London CVS Directors

Civil Society Data Workshop

Summary Roundup

Background

We held a Civil Society Data workshop with the London CVS Directors Network on 28th September 2021 to explore issues relating to data about the sector and opportunities for future work together.

The workshop was run by Superhighways as part of the Datawise London programme (co-design for Cornerstone Round 2) partnering with London Plus and DataKind UK / Data Collective.

This slide deck was produced as a summary round up.

See the presentation slides here with agenda and further information.

Links to the Google Jamboards used in the exercises and a list of CVSs attending are included in the appendix.

User needs

WHAT DO WE WANT TO KNOW & WHY

User needs

The group were asked to explore user need statements regarding data, using the structure below and to think first about their own needs and then to put themselves in the shoes of others. A Google Jamboard was used to capture statements and relay back to the whole group.

As a ‹type of user› **Who** is the person in question?

I need ‹state the data requirement› **What** data do you need? What is the question you need answering?

So that ‹state the reason› **Why** do you need to know? What are you going to then do?

Examples

As a CVS Director

I need to know **what VCSE organisations are improving health and wellbeing in our communities**

So that I can **share this with statutory sector members of the Health & Wellbeing Board**

As a borough Food project co-ordinator during Covid

I need to see **where all of the food projects currently operate**

So that I can **identify and plug any gaps**

As a Project manager evaluating our pan London service

I need to access **data about the size of charities in London**

So that I can understand **if organisations accessing our service are representative**

User data needs - internal

The Google Jamboard highlighted some clear shared user needs. When thinking about their own needs, the group responses could be segmented into 5 broad areas of need.

- To ensure funding goes to areas of need
- To communicate effectively with organisations in the area
- To design and deliver effective support to organisations
- To measure/understand impact on and by the sector
- To connect people to organisations to support their needs

User needs

As a Communications Manager, I need to know what other staff are working on, so I can promote their projects.

As a Communications Manager, I need know the types of groups working in the borough, so I can tailor the news we send out.

As a co-ordinator of the Ealing Mental Health Forum, I need to know what mental Health services are offered (both statutory and non-statutory) so that I can invite them to the monthly meetings

As director of an infrastructure organisation I need to know about local, regional and national strategies so I can keep networks and organisations engaged and informed

As a CVS leader (and if everyone across London could do this it might be useful) I need to know how many groups, what the sector does and how many active organisations there are, those with less £5k and more than £quarter of a million.

As a CEO I want to be able to collate all my contract data and convert it into demonstrable change and improving the lives of the citizens

As a volunteer service manager I need data about volunteers and volunteering activity to benchmark and measure the impact of my service

As a CEO I want to be able to use data to establish legacy for civic society

As a Head of Communities I need to know how much funding voluntary sector organisations are bringing into Croydon each year and how our support helped them to get there

As a CVS director I need to know what it would cost Public Health if the CVS wasn't there to provide them services and social prescribing that for lack of would send patients back to them at high cost

As a Director I need data to assess the size, shape and distribution of the sector to make business cases for impact and investment

As a CVS Director I need to know the number of staff and volunteers in the sector so I can demonstrate the employment benefits of the sector to statutory funders

Chief Officer I need data on the scale and shape of the sector, to inform approaches to Commissioning

As CEO, I need to know how much funding has been invested in the sector from statutory partners so I can advocate for areas with lower levels of investment which is also based on need

As a CVS Director I need to know the income of all of our borough organisations so I can demonstrate the size of the sector to funders

As a CVS director I need to know the unit cost of service users so that we can demonstrate to our local government the value of the sector

As a CEO, I need to understand how many groups we're working with on specific issues so that I can identify any gaps or capacity needs.

As a manager of a community library, I need to know how many people need to access the local library so I can deliver the service they need

As a Commissioner I need data to understand unmet needs within the community

As a SP Link worker I need accurate, up to date data to enable effective referrals

As a co-ordinator of health support services, I need to know what statutory services are in Ealing and Hounslow, so we can plug gaps

As a CVS Director I need to know which orgs offer different types of services eg to support hospital discharge so I can link them with NHS working groups

As a CEO of KVA I need to know about the shape of the sector across SWL ICS so that we are aware of competition to the local organisations in our borough

As director of an infrastructure programme I need to know what organisations exist so I can help map provision

As CEO, I need to know the geographical placement of different types of organisations, so I know where the gaps are

As a CVS Director I need to know where food banks are operating and who they support so I can work to link them up

As a CEO of KVA I need to know what bereavement services are offered in the borough so that I can do an engagement exercise for the SWL NHS

As director of an infrastructure organisation I need to know what support organisations want so I can shape our offer

As director of an infrastructure organisation I need to know about population trends and needs so I can help to inform organisations as they plan their provision

As a Digital Development Officer I need information about digital opportunities so I can support voluntary groups to increase their digital capabilities

As a Development Worker I need data to understand and development local services, identify gaps and address need.

