

DISCOVER. LEARN. ANALYSE. SHAPE. REPEAT



#### FOR CHARITIES & COMMUNITY ORGANISATIONS



London's community data is one of our greatest assets - our mission at Datawise is to help you unlock it.

DISCOVER. LEARN. ANALYSE. SHAPE. REPEAT.



For people who want to explore the role of data in shaping their own charity or community organisation's services - or influencing others. Our mission at Datawise London is to help you unlock the value of data.

## www.datawise.london

DataKinduk

Makerble

humanity. equality. rights



london plus

## About us

Providing tech support to small local charities in London for 20 years

Support
 <u>Training</u>
 Consultancy
 Digital inclusion
 Impact Aloud
 Datawise Londor

Involvement Consultation Outreach Capacity-Building Online-Fundraising Online-Fundraising Cutting-edge Social-media Participation Digital-StorytellingICTEffectiveness Community-Engagement Spreadsheets Spreadsheet

 E-news sign up <u>https://superhighways.org.uk/e-news/</u>



## **Becoming more Datawise...**

 A bite-sized Data Essentials session – exploring what data can do for you.
 You'll:

- Gain some ideas for using data to inform your decision making
- Discover some best practice top tips
- Find out about a range of useful external data sources
- Learn about some free and affordable digital tools that can help collect and present findings



# Some digital data collection!

Go to

## www.menti.com



Or follow the link in Chat

use the code 63 43 94





# **Data collection**



# Types of data

| User data  | Engagement data   |  |
|--|---|--|
| <b>Asks:</b> demographics, characteristics, reason for coming service                    | <b>Asks:</b> how people engage, frequency, why they stop                                |  |
| <b>Establishes:</b> your target audience, who you are serving                            | <b>Establishes:</b> the extent to which people use your services and how                |  |
| Service data   | Outcome data  |  |
| <b>Asks:</b> what they liked / didn't like, why, what they would change, what is special | <b>Asks:</b> what has changed as a result of using the service, what have people gained |  |
| <b>Establishes:</b> whether users are satisfied and your service is working as intended  | <b>Establishes:</b> short-term and long term impact on people's lives                   |  |

## What data do you collect?

### 3 whiteboard tools to try:

- <u>Microsoft Whiteboard</u>
- <u>Miro</u>
- <u>Mural</u>
- Google Jamboard





# How do you use it – sorting exercise



- Measuring impact
- Influencing funders
- Promoting services to the public
- Ensuring accessibility of services



# Things to do next with

NEXT QUESTIONS



## **Step 1:** Data Diagnostic

Your details

Your organisation\*

Name of project or service\*

## **Step 2** Review your existing data

| Download | the wor | ksheet |
|----------|---------|--------|
|----------|---------|--------|



### Review your existing data

This worksheet contains step-by-step guidance to help you review the type, quality, and purpose of your existing data.

DOWNLOAD THE WORKSHEET





Using your data



# Defining a hunch – video exercise...

- "Young people in the south of the borough aren't accessing our youth group"
- What did Alice do next?
- Discussion in breakout rooms (5 mins) then feedback 2 ideas for further exploration





## **Recap on steps**

- Exported current data on numbers of young carers on their database
- Used Excel to analyse spread across top level post codes (used Split columns and Pivot tables to Count nos & Charts to visualise)
- Compared against attendance at the Youth club
- Used to evidence the gap and source funding for the mini bus (using a local Community transport scheme)
- Compared 6 months later to see the change



### 12+ Youth group Attendance before transport grant and introduction of minibus service



### 12+ Youth group Attendance before and after transport grant and introduction of minibus service



## **Best practice data tips**

Compare like with like – use full data sets

 If your sample size is less than 50, use numbers instead of percentages

Be mindful of factors that can skew your data
 Can you generalise? Is it representative? Response rate? External factors? Timing? Halo effect?

Investigate unused data - are there similarities in people who drop-out or don't use a programme? Do you ask why?

## What is YOUR data hunch?



✓Have a think now...

We'll come back to this a bit later!







