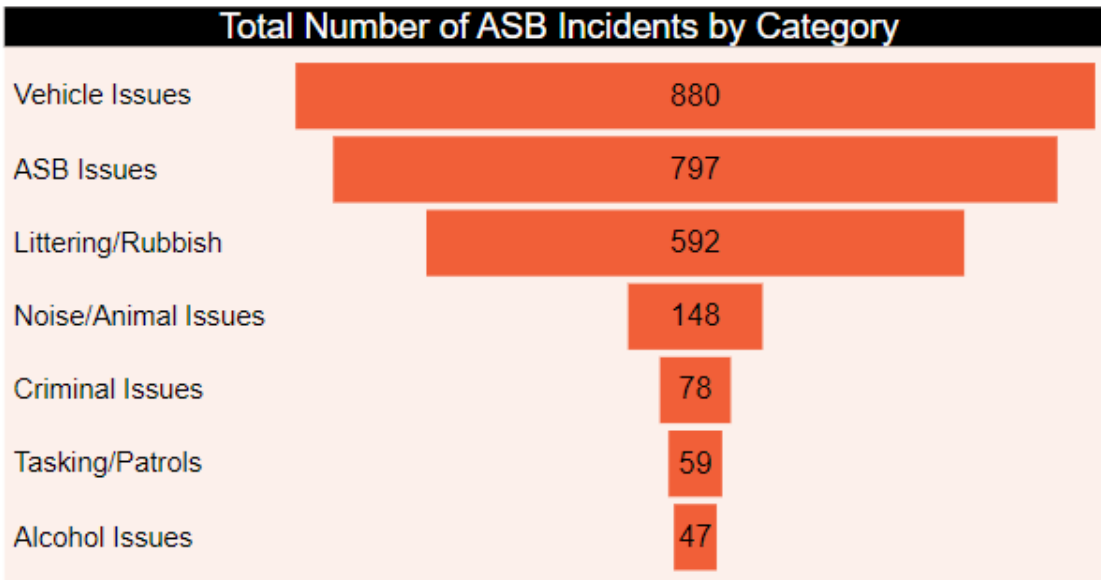
31/03/2022

Reset Filter



Ward	No. of Incidents
	73
	77
	19
	89
	35
	66
	109
	41
	51
	137
	27
	58
	111
	133
	140
	13
	197
	86
	19
	170
	60
	147
	549
	59
	12
	123
Total	2601

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ASB Incidents by Category, Ward and Time of Day