As a member of a CVS, I need to know local groups needs so that we can offer groups the best service possible

As CEO, I need to know how many attendees are attending what training course, so that I know where there is demand.

As a co-ordinator of the Housing Campaigning project, I need to know what BAME groups offer housing advice in Ealing and Hounslow so I can support them further

As a capacity building manager I need data about the groups that use my service so I understand their needs and who my customers are so I can develop/adapt appropraite services

As a CEO of KVA I need to know how many organisations work with women only so that we can get them to engage with the newly set up Women's Hub

User data needs - external

When exploring the external user needs the main focus of these were on Health & Care

Data sources

WHERE DO WE GO TO FIND OUT?

Data sources

The group were asked to explore and feedback what data sources they used to meet their needs and again use a Google Jamboard was used to collect the response.

There were 4 main segments of where the group went for data:

- Their own data - either through surveys or membership data
- National government data - Charity commission, Companies House, ONS
- Local Government / Local health data
- Other sector data - includes 360 Giving, Local Trust

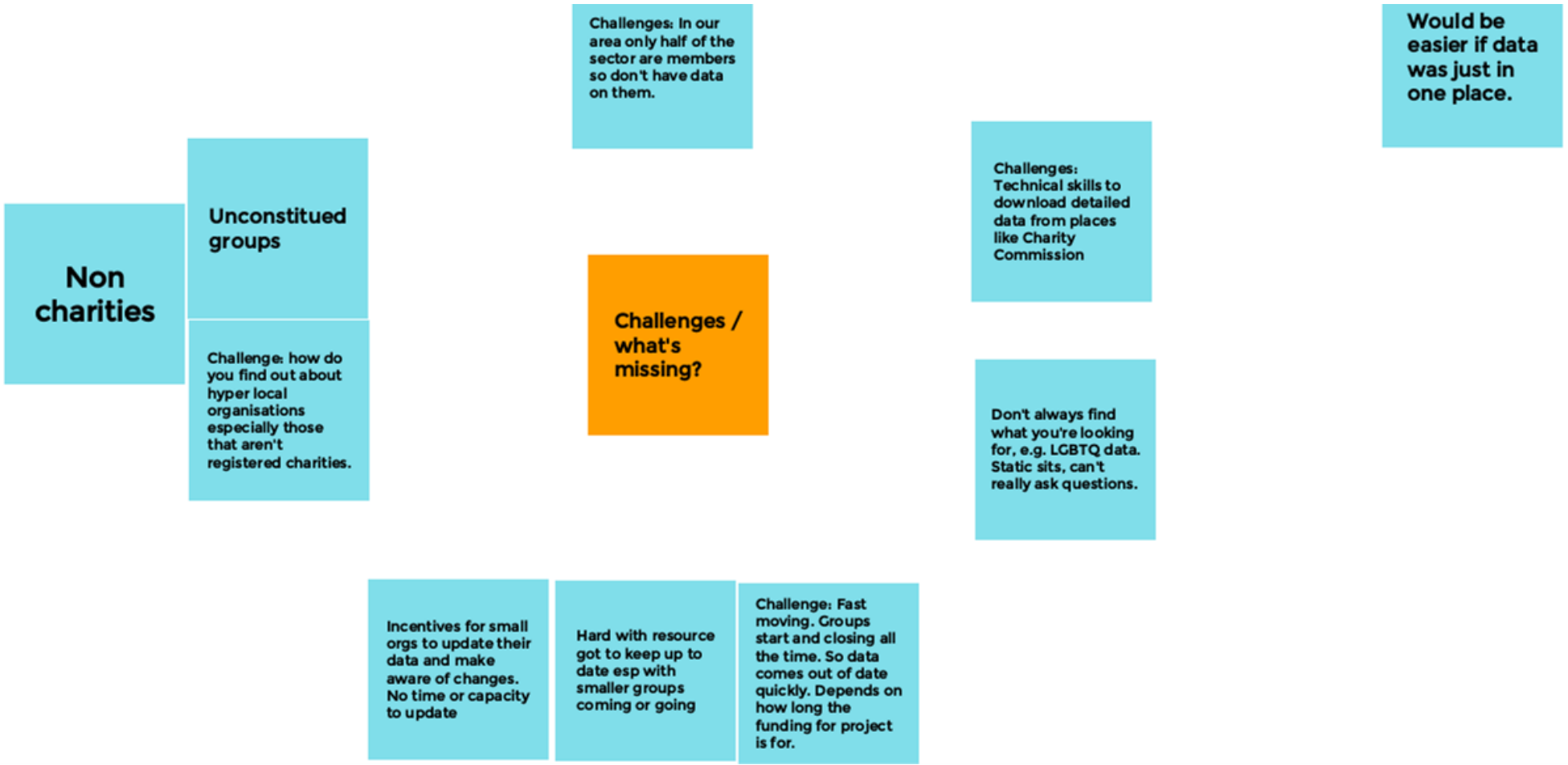
Data sources

Data sources – the challenges

The group were asked to explore and feedback what challenges they faced around current data sources. The main challenges faced were:

- How to find information on non charities or small charities not on current Charity Commission register
- Frequency of data updates with new organisations starting / ceasing constantly
- The ability to analyse existing data sources, either from Charity Commission or their own data /surveys
- Gaps in current data including LGBTQ, BAME

Data sources - challenges



What should we do next?

