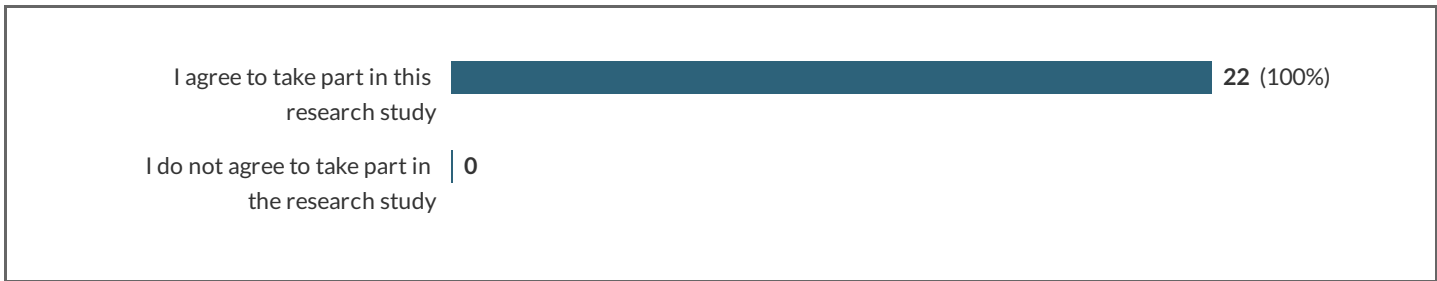


Survey_Group2 (recovery cohort)

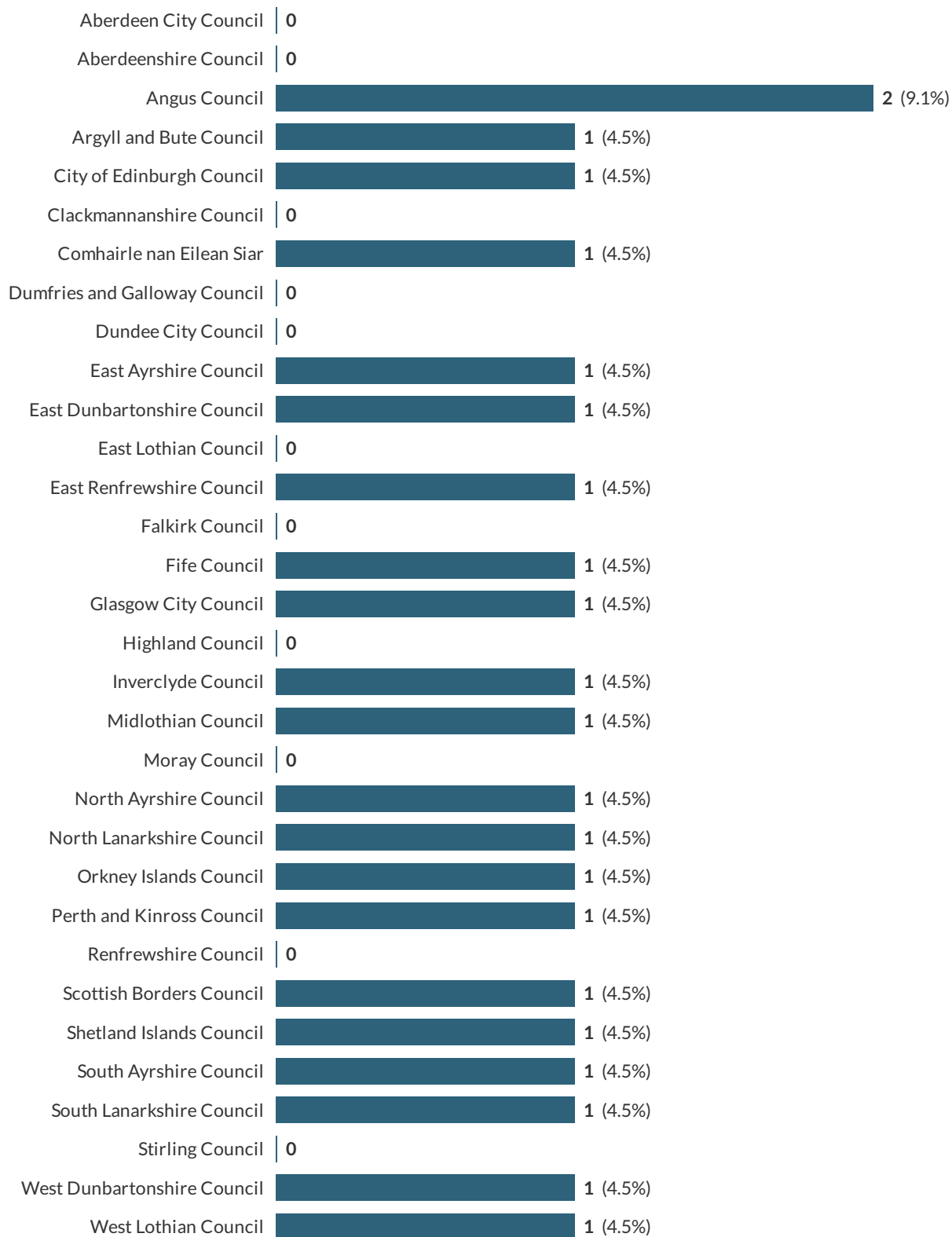
Showing 22 of 22 responses



1 Do you agree to take part in the research study?



2 Which of the following local authorities do you work for?



3 Thinking back to the first month of the lockdown, how important to your work were the following types of data for managing the COVID-19 crisis?