Select Ward:
CONFIDENTIAL ▾

Select Category of ASB:
All ▾

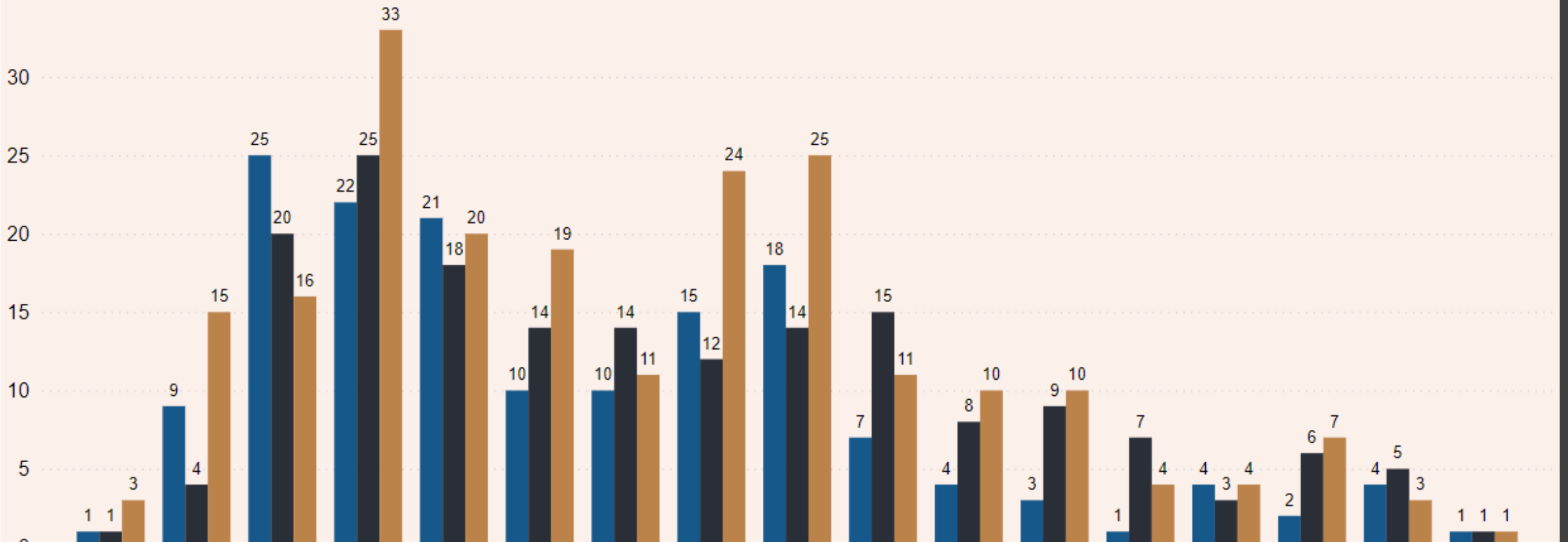
Select Month:
Multiple selections ▾

Select Day:
All ▾

Total Number of Incidents From Selection
549

Number of Incidents by Hour of Day

● January 2022 ● February 2022 ● March 2022





ASB Incident Details

Date

01/01/2022 31/03/2022

Hour Reported

12:00

Referral Number

Search

Category

All

Sub-Category

All

Number of Incidents

179

Ward

All

Self-Generated

All

Incident Details Search

Search

Address Search

Search

Officer Search

Search

Referral Number	Date	Hour of the Day Reported	Category	Sub-Category	Location	Officer	Self-Generated	Incident Details
H70782	26/03/2022	12:00	ASB Issues					
H70783	26/03/2022	12:00	ASB Issues					
H70637	25/03/2022	12:00	Littering/Rubbish					
H70641	25/03/2022	12:00	Vehicle Issues					

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Community Safety Dashboard

The outcomes

- Evidence based transformation of service planning and resourcing
- Enhanced collaborative intelligence-based working
- Reduced ASB incidents
- Improved quality of life for residents
- More efficient resource allocation
- Predictive planning
- Time saving

The ability to run reports containing many different views helps managers to performance manage and is also helpful to present to stakeholders to demonstrate the picture of a particular area... Plus, we are now able to see where resources are most suited at different times of the day so we can allocate them accordingly. For instance, the dashboard has supported our resource planning to combat complaints about vehicle issues, thus improving quality of life...

**(Community Protection Operations Manager,
Stockton on Tees Borough Council)**

The dashboard makes it simple and quick for me to access the information I need, in order to make informed decisions about where to deploy resources efficiently and also helps me to identify trends and patterns so that I can proactively predict issues before they arise and task out accordingly. The ability to run reports in as much or as little detail as I want is helpful also...

**(Senior Community Protection Officer,
Stockton on Tees Borough Council)**

Low code software

Next steps ...

- Automation of routine MI reports
- Data Quality monitoring and improvement
- Automation of advanced intelligence reports
- Visually engaging, self service, easy to use intelligence reports
- Improved access to empirical evidence to underpin targeted service planning and delivery
- Improved outcomes for service users
- Sustainable reduction in vulnerability and need for support

The future ...

1

Descriptive

... analysing past data to report, visualise and explore what has already happened

2

Diagnostic

... mining past data to understand why something happened

3

Predictive

... leveraging past data to predict what will happen in the future

4

Prescriptive

... determining which decision and/or action will produce the most appropriate and effective outcome