# How well do you know Hillingdon?

^ Poll 1:How well do you know Hillingdon?! 3 questions No

✓ Zoom poll

1. What's the best estimate for the total population of Hillingdon? (Single Choice) Answer 1: 250.000 Answer 2: 300,000 🗸 Answer 3: 330.000 2. Where amongst the 33 London boroughs is Hillingdon ranked for Life Expectancy (Single Choice) Answer 1: 15th Answer 2: 18th Answer 3: 22nd 🗸 3. How many wards are there in Hillingdon? (Single Choice) Answer 1: 15 Answer 2: 18 Answer 3: 22

## London's Poverty Profile

Home / Data / Boroughs /

# Hillingdon

Poverty and inequality data for Hillingdon

**KEY FINDINGS** 

**Pay** inequality in Hillingdon is lower than the London average.

38.5%

of 19-year-olds in Hillingdon are without a Level 3 qualification

https://www.trustforlondon.org.uk/data /boroughs/hillingdon-poverty-andinequality-indicators/

9.3%

of the working-age population in Hillingdon has no qualifications, the third highest proportion in London.











# Other useful data sources / resources

- London Data Store London area / borough profiles
- London Data Store <u>Population projections explorer</u>
- ✓ London Data Store borough / ward Excel mapping templates
- Indices of Multiple Deprivation Comparison map of 2015 & 2019
- Mayor of London Survey of Londoners <u>Headline findings</u>
- London Community Response Survey <u>Covid-19 weekly results</u>
- Making the most of the London Data Store <u>Scenario guides</u>
  - UNDERSTANDINGTHE IMPACT OF WARD LEVEL POPULATION GROWTH ON YOUR SERVICES
    TARGETTING SERVICES TO OLDER PEOPLE MOST LIKELY TO BE SOCIALLY EXCLUDED
    UNDERSTANDING YOUR LOCAL AREA ARE VOLUNTEERS REFLECTIVE & WHAT ABOUT CRIME STATS

citizens advice

🕼 GOV.UK

#### Advice trends

www.citizensadvice.org .uk/about-us/differencewe-make/advicetrends/

Ethnicity Facts & Figures www.ethnicity-factsfigures.service.gov.uk/

**London Datastore** 

data.london.gov.uk

London's Poverty

www.trustforlondon.org.

**Metropolitan Police** 

www.met.police.uk/sd/st

Profile

uk/data/

Headline figures from each government department detailing ethnic inequalities in the UK.

Advice trends summarises Citizens

aimed at national government

Advice service top level statistics. It is

departments, regional agencies; third

sector organisations concerned with advice or policy and policy researchers.

The London Datastore is a free and open data-sharing portal where anyone can access data relating to the capital.







OUGOV

What the world thinks

# CENTRE FOR LONDON



203

Department

for Work &

Pensions







### stat-xplore.dwp.gov.uk

The London Intelligence

Stat-Xplore

www.centreforlondon.or g/project/londonintelligence/

**UK Data Service** 

www.ukdataservice.ac. uk

Understanding

Society www.understandingso ciety.ac.uk

### Ward Profiles and Atlas

data.london.gov.uk/data set/ward-profiles-andatlas

### Who runs London

www.londoncouncils.gov .uk/who-runs-london

### YouGov Results

yougov.co.uk/results/

Explore Job Centre data, including types of benefits received, and rates that sanctions are applied, by area and individual characteristics.

Quarterly publication from the Centre for London, that identifies the changes taking place in the City to help policy makers prepare and plan for the future. Analyses the latest data under five major themes: Demography, Economy, Infrastructure and housing, Society and Health and environment.

Holds a range of social, economic and population datasets. They also publish 'how to' guides and case studies of effective use of data.

Search results from academic research using the UK's largest representative household survey.

Provide a range of demographic and related data for each ward in Greater London. They provide an overview of the population in these small areas including data on population, diversity, households, life expectancy, housing, crime and employment.

London Councils publish data from London's local elections, London MPs and their constituencies and data looking at 50 years of political control of the boroughs.

Runs surveys of public opinion on topical issues, with gender, age and social class breakdowns.