3.1 Internal public sector data



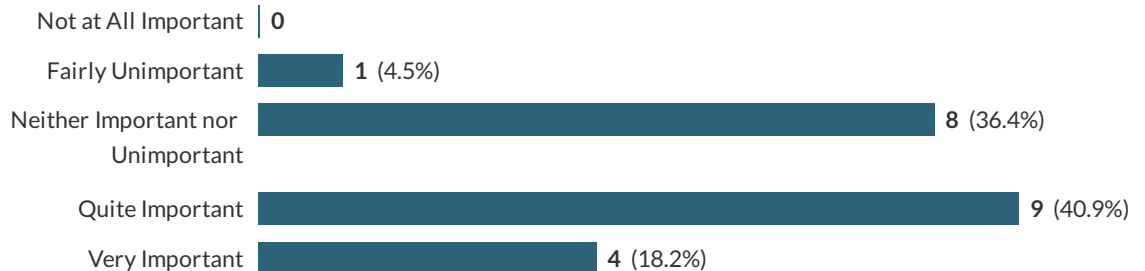
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

3.2 External public sector data



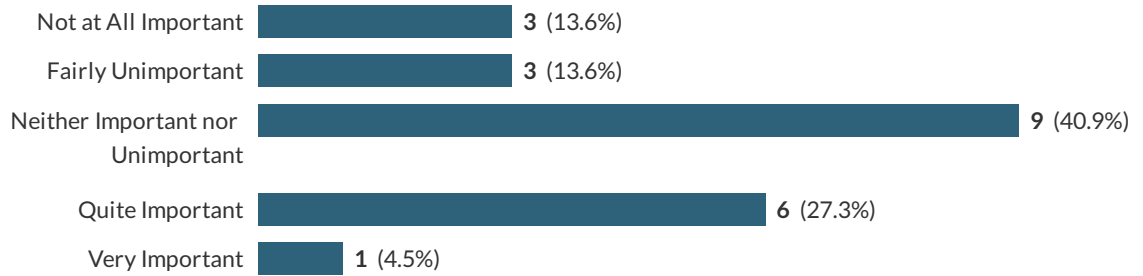
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

3.3 Third sector data



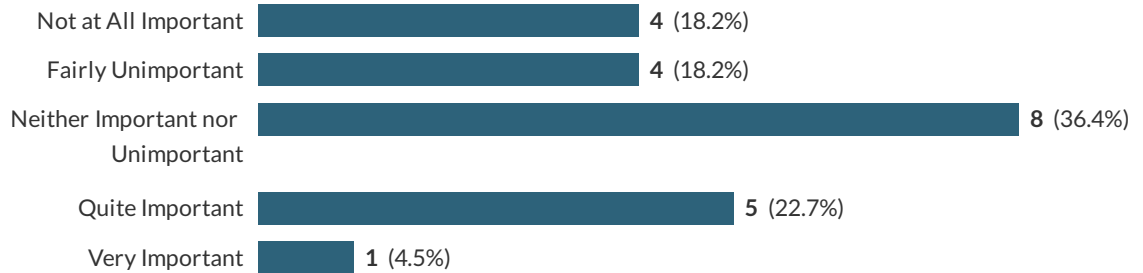
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

3.4 Private sector data



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

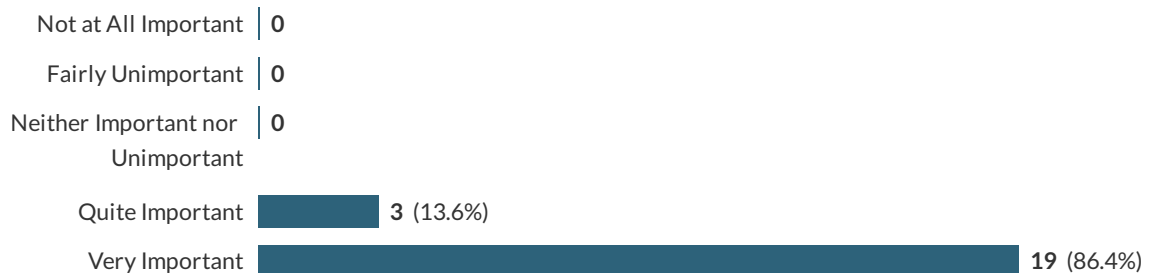
3.5 Novel data



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

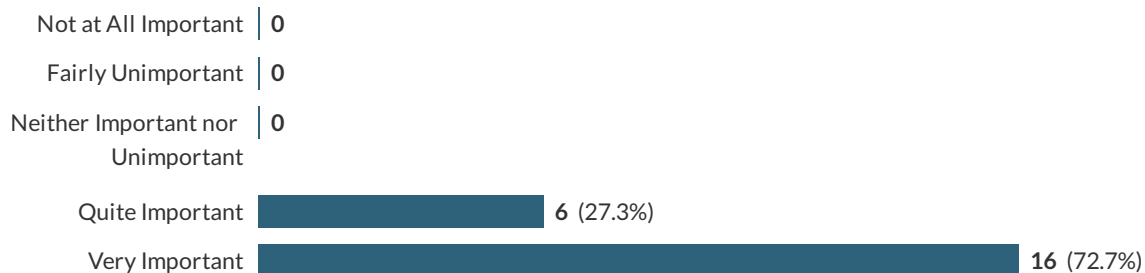
4 Thinking about the last few weeks, how important to your work have the following types of data been for managing the COVID-19 crisis?

4.1 Internal public sector data



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

4.2 External public sector data



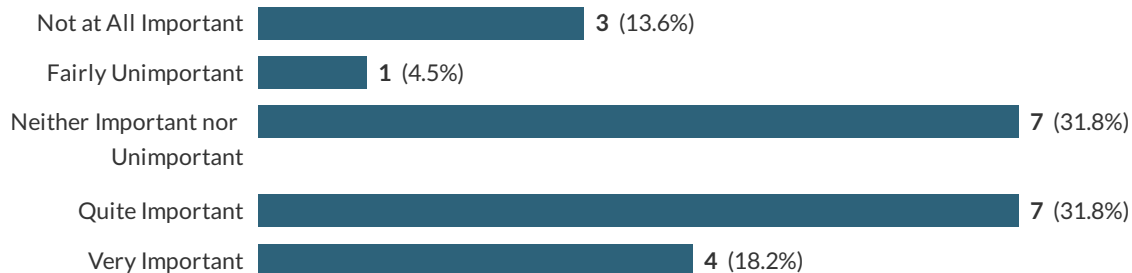
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

