

Single Integrated Plan ‘Feeling Good About Newport’

Information Strategy - Updated June 2016 to consider the Wellbeing of Future Generations (Wales) Act 2015

1. Introduction

In 2012 the Welsh Government guidance ‘Shared Purpose Shared Delivery’ was published which required all Local Service Boards (LSB) to have an Information Strategy as part of their Single Integrated Plan (SIP). An Information Strategy should set out:

“how partners will make the best use of resources in order to provide the LSB with the right information at the right time to inform its work. The information available to the partners should be a shared local resource for ongoing needs analysis, intervention design and impact evaluation across the whole SIP.”

2. Statement of Commitment by LSB Members

By approving this Information Strategy, the One Newport Local Service Board committed to working together to ensure the LSBs continuing information needs are met. Significant resources needs to be committed to analysing evidence, both broadly across the whole range of outcomes, and in depth in respect of the highest priorities.

3. What is an Information Strategy

An Information Strategy is ‘...a strategic planning framework for the delivery, use and management of information.’ *CIPFA, 2001*

“The Information Strategy aims to develop an information culture in which all members of the LSB understand the importance of information in relation to their roles, in which the informational aspects of integrated planning are fully taken into account, and which equips the LSB partners to work effectively together to implement local public service reform”.
Partnership, Governance and Effectiveness, Welsh Government

4. Why we need an Information Strategy

Information management plays a vital part in the One Newport partnership’s ability to deliver services against its priorities in the SIP. An information strategy highlights how the use of readily available information can provide benefits for understanding local needs, setting priorities, and improving services, quality of life and wellbeing for all people in Newport.

As an partnership we must ensure that:

- We know what information each organisation holds at a corporate level
- The most appropriate information is used in our decision making
- Information is always available and is reliable
- We are reducing the duplication of information stored
- Information is held securely and shared appropriately
- Information is disposed of and archived in a controlled manner

5. Information Management

Significant resources are committed to analysing evidence, both broadly across the whole range of outcomes, and in depth in respect of the highest priorities. This goes beyond looking at measures and indicators; it includes listening to service users and front line staff, understanding user behaviour, how organisations are working together, how commissioning of services can be strategically focused to address need, and the changes in workforce planning and resource allocation required to move to a more preventative approach. It also includes making this information available to the public.

As a partnership we need to know:

- What kind of information we need - different types of information are used for different purposes e.g. understanding need, performance management, service design, scrutiny, reporting
- What knowledge and analytical resources are available - information, skills and resources are distributed within, between and outside organisations
- What systems we need to put in place - service reform and system change will require new information systems and/or means of linking or adapting existing systems
- How we can manage information effectively - sharing information responsibly to effect transformation, putting WASPI protocols in place if necessary to protect the public

The one Newport partnership requires a range of information at different times, to assist with:

- Needs analysis of the local population (needs assessment)
- Performance management
- Shared resources and mapping of local information
- Intervention design
- Impact evaluation
- Collaboration (how organisations are and can work together)
- Commissioning of services
- Making information available to the public
- Resource allocation, skills and workforce planning
- Mapping and relating partners information assets, skills, resources and systems

How the one Newport partnership will use information:

- Needs analysis – to determine overall priorities
- Statutory duties – to show compliance
- Performance measures – to chart improvement
- Population measures – to chart outcomes
- Intelligent outcomes analysis – to identify partner contributions and strengthen collaboration
- Service data – to implement ‘lean’
- Service users’ experience – to redesign services
- Front line information – to identify critical opportunities for early interventions
- Stories – to show the difference we are making
- Evaluation – whether and how we are making a difference

6. Community Engagement

Citizen and community engagement are essential components of information. Understanding the service user experience, how well we are doing, what we need to do better and how our customers behave help us to improve the planning and delivery of services.

The One Newport Engagement & Participation Strategy sets out the One Newport's commitment to involving citizens, service users, agencies and practitioners in the design and delivery of local services. It aims to support and encourage all partner organisations to adopt a coordinated approach to engagement.

7. Information Sharing

Information is vital to delivering effective services and information sharing is key to joined up service delivery. All partner organisations collect, store, process, share and dispose of a wide range of information as part of their duties. Information sharing has many benefits and different partner organisations will work together to ensure relevant and reliable data is made available as required.

The majority of data used is anonymised and often based on population or area level data. However, where personal information is collected and shared with partners it will be undertaken in line with the Wales Accord on the Sharing of Personal Information ([WASPI](#)), which has been developed as a practical approach to multi agency sharing for the public sector in Wales.

8. Wellbeing of Future Generations (Wales) Act 2015

The Wellbeing of Future Generations (Wales) Act is about "sustainable development" which is the process of improving the economic, social, environmental and cultural wellbeing of Wales.

The Act sets out a sustainable development principle which about how the public bodies listed in the Act should go about meeting their wellbeing duty under the Act.

The Act sets out seven wellbeing goals:

- 1) A more prosperous Wales
- 2) A resilient Wales
- 3) A healthier Wales
- 4) A more equal Wales
- 5) A Wales of cohesive communities
- 6) A Wales of vibrant culture and thriving Welsh Language
- 7) A globally responsible Wales

In addition to the wellbeing duty put on listed public bodies the Act also puts a wellbeing duty on specified public bodies to act jointly as a Public Services Board (PSB) to improve the economic, social environmental and cultural wellbeing of their area by contributing to the achievements of the wellbeing goals.

As part of this duty a PSB must prepare and publish an "Assessment of Local Wellbeing" of the state of economic, social, environmental and cultural wellbeing in its area. A PSB must:

- Analyse the state of wellbeing of the people in the area;
- Set out the communities that comprise the area;
- Analyse the state of wellbeing in each community and the whole area;
- Include any further analysis that the board carries out for assessing the wellbeing of the area;
- Include predictions of future likely trends of the area;
- Refer to the National Indicators;
- Include any other related analytical data and information the board considers appropriate.

In 2016-17 the new PSB will need to use information and data to undertake this process. A project start up document ([ADD LINK](#)) has been developed to support this process.

Supporting Documents

Supporting documents include:

One Newport Engagement & Participation Strategy
One Newport Communication Plan
Newport City Council's Information and Technology Strategy
Newport City Council Information Sharing Policy
One Newport Assessment of Local Wellbeing Project Start Up Document

Contact Us

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9. Measuring Success - Delivering the Strategy

Action	Lead	Timescale
Work with internal and external partners to develop and use appropriate information systems including a data library/ observatory.	Shaun Powell	complete
Establish an Assessment of Local Wellbeing Data task and finish group.	Emma Wakeham	June 2016
Prepare and publish an "Assessment of Local Wellbeing" of the state of economic, social, environmental and cultural wellbeing in its area (see project start up document).	Emma Wakeham / Tracy McKim / Huw Williams	April 2017
Develop ward and area profiles.	Shaun Powell / Emma Wakeham / Tracy McKim	annually
Coordinate consultation and engagement activity and better understand the requirements of citizens and service users via the Assessment of Local Wellbeing Engagement Group.	Huw Williams / Lianne Saladino	Ongoing
Liaise and share learning with existing national and regional bodies and groups including Gwent Strategic Wellbeing Assessment Group (G-SWAG).	Emma Wakeham	Ongoing