Data Analytics

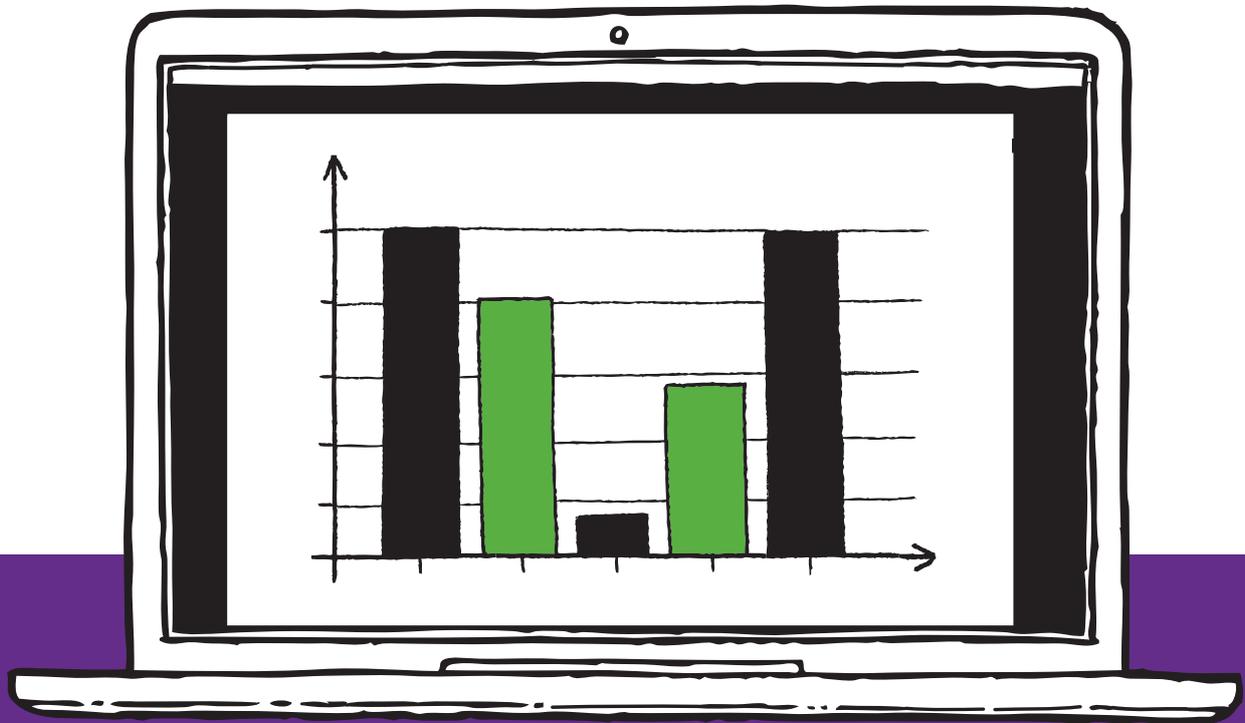# \social
\care

Case study:
Peopletoo

Adding a new dimension to social care data analytics outcomes

The collaboration between CIPFA and Peopletoo will enhance the data analytics service insight and analysis reports and complement existing social care analytics reports. Together we will provide user-friendly solutions to the challenges councils face in children's social care.

Peopletoo have substantial expertise in social care, which is the perfect basis for a collaborative joint venture. CIPFA's Social Care data analytics subscribers will be able to access unique insight around Looked After Children and Special Educational Needs and Disabilities, to better interpret their analytic reports.

'This collaborative joint venture combines an abundance of social care expertise, providing members with clear recommendations adding significant value to their benchmarking exercises.'

David Caplan, Head Research and Analytics, CIPFA

People too

It works better with you

CIPFA data analytics and Peopletoo collaboration

The combined expertise of the two organisations across financial management, demand modelling, cultural change and best practice will strengthen existing CIPFA dataset analysis. The enhanced service provides valuable insight that will help councils manage demand, reduce costs, improve practice and service performance.

'Our data from across the sector reveals more than just numbers and cost. It provides a bird's eye view of performance, practice and potential savings, as well as opportunities and challenges. It facilitates deep-diving into performance as factors affecting outcomes are more easily understood and learning shared.