4.3 Third sector data



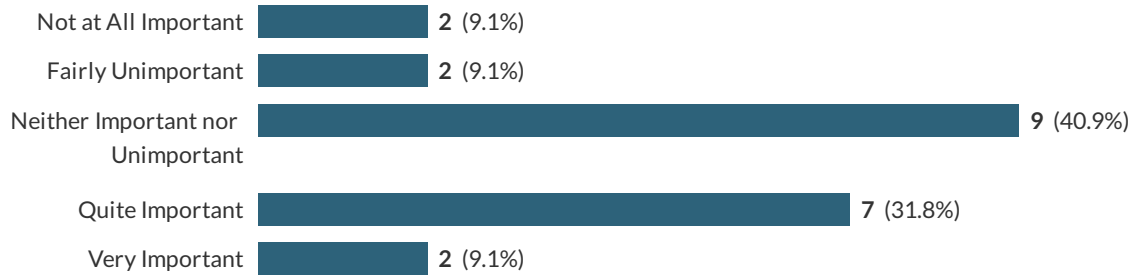
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

4.4 Private sector data



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

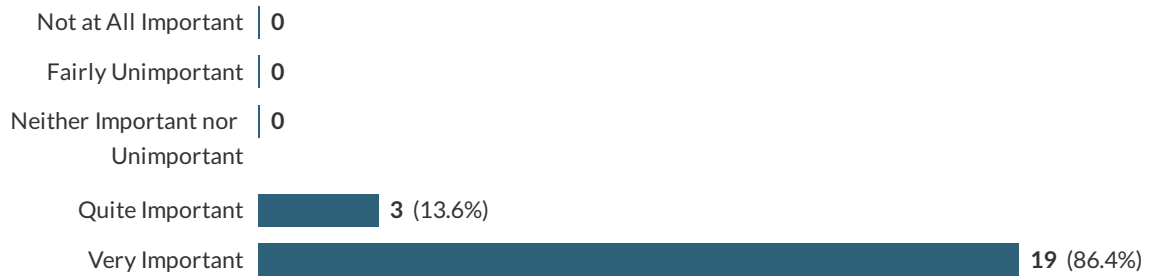
4.5 Novel data



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

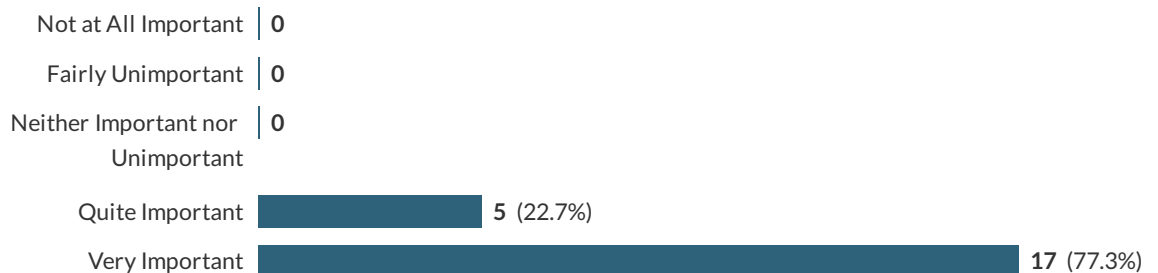
5 Looking ahead to next year, how important to your work do you expect the following types of data to be for managing the COVID-19 crisis?

5.1 Internal public sector data



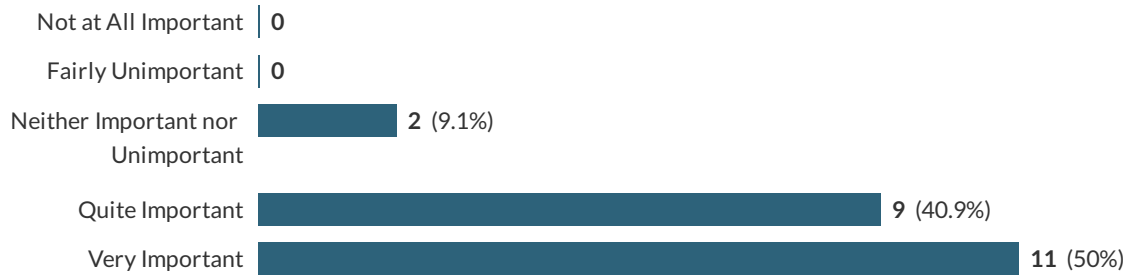
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

5.2 External public sector data



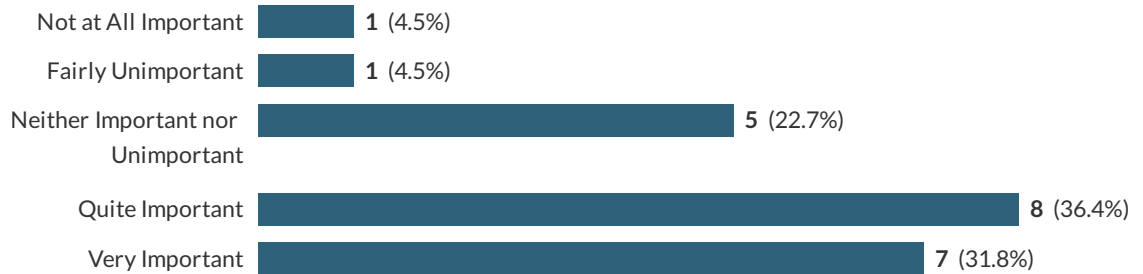
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

5.3 Third sector data



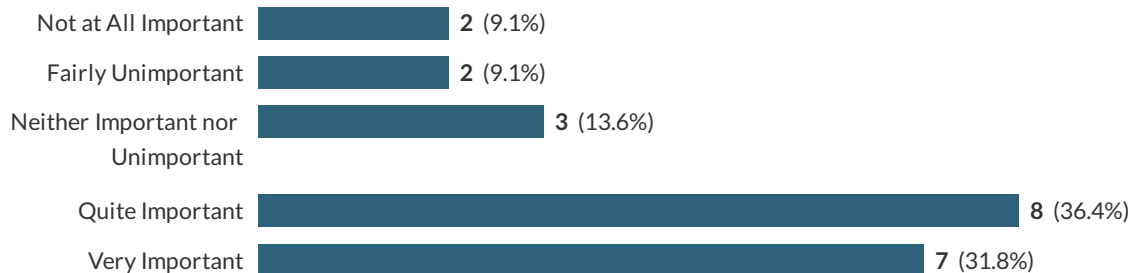
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