**LONDON DATASTORE** 

Trust for London Tackling poverty and inequality

### METROPOLITAN POLICE

Office for National Statistics

203

England

Nomis www.nomisweb.co.uk

ats-and-data/

**Public Health** 

**Public Health** fingertips.phe.org.uk/

Tools to help see what local police forces are doing to combat crime, identify different types of crime and map out different crime stats.

Official data from over 100 indicators.

revealing patterns in poverty and

inequality.

Data from a range of surveys, including the 2011 Census. Enter a location and get a report detailing population characteristics of the local area.

Rich source of indicators across a range of health and wellbeing themes that has been designed to support JSNA and commissioning to improve health and wellbeing and reduce inequalities







## Minority ethnic groups, local charity density and COVID-19 mortality rate for London





## What is your data hunch?

✓Breakout rooms – 5 mins

 Talk about what hunch / question you'd like to explore further for your organisation and its work...





# **Digital tools**

FOR DATA COLLECTION, ANALYSIS & PRESENTATION



## Why digital can help?

## Greater efficiency:

Automating manual processes
 Reducing paperwork
 Reducing staff time

### Greater effectiveness:

- Sharing / accessing information
- Analysing data in more sophisticated ways
- Presenting information with greater impact & to a wider variety of audiences
- Engaging your audience in monitoring and evaluation





# What tools are you using to collect and analyse data?

### Mentimeter





## **Collecting data**



Create and publish free surveys online in minutes with Google Forms. View results graphically and in real time.



With Microsoft Office 365 forms you can easily create quizzes & surveys and see the results as they come in.



Create and publish online surveys with SurveyMonkey. Basic free account does not allow export of data to Excel.



Create a QuickTap survey online and collect responses using a tablet even when you are offline. Starts at \$16/month. Read our blog post – <u>Which online survey</u> tool or form?



## **Office 365 Forms live!**

## www.bit.ly/TheBigOne365





Storytelling





I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel



## "no numbers without stories, no stories without numbers"

Stories and Numbers: Collecting the right impact data, New Philanthropy Capital



## **1000 Volunteers**



## **1000 Volunteers**

# İİİİİİİİİİİİ


### **1000 Volunteers** got out of bed on a Saturday morning



### **1000 Volunteers** got out of bed on a Saturday morning

#### See Sarah's story



Nice and Serious

### **Representing your data**





### Infographics



Create infographics, social media posts, flyers and more for web or print with Canva. Charities can upgrade to Canva for Work for free.

Choose from a range of Piktochart templates and icons to visually present your data. Charity discount.



Infogram lets you create infographics and interactive online charts. Basic free account available.



#### CROYDON NEIGHBOURHOOD CARE

THE PROBLEM: Raise awareness of Carers Week. and activities to support carers across the Borough.

THE SOLUTION: Give carers a voice by collecting Audioboom interviews.

Appreciate your support in helping to move us forward in the new ways of capturing information & outcomes. It's going to be good!

> Donna Richmond Befriender Co-ordinator

### Give people a voice – audio interviews



Home Learn English Teach English

 Collect and publish

#### Inas

Inas is from Sudan and has a young baby. LEAH volunteer, Maggie, has been visiting her at home for several months. Inas is pictured on the left.

" Now I feel more confident to go shopping and speak to other people. Thank you LEAH."