There is sometimes a disconnect between finance and social care practitioners in developing a mutual understanding of the operational and financial challenges facing social care. Partnering with CIPFA is key to delivering the type of analysis that is effective for the sector.'

Michael Curnow, Business Development Director, Peopletoo

\social care data analytics: \deep dive analysis

Social care is a key issue for local authorities, so how can we help?

The increasing pressure from front line demand-led services will vary depending on local demographics and social care is an area where rising demand has placed profound strains on local authorities.

Establishing a baseline for your service delivery and identifying where efficiency gains can be achieved is critical to reducing costs, transforming services and future service provision planning.

Data analytics services provided by CIPFA will help you focus on the future and scope out the challenges likely to be faced by local authorities.

Why choose CIPFA's data analytics exercises?

'Without a framework for comparison, it is impossible for an organisation to gain any meaningful insight and perspective from its own data to help inform decisions and actions. Is it good or bad that it costs £x to process an invoice? How does £y compare when considering the cost of placing a child with a foster carer? To start answering these questions, an organisation needs to be able to make comparisons – not just in relation to its own past performance, but also with other organisations.

CIPFA help organisations gain meaning from their data, providing the factual basis for planned strategy, policy and transformation projects.'

David Caplan, Head of Data Analytics, CIPFA

Members of the social care data analytics exercise receive:

- Comparative reports outlining how you fare against other similar organisations
- Collation of good practice shared by members
- Access to a Review meeting so you can network with your peers
- Interactive tools to extract more granular detail

Subscribers also have access to CIPFA's experts in advisory and consultancy for a deeper interpretation of metrics and to add context to outcomes.

CIPFA data analytics and consulting helps Leeds City Council refine its funding strategy

'We used CIPFA's comparative data sets to evaluate cost against performance to ultimately determine robust budgets, a process that had previously been successfully implemented within the authority's Adult Social Care function. The use of metrics and indicators also played a key role in the delivery of a fully balanced budget position for Leeds City Council's social care division.'

Richard Ellis, Head of Finance, Leeds City Council

\CIPFA data analytics subscription benefits

The social care analytics exercises have been developed with a real collaborative ethos. To benefit from the huge advantages on offer, all you need to do is pay an annual membership fee and complete the relevant questionnaire. Each club is run to a timetable that ensures that you can benefit from the outputs when they are the most useful to you.

CIPFA benchmarking exercises follow the well-established improvement cycle:
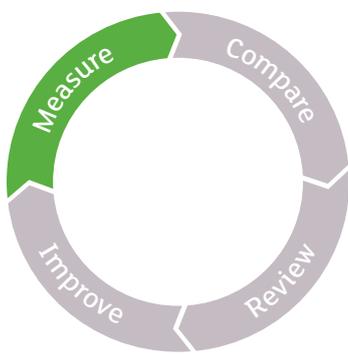
Measure

Questionnaire: A user-friendly questionnaire is circulated to nominated contacts with detailed definitions and guidance on its completion. A telephone and email helpline is also available to answer any queries.

Data Analysis and Validation: The returned data is subject to extensive analysis and validation to ensure that data is as accurate as possible. A draft report is then issued providing you an opportunity to revise data if we reveal any inconsistencies before final reports.
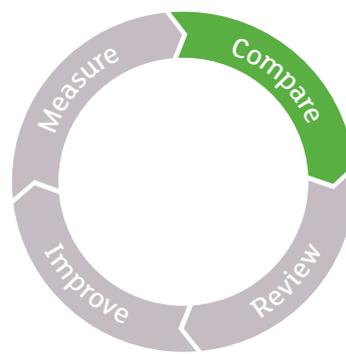
Compare

Comparative Reports: Members get two reports that will identify your specific authority in a series of easy to understand tables and graphical visualisations that collectively build up a detailed view of your service; one will compare you to all club members and the second with your personally selected group of organisations.

Scrapbook: Each club includes textual questions covering key areas of policy and practice that provide detailed insight into approaches taken by peer organisations in a clear and simple to read set of documents.

Having access to good quality information from your organisation and from your peers is only part of the cycle.