5.4 Private sector data



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

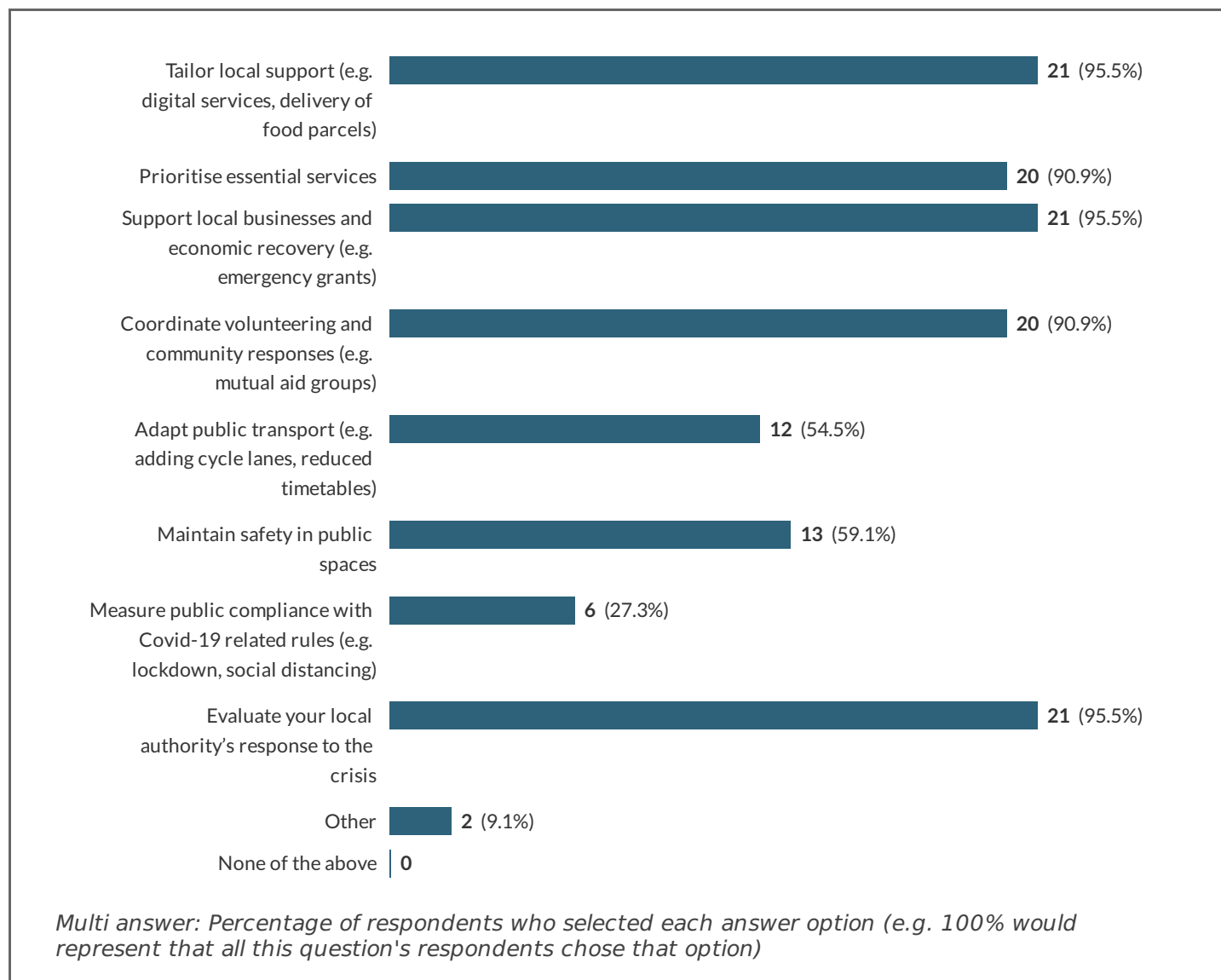
5.5 Novel data



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

6 Please indicate if so far you have used data (all types) to do any of the following: (Please select all

that apply)



6.a If you selected Other, please specify:

| Showing all 2 responses | |
|--|------------------------|
| Workforce re-deployment to Covid-19 related duties | 651101-651092-67197609 |
| Organise child care for key workers | 651101-651092-67882146 |

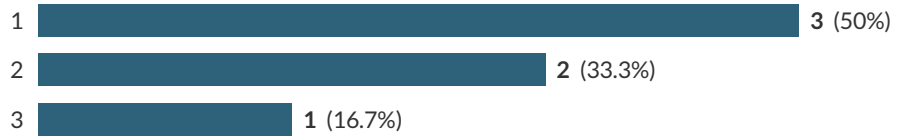
7 In ranking order, in which of the following policy areas have you so far seen an increased need for data (all types) in response to COVID-19? (Please select and rank up to three areas)

7.1 Adult Social Care Services



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

7.2 Businesses and Corporate Services



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

7.3 Children Services



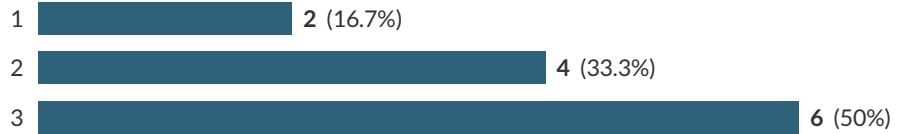
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

7.4 Cultural and Leisure Services



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

7.5 Economic Development



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

7.6 Education



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

7.7 Environmental Protection



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

7.8 Housing and Planning



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

7.9 Roads and Transports

1 | 0

2  1 (100%)