- Edit with Audacity
- Record, transcribe, edit and publish



SOUNDCLOUD



audioBoom

### Mapping data points...



🗿 batch**geo** 

## What can you see?

Paste data sets with postcodes & create a map

- Blue existing volunteers
- Red new client referrals



### Working at ward or borough level

| A        | В                        | D      | EF | =   (                                 | B H                     | I J                | K L | М           | N               | 0              | Р                 | Q R           | R S                  |
|----------|--------------------------|--------|----|---------------------------------------|-------------------------|--------------------|-----|-------------|-----------------|----------------|-------------------|---------------|----------------------|
|          |                          |        |    |                                       |                         |                    |     |             |                 |                | ones, find the    |               | of the colours       |
| 1 Code   | Ward name                | Values |    | Ensure Macros ar                      | enabled then paste your | data into column D |     | you want, a | nd enter them   | into the cell  | grid starting in  | T22.          |                      |
|          | Barnhill                 | 100.0  |    |                                       | 1                       |                    |     |             |                 |                |                   |               |                      |
| 3 00ASG  | Botwell                  | 105.0  | _  | Refresh Map                           |                         |                    |     | Note: The   | map will only ι | update prope   | rly when the R    | efresh Map b  | button is clicked    |
| 4 00ASG  |                          | 110.0  |    |                                       | ]                       |                    |     | The low/hig | h threshold ra  | nges will be i | rounded depe      | nding on the  | size of the          |
|          | Cavendish                | 115.0  |    |                                       | $\sim$                  |                    |     |             | · · · ·         |                | may need to a     | djust the num | nber of decimal      |
|          | . Charville              | 120.0  |    |                                       | 2                       |                    |     | •           | ng displayed in |                |                   |               |                      |
|          | I Eastcote and East Ruis |        |    |                                       |                         |                    |     |             | -               | ••••••         | text into its cel | l in column D | ) eg 'n/a' - (do not |
|          | I Harefield              | 130.0  |    |                                       |                         |                    |     |             | nber, or leave  | /              |                   |               |                      |
|          | P Heathrow Villages      | 135.0  |    |                                       | 3 $3$ $5$               |                    |     |             |                 |                |                   |               | ecial the legend     |
|          | Q Hillingdon East        | 140.0  |    |                                       |                         |                    |     |             |                 |                |                   |               | e 'ungrouped'        |
|          | R Ickenham               | 145.0  |    |                                       | 1 - hrs                 | 4                  |     |             |                 |                |                   |               | . Then to copy       |
| 2 00ASG  |                          | 150.0  |    |                                       |                         |                    |     |             | ells around the | e map (G5:J    | 31) and copy a    | ind paste spe | ecial (picture)      |
|          | Northwood                | 155.0  |    |                                       |                         | ~                  |     | into Word.  |                 |                |                   |               |                      |
|          | J Northwood Hills        | 160.0  |    |                                       |                         | S S                |     |             |                 |                |                   |               |                      |
| 5 00ASG  |                          | 165.0  |    |                                       |                         |                    |     |             |                 |                |                   |               |                      |
|          | C South Ruislip          | n/a    |    |                                       |                         |                    |     |             |                 |                | Choose 4 or       | 5             |                      |
|          | Townfield                | 175.0  |    |                                       |                         | 4 million          |     |             | Number of Ra    | inges          |                   | 5             |                      |
|          | Uxbridge North           | 180.0  |    |                                       |                         | _                  |     |             |                 |                |                   |               |                      |
|          | Uxbridge South           | 185.0  |    |                                       |                         |                    |     |             |                 |                |                   |               |                      |
|          | West Drayton             | 190.0  |    |                                       |                         |                    |     | Legend      |                 |                |                   |               | 1                    |
|          | West Ruislip             | 195.0  |    |                                       |                         |                    |     | Quantiles   | Low (>=)        | (<) High       | Occurrence        | s             | Quintile             |
| 2 00ASHI | <b>U</b>                 | 200.0  |    |                                       |                         |                    |     | 1           | 100             | 121            | (5)               |               | 1                    |
|          | Yiewsley                 | 205.0  |    |                                       |                         |                    |     | 2           | 121             | 142            | (4)               |               | 2                    |
| 4        |                          |        |    |                                       |                         | ,                  |     | 3           | 142             | 163            | (4)               |               | 3                    |
| 5        |                          |        |    |                                       |                         |                    |     | 4           | 163             | 184            | (3)               |               | 4                    |
| 6        |                          |        |    |                                       | 3                       |                    |     | 5           | 184             | 205            | (5)               |               | 5                    |
| 7        |                          |        |    |                                       |                         |                    |     | No data     |                 |                | (1)               |               |                      |
| 8        |                          |        |    |                                       | 5                       |                    |     |             |                 |                | (22)              |               |                      |
| 29<br>30 |                          |        |    | · · · · · · · · · · · · · · · · · · · |                         |                    |     |             | a ovorrido the  | automatic la   | and cottings      | and croate y  | our own ranges       |
|          |                          |        |    |                                       |                         |                    |     |             |                 |                | cells N36 to C    |               | ourownranges         |
| 31<br>32 |                          |        |    |                                       | ~                       |                    |     |             |                 |                | ar content in c   |               |                      |
|          |                          |        |    |                                       |                         |                    |     | ToTetunito  | automatic       | settings tie   |                   | en Nou.       |                      |



https://data.london.gov.uk/dataset/excel-mapping-template-for-london-boroughs-and-wards