This exercise allows you to review your processes and improve efficiency – transform your services, shape delivery and streamline costs.
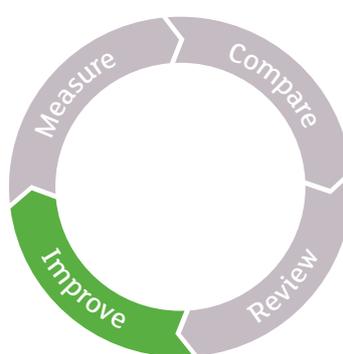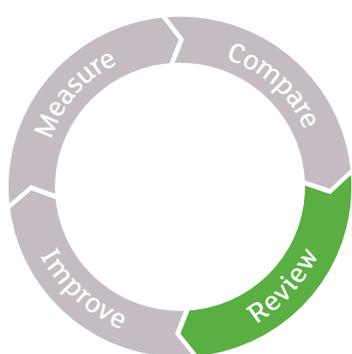
Review

Database and Interactive Report: A full database is available for club members, including all data and member contact details, and with this a user-friendly interactive reporting tool allowing you to recreate any of the charts from the main reports using alternative groupings so that you can carry out deeper analysis.

Review Meetings: At the end of the exercise, members can attend review meetings in London or by phone to discuss and debate the findings; you can also use this as a chance to discuss best practice and matters of mutual concern with your peers.

Improve

Future planning: Use your outcomes to deliver improvements in your organisation. Additional CIPFA wrap around services are available to develop insights, provide perspective and commentary to help you delve into the metrics and understand the bigger picture; in particular the 'why and how'.

Our expert advisory and consultancy service will work with you to interpret cost against performance evaluation indicators, to determine robust budgets and help you plan-for-the-future.

'The purpose of involving CIPFA was two-fold: to act as a critical friend and provide any relevant context to further explain the *'if, why, how'* elements of the benchmarking information to hand that related directly to any services under review. It has given us food for thought and an independent perspective on the data in front of us.'

Cath Roff, Director of Adult Social Care, Leeds City Council

Case study:
Lincolnshire County Council

Looked After Childen

For the past eight years, CIPFA's Social Care Benchmarking Looked After Children (LAC) club have enabled Lincolnshire County Council to understand, plan and execute improved service provision as well as helping the Children's Services team demonstrate value for money. The depth of information available within the benchmarking reports has had a significant impact on the way Lincolnshire County Council has developed the delivery of fostering services and the expansion of their in-house fostering services.

'The LAC Data Analytics exercise is a very useful process allowing users to keep a track on statistical neighbour comparisons. As a scoping exercise, it identifies where improvement might be able to be achieved, providing answers to questions relating to the service we provide and year-on-year changes in terms of cost, performance, trends and impact on service provision.'

Mark Rainey, Children's Services Commissioning Manager, Lincolnshire County Council

Mark discusses how Lincolnshire have benefitted directly from using the CIPFA LAC Data Analytics service.

'I believe it helps Children's Services focus minds on expanding and maintaining the in-house foster service. It directed us to invest in a small marketing team to ensure we can keep the cycle moving and service provision flowing, as it's crucial that we replace carers leaving the service, in order to help maintain the capacity to function efficiently.

We have done some work with other authorities who have experienced issues around areas of their own Children's Services. We recommended CIPFA's Social Care benchmarking clubs to help them get a handle on their costs and performance, understanding how they compare with others.'

'The LAC benchmarking club is a very useful tool allowing users to keep a track on statistical neighbour comparisons. Without hesitation, I have and would recommend CIPFA's Social Care data analytics service.'