3 | 0

Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

7.10 Waste Management

1 | 0

2 | 0

3  1 (100%)

Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

7.11 Don't know

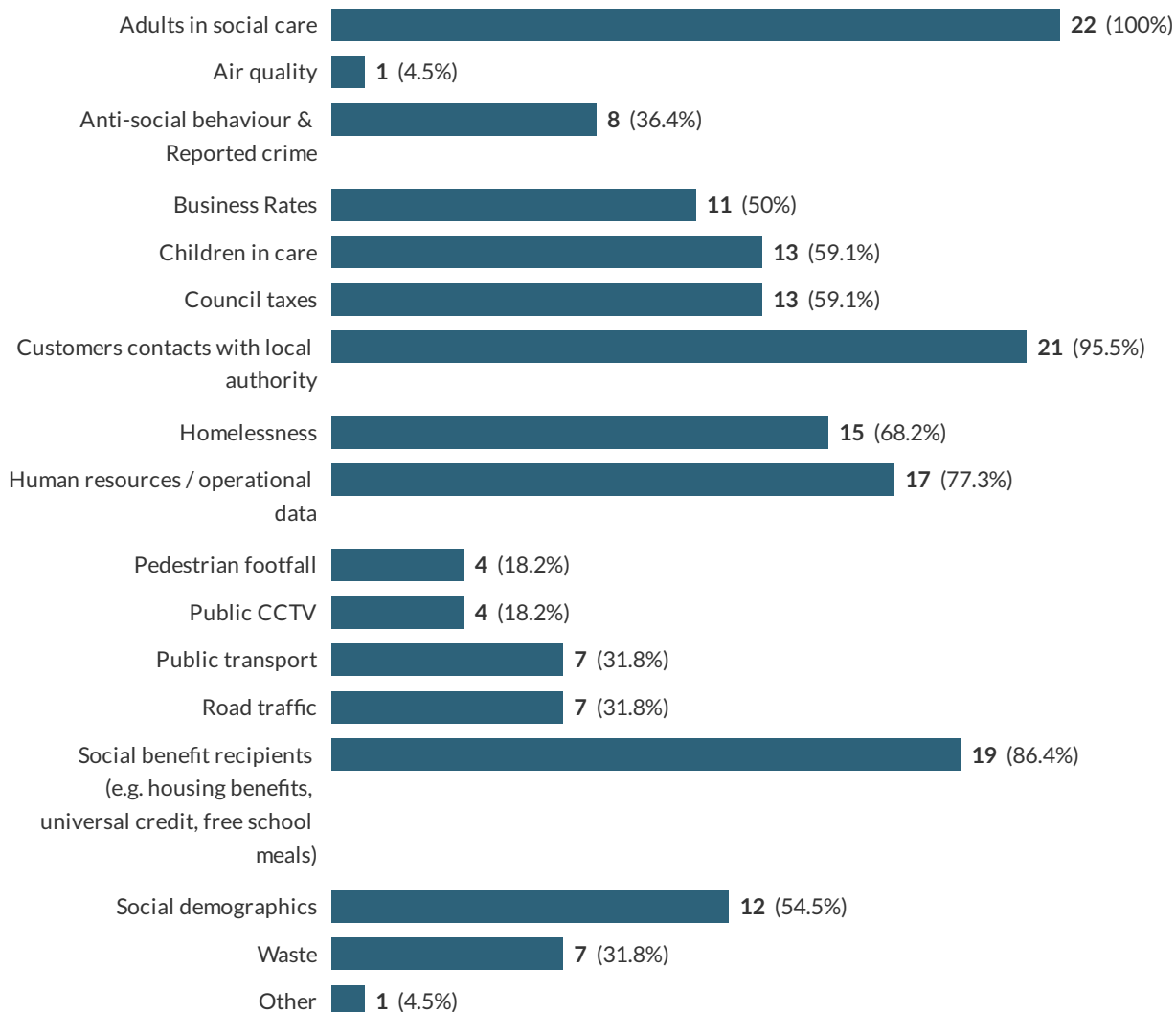
1  1 (100%)

2 | 0

3 | 0

Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

8 In response to COVID-19 so far, have you used internal public sector data in relation to... (Please select all that apply)

