



# Improving the Evidence Base or *The cost of Poor quality data*

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Birmingham



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# Why quality information matters

## We engage with key Stakeholders more than ever before



But the information available to the public is not always reliable!



... And the quality of the dialogue is only as good as the information upon which it is based ...!



# From policy to practice: ICT-enabling public services reform

**LGA fringe event**  
**29<sup>th</sup> June 2011**

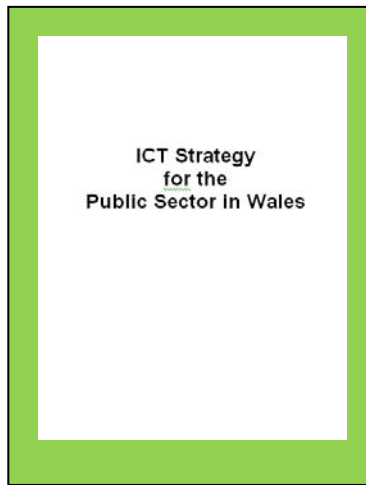
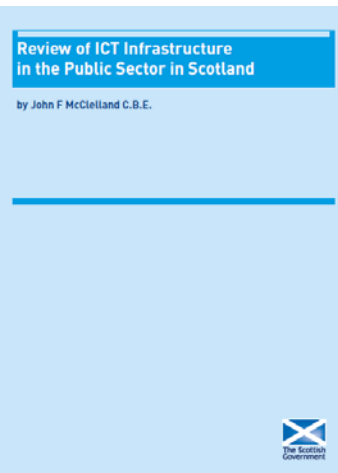
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Government is good at producing policy documents (though not well-informed by evidence)

# Government ICT Strategy

March 2011



## A technology strategy (c.f. Wales and Scotland)

Driver:

- past ICT project failures

Principles:

- open government
  - people
  - organisations
  - providers
  - products
  - services

Our evidence to the Public Administration Select Committee:

- closed process
- failure to embrace public services as a whole
- lack of attention to business change
- focus on technology not information
- not well-informed by evidence
- gap between policy and practice
- unrealistic timetable

Policy linkages:

- Localism?
- Big Society?



**Gaps filled by *Planting the Flag*:**

- Open collaborative approach
- Pointing towards collaborative public services
  
- More value from ICT
- Reduced cost of ICT

*“better local public service outcomes for less”*

Planting the Flag:  
a strategy for ICT-enabled local  
public services reform

Executive summary



Government is good at service delivery, albeit often 'vanilla' rather than personalised

## Government service delivery

➤ **Digital by default proposed for government services**



➤ Good within the silos of Central Government departments e.g.

- online tax self-assessment
- online vehicle tax disc renewal

➤ vs. central-local and multi-sector e.g. welfare reform

- collaboration - key stakeholders not involved
- re-design – no place for frontline knowledge and experience
- innovation – no space for the small innovative supplier/developer
- methodology – reliance on untried and untested ‘agile’ approach

Government is very poor at building the bridge between policy and practice, which is the role of the change manager

## Organisational change

- **Central Government still tends to talk about IT projects**
  
- **Flawed thinking:**
  - lack of attention to stabilising policy
  - failure to address public service outcomes
  - lack of focus on benefits and savings realisation
  - no place for value-driven business change
  
- **vs. organisational change projects**
  - role of the change manager
  - methodology CHAMPS2

## Next steps: from *Planting the Flag* to *Planning the Route*

### Developing the capabilities:

- Leadership
- Governance
- Organisational change
- Strategic commissioning and supplier management
- Shared services
- Professionalism

# INVESTING IN THE EVIDENCE BASE

## The Quality of Information

Guy Daines  
CILIP

The Information  
Society Alliance

**EURIM**



# Why Information is Important

- Operational Efficiency
- Policy Development
- Decision-making
- Big Society
- Accountability

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# The Challenges

- High Profile Failures
- Widespread Failings
- Administrative Savings
- Aggregating and Sharing
- Future Fears

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# Steps in the Right Direction

- Audit Commission
- Information Matters
- Statistics Authority
- Information Commissioner's Office
- Local initiatives

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# Information that's Fit for Purpose

- Overarching Regulatory Agency for Information Quality
- Direct Accountability to Parliament
- Broker of standards
- Comprehensive information management programmes
- Knowledgeable Users

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# Networking

**Please browse the exhibitions and help yourselves to available papers**



**Thank you for  
attending**