Indices of multiple deprivation

## Where to provide outreach advice?

|  |                               | cilents             | by w                       |
|--|-------------------------------|---------------------|----------------------------|
|  | A                             |                     |                            |
| 1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1. | r shades rep<br>ers of client | oresent higher<br>s | 1<br>2<br>3<br>4<br>5<br>6 |
| Low (>=)                               | (<) High                      | Occurrences         | 7<br>8<br>9<br>10          |
| 1                                      | 5                             | (11)                | 11                         |
| 6                                      | 10                            | (4)                 | 12                         |
| 11                                     | 15                            | (2)                 | 13                         |
| 16                                     | 20                            | (1)                 | 14<br>15                   |
| 21                                     | 25                            |                     | 16                         |
|  |                               |                     | 17                         |
|  |                               |                     | 10                         |

clients

WARD KEY 1 Beddington North 2 Beddington South 3 Belmont 4 Carshalton Central 5 Carshalton South and Clockhouse 6 Cheam 7 Nonsuch 8 St. Helier 9 Stonecot 10 Sutton Central 11 Sutton North 12 Sutton South 13 Sutton West 14 The Wrythe 15 Wallington North 16 Wallington South 17 Wandle Valley 18 Worcester Park

by Ward

2





### **Data Maturity**



### How data mature is your org?

## The Themes of Data Maturity

Developed by: DataKind UK & Data Orchard

http://dataevolution.org.uk/the -framework/



#### SKILLS

Internal capacity, roles and skill levels, access to external knowledge and expertise.

#### LEADERSHIP

Attitude, investment, plans for data development, alignment to business plans, capability.



#### How data savvy is your organisation?

Try one of our free self-assessment tools to find out

#### 20 minute self-assessment

I only have 5 minutes

#### **Section 1: Uses**

This section is about the purposes for which your organisation uses data. As far as possible respondents are encouraged to think 'whole organisation wide'.

To what extent does your organisation use data for the following service-related purposes? Note: The term 'clients' is used as an overarching term for beneficiaries/customers/service users.

|   | extensively | moderately | a little   | not at all | don't<br>know/not<br>applicable |
|---|-------------|------------|------------|------------|---------------------------------|
| Recording activity/work with clients  | 0           | 0          | 0          | $\bigcirc$ | 0                               |
| Measuring service quality and performance   | 0           | 0          | 0          | 0          | 0                               |
| Measuring the difference you make e.g. outcomes, impact evaluation                        | $\odot$     | 0          | $\odot$    | 0          | 0                               |
| Evidencing the needs/problems you seek to address   | $\odot$     | 0          | $\odot$    | 0          | 0                               |
| Understanding the types of clients/environment you serve (e.g. profiles, characteristics) | 0           | $\bigcirc$ | $\bigcirc$ | 0          | $\bigcirc$                      |

https://www.dataorch ard.org.uk/data-<u>maturity-</u> assessment-tool/



#### You scored your organisation in the Emerging Stage

Your overall score, based on the average across the seven themes, was 2 out of 5. You have scored your organisation strongest in **Data**, **Uses**, **Analysis**. Your responses indicate priority areas to focus on are likely to be **Culture**, **Leadership**, **Skills**.



### **Becoming more curious...**

What is your data hunch?

#### Next steps

- Complete our session evaluation
- Register for Datawise London support
- Check training opportunities on our Eventbrite page
- ✓ <u>Sign up to our eNews</u>
- Let us know if you have a digital support need





# Thank you for listening

KATE WHITE SORREL PARSONS

info@superhighways.org.uk @SuperhighwaysUK www.datawise.london