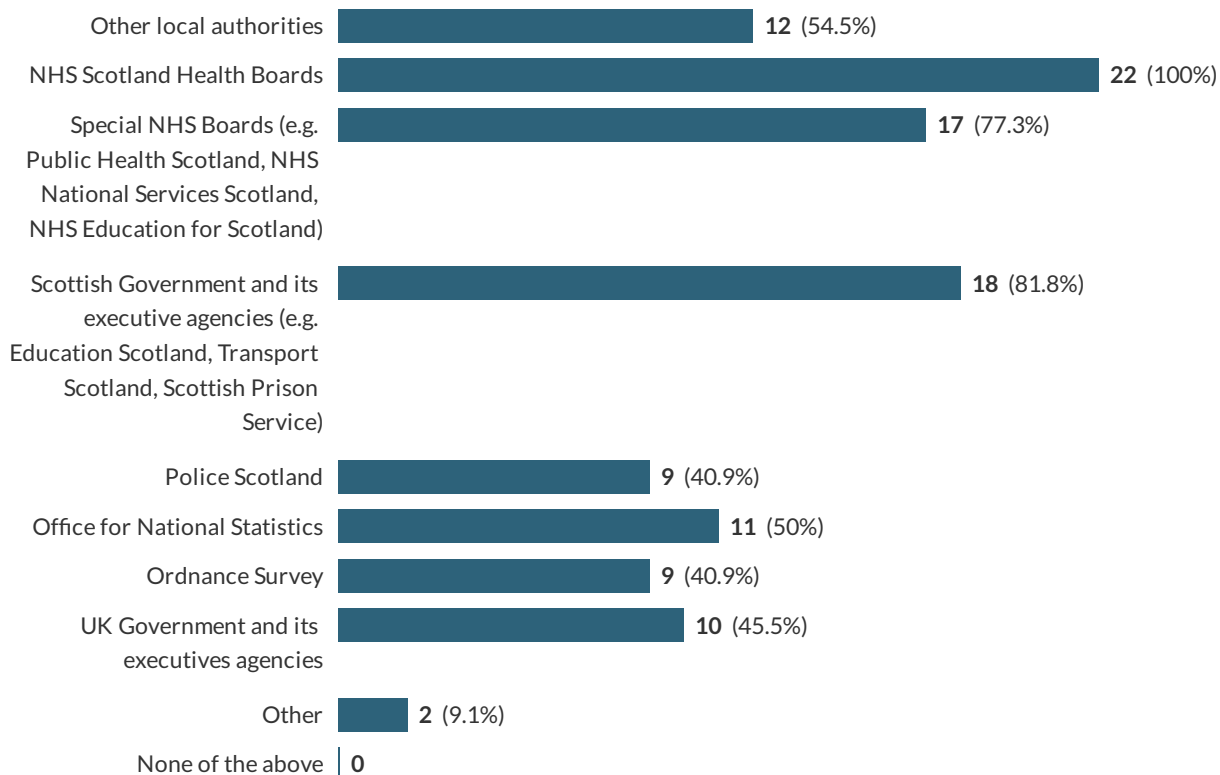


Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

8.a If you selected Other, please specify:

| Showing 1 response | |
|----------------------------|------------------------|
| Shielding & Self-Isolation | 651101-651092-68359500 |

9 Please indicate if so far you have used any of the following sources of external public sector data in response to COVID-19. (Please select all that apply)



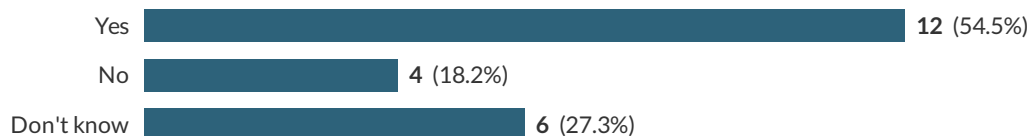
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

9.a If you selected Other, please specify:

| Showing all 2 responses | |
|---|------------------------|
| National Records of Scotland ScotPHO - specifically the Covid19 Vulnerability work | 651101-651092-67882146 |
| GIS provider - Esri(UK) | 651101-651092-68390490 |

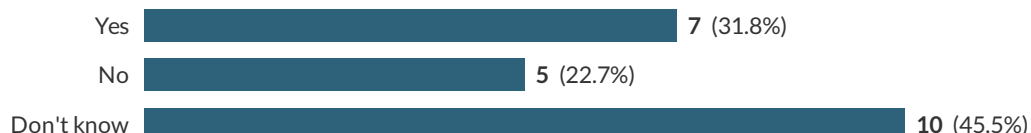
10 So far, have you used the following types of data in response to COVID-19?

10.1 Third sector data



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

10.2 Private sector data



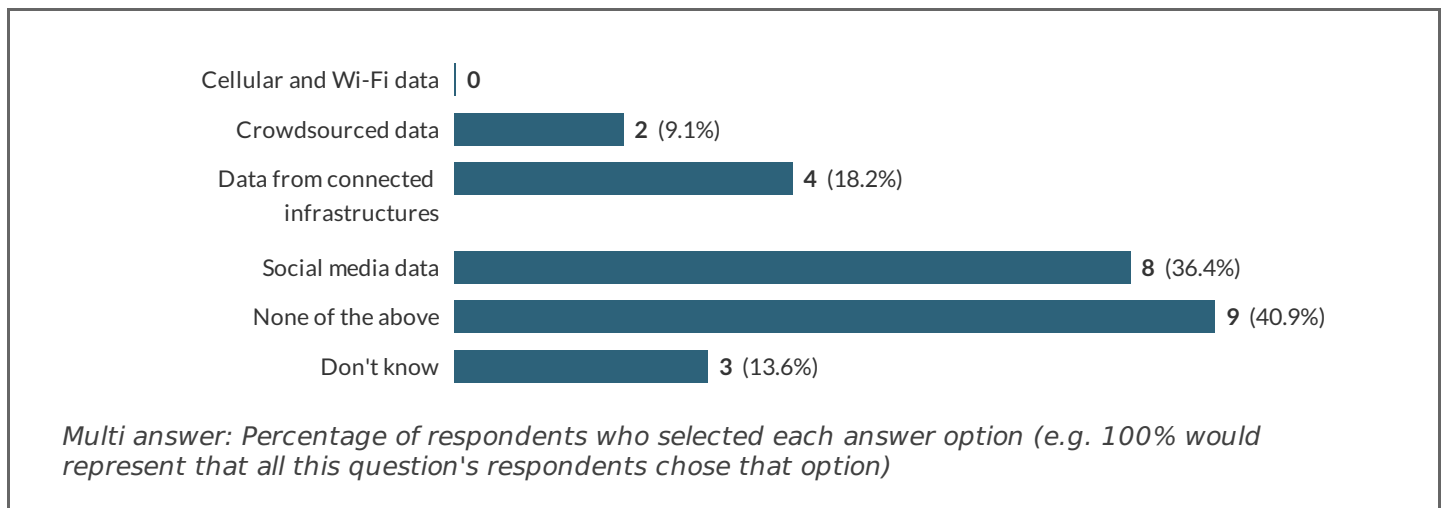
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

10.a If 'Yes', could you give some examples?