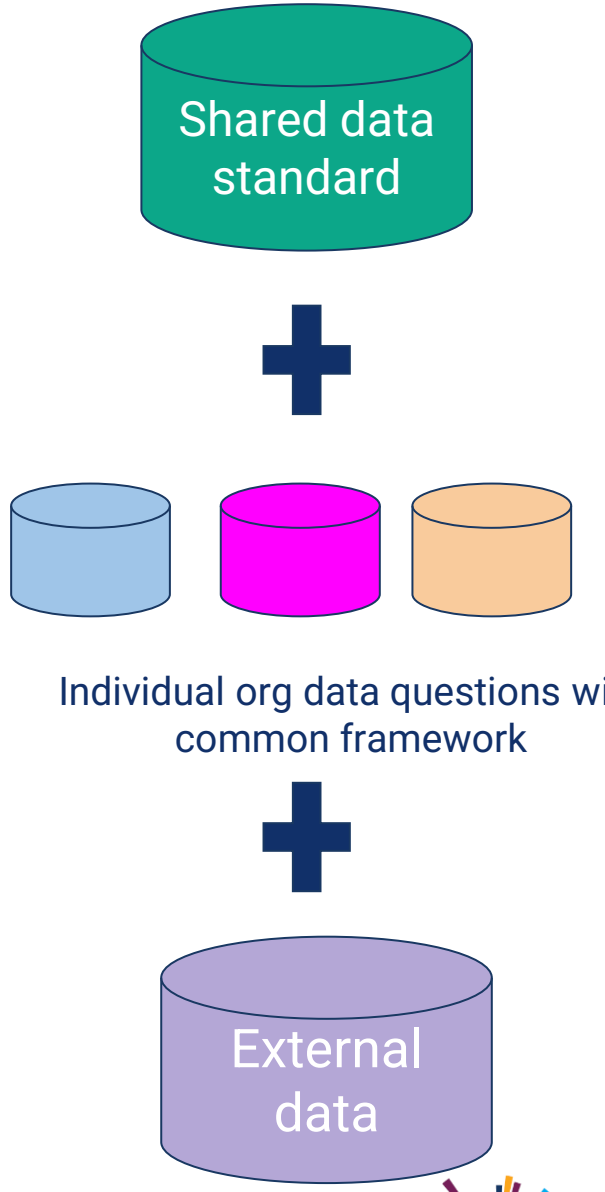
Exploring common data

The group discussed exploring common questions or data standards that could be used by all CVS within the network.

It was noted that there would need to be local flexibility alongside a common data standard. This may involve a collaborative approach, with external support, to designing a 'state of the sector data standard'.

Through this there may be an opportunity to:

- Alleviate 'survey fatigue'
- Offer opportunities for shared analysis support
- Save time and effort in redesigning a state of the sector survey for CVS
- Link into other data work such as the Civil Strength index



Exploring common data

The group were keen to ensure that while the goal should be ‘better data’ this doesn’t mean ‘more data’ or ‘more work’.

There was also a need to consider the extractive nature of data collection and how to ensure groups and organisations are incentivised or benefit from the data provided.

Exploring data journeys

There is the possibility to explore data journeys within organisations to look for common solutions which may be technical or skills based. Exploring how, when and where data is collected and shared could uncover simple support options. These 'interaction points' often hold opportunity for better data and better efficiency.

Stages of a data journey

Appendix

This slide deck was produced as a follow up to the CVS Directors meeting held on 28th September 2021.

It represents a summary round up of the workshop. Original Jamboards are included in the appendix.

Appendix

The original Jamboards used for this session can be found here

CVSs in attendance were:

- ✓ Kingston Voluntary Action
- ✓ Community Links Bromley
- ✓ Enfield Voluntary Action
- ✓ Hackney CVS
- ✓ Compost (Newham)
- ✓ Community Barnet
- ✓ Richmond CVS
- ✓ Croydon Voluntary Action
- ✓ Tower Hamlets CVS
- ✓ Metro GAVS (Greenwich)
- ✓ Kensington & Chelsea Social Council
- ✓ Barking & Dagenham CVS
- ✓ Bexley CVS
- ✓ Merton Connected
- ✓ Ealing & Hounslow CVS
- ✓ Rushey Green Timebank / Lewisham Local