Lincolnshire
COUNTY COUNCIL
Working for a better future

\CIPFA Data Analytics – the next generation announcement

Our team of data and finance experts provide direct support for senior decision makers responsible for demand led services through data insights, report outcomes and the application of a range of key diagnostic and improvement planning assessment services.
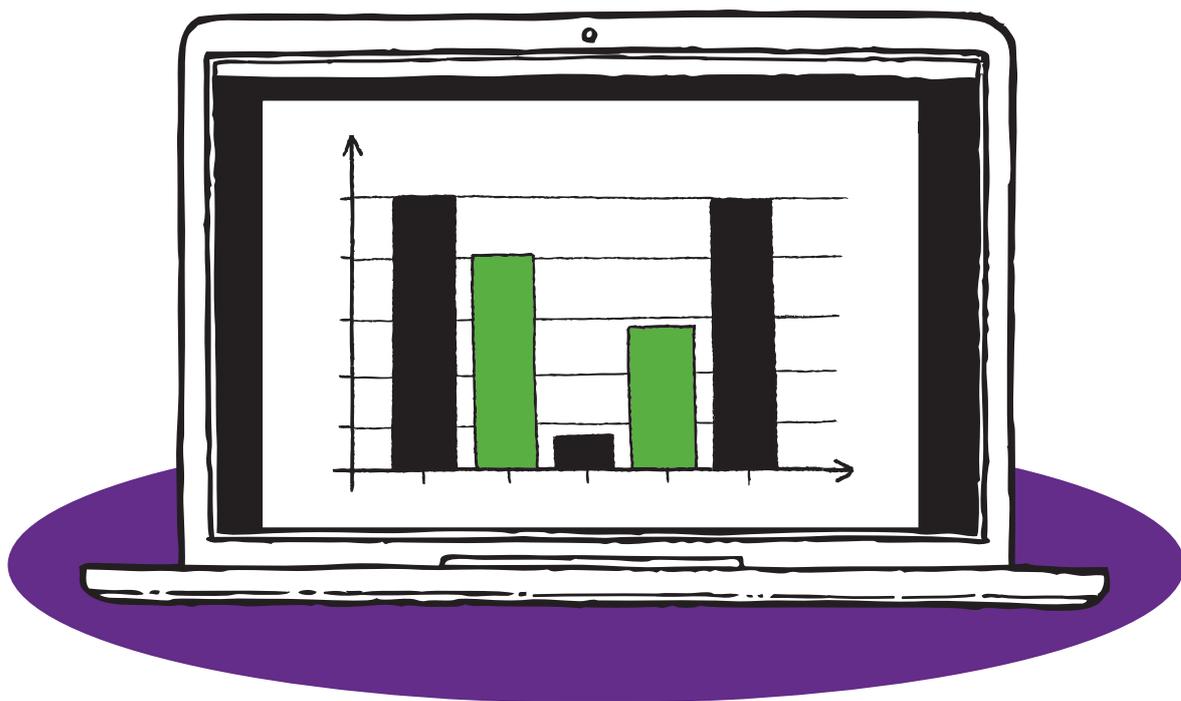
We help local authorities to:

- Optimise resources
- Create financial stability
- Deliver consistent and robust governance
- Foster an environment for further efficiency savings
- improve stakeholder confidence financial performance.

The digital revolution has created a demand for accessible, portable, flexible and customised products and services. The next generation of CIPFA Data Analytics solutions are currently in-build and will deliver on user experience, quality and effectiveness.

We are currently preparing a range of 'new to market' business intelligence and predictive solutions that will be showcased in 2020/21. Our new range will,

- navigate and interact with applications,
- use multi-dimensional analysis including drill-down and slice and dice data' and
- provide immediate access with simplified processes

To ensure you receive all Data Analytics solution updates and e-communications, please remember to select YES against the appropriate services in the CIPFA preference centre **cipfa.org/mypreferencecentre**

\we also provide

TISonline Adult Social Care and Health: TISonline information stream provides guidance on the financial, legislative and policy-led aspects of adult social care.

For more information visit
www.cipfa.org/tisonlineadultsocialcareandhealth

Children's Services Finance Advisory Network: advising network subscribers on best practice, legislation and professional issues in children's services.

CSFAN is run by advisor Sandra Beard. Sandra works directly with central government and other public sector bodies, to keep you at the forefront of the crucial issues affecting local government decisions on children's services.

For more information visit
www.cipfa.org/childrensservicesfan

Health and Social Care Finance Advisory Network: supporting health, public health and social care strategy, commissioning and finance practitioners.

HSCFAN is run by Sandra Beard who has extensive experience in local government initially as a Principal Accountant within Adult Social Care and then as the Capital Accountant within Corporate.

For more information visit
www.cipfa.org/healthandsocialcarefan

Advisory and consultancy: CIPFA works in partnership with you to realise your goals – with bespoke solutions or in tandem with specific consultancy services. Some of the solutions we provide for the public services include – Financial management and transformation | Financial resilience and balancing budgets.

You can trust our team to develop the right solutions with you – and make a real difference.

For more information visit
www.cipfa.org/advisoryservices

CIPFA The Chartered Institute of Public Finance & Accountancy

recycle

11/2019