| Showing all 22 responses | |
|--|------------------------|
| N/A | 651101-651092-66603354 |
| Third sector data around supporting people with digital needs and Connecting Scotland Programme | 651101-651092-66629387 |
| Private Sector data to assess impact on businesses, particularly retail | |
| Combining intelligence with third sector to identify vulnerable individuals Sharing service delivery information to co-ordinate responses | 651101-651092-66666563 |
| Third sector have supported community response and provided data on uptake and need | 651101-651092-66862180 |
| A | 651101-651092-67178277 |
| NA | 651101-651092-67197609 |
| N/a | 651101-651092-67405769 |
| Connecting Scotland project - sharing data with the SCVO and numerous community groups. Food distribution | 651101-651092-67543703 |
| From Community Groups and from FareShare partners | 651101-651092-67882146 |
| Na | 651101-651092-68029934 |
| Data for Shielding & Vulnerable groups, Business Activity to manage grants, council tax, parking, rates etc Monitoring usage of services to review income and travel into the City Centre. Data around construction and social media | 651101-651092-68030488 |
| From partners in ██████████ - network of charities/voluntary organisations in ██████████ | 651101-651092-68053036 |
| Information from Voluntary Action ██████████ Local Business organisation | 651101-651092-68355542 |
| We have used volunteer numbers and humanitarian/food task activity data to track end-to-end partnership work around shielding etc. | 651101-651092-68359500 |

| | |
|---|------------------------|
| Didn't answer yes - problem with survey | 651101-651092-68390490 |
| Yes , associated with Economic development impact on XXXXXXXXXX Businesses | 651101-651092-68396214 |
| Uptake of volunteering opportunities Community resilience support Community food provision and other shielding supports Private retail data | 651101-651092-68400475 |
| Information from Community groups on shielding and hard to reach vulnerable groups | 651101-651092-68490620 |
| Local communities set up their own group to manage local rural covid19 requirement, e.g. collecting shopping, medicine etc etc. We therefore could only report on requests that came through the XXXXXXXXXX . In hindsight it would have been best if Council centrally managed the requests and propagate to the local groups. | 651101-651092-68737389 |
| Acorn dataset | 651101-651092-69054412 |
| Third sector data to help support shielding community for delivery of food parcels, medical supplies and social inclusion. | 651101-651092-69099731 |
| Private sector data in relation to business grants and rate relief etc | |
| n/a | 651101-651092-69407991 |

11 Please indicate if so far you have used any of the following types of novel data in response to COVID-19. (Please select all that apply)



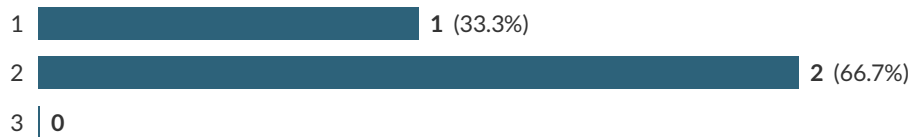
12 In ranking order, which of the following data capabilities would you like your local authority to develop in the wake of COVID-19? (Please select and rank the three most important areas)

12.1 IT infrastructure



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

12.2 Data software



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

12.3 Internal data harmonisation and integration



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

12.4 Data processing (e.g. quality, curation, standards)



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

12.5 Data analytics



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

12.6 Data storage and maintenance



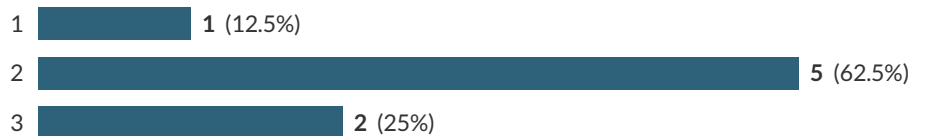
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

12.7 Data governance



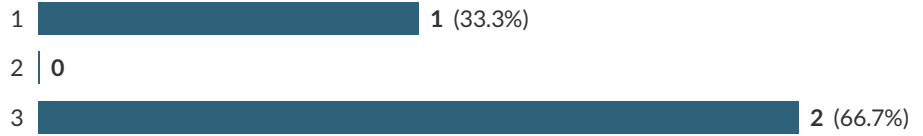
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

12.8 Skills (e.g. training, data literacy)



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

12.9 Human resources (e.g. data scientists)



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

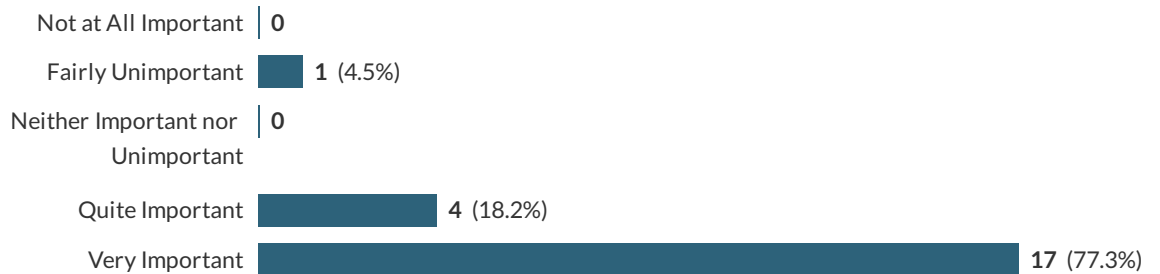
13 How important have data sharing and collaborations been to your work in the context of COVID-19?

13.1 Internal data sharing



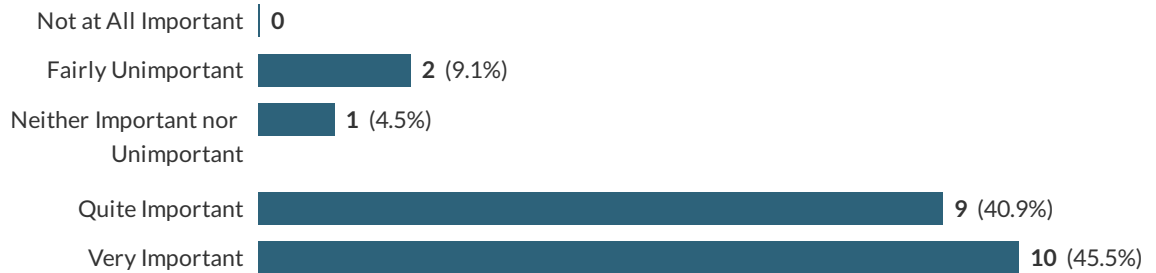
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

13.2 External data sharing



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

13.3 Data collaborations



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

14 Are you aware of your local authority having so far collaborated / planning to collaborate in the future with any of the following stakeholders in response to COVID-19? (Please select all that apply)

14.1 Other Scottish local authorities



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

14.2 Other UK local authorities



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

14.3 Public sector organisations (e.g. NHS Scotland Health Boards, Special Health Boards, Police Scotland)



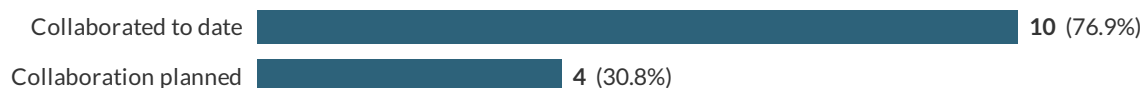
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

14.4 Scottish Government



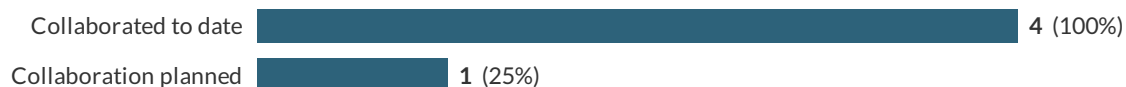
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

14.5 Local businesses



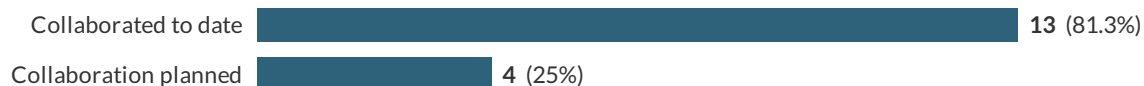
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

14.6 Private Corporations (e.g. BT Group, Cisco, Agilisys)



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

14.7 Third sector organisations (e.g. charities, voluntary organisations, community groups, social enterprises)



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

14.8 Research institutions (e.g. universities)



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

14.9 Grassroots organisations (e.g. mutual aid groups, residents' groups)



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

14.10 Citizens



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

15 What would you say are the main data-centered challenges for your local authority that have emerged from the COVID-19 crisis?

| Showing all 22 responses | |
|--|--|
| Lack of internal capacity | 651101-651092-66603354 |
| Lack of joined up data; Lack of easy access to data; Lack of sufficient data analysts; | 651101-651092-66629387 |
| Analytical capabilities, mindsets and skills Integration of data sets Quality of source data Need to integrate novel and other agency data. | 651101-651092-66666563 |
| ensuring access to real time data on need and uptake of services | 651101-651092-66862180 |
| Sparse data means not able to use for extrapolation. | 651101-651092-67178277 |
| Data governance Master data management Reference data management Data literacy | 651101-651092-67197609 |

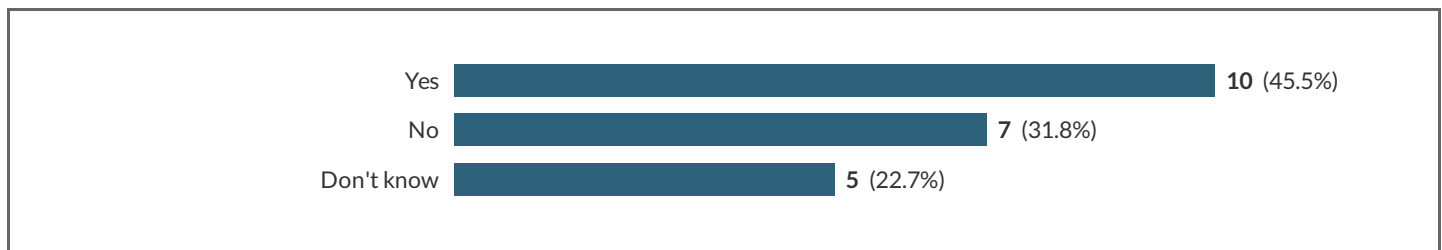
| | |
|---|------------------------|
| The crisis has accelerated our need to provide insight from across multiple different data sources from within the council, and with partner organisations. The key challenges that this has presented include lack of data standards and lack of data integration technology | 651101-651092-67405769 |
| Our ability to integrate fully with NHS colleagues has been hampered by the different operational security standards in use across the public sector. The PSN and CE+ compliance regimes make it easier to partner with other like-minded organisations when looking for innovative ways to share data. Without such regimes we are constantly dealing with additional security challenges. We need a consistent approach across Scotland | 651101-651092-67543703 |
| The amount of data / information needed and having it timely. | 651101-651092-67882146 |
| Complexity created by the complex the number of data sets, often from many different sources | 651101-651092-68029934 |
| Ensuring data is centralised, co-ordinated in the one central repository, cleansed and meaningful, one version of events that depicts the end to end journey (golden record) | 651101-651092-68030488 |
| data in silos, poor data quality, lack of awareness in value of data and how to exploit it, data skills | 651101-651092-68053036 |
| The volume of and different types of data returns required by Scottish Government and the speed of change in requirements | 651101-651092-68355542 |
| Staff who can undertake the technical work to connect to sources and integrate data and staff who can analyse the data. It goes without saying there have to be usable, configured tools that support the end to end process. | 651101-651092-68359500 |
| Awareness of the data we have/collect and how it can/could be used | 651101-651092-68390490 |
| The main challenge has been identifying the main sources of data , and being able to use it in an effective manner to monitoring and review the Covid response and actions taken by the Council. | 651101-651092-68396214 |
| Infrastructure Feeding multiple national/regional data dashboards Using data to inform decision-making | 651101-651092-68400475 |
| Data security. Accuracy of shared data and potential for Data breaches | 651101-651092-68490620 |
| Implementing a system from scratch register volunteers and then record client requests and then match them with nearest volunteer. We did this using the Verint CRM. Issues with Scottish Gov continually modifying the twice weekly statistics we report. Some of the stats they requested we hadn't captured in our initial process. | 651101-651092-68737389 |
| Co-coordinating data in appropriate formats and systems. Data integrations, system capabilities and access for all. | 651101-651092-69054412 |
| Collating and analysing data dispersed across a range of systems. | 651101-651092-69099731 |
| siloes data | 651101-651092-69407991 |

16 What would you say are the main data-centered opportunities for your local authority that have emerged from the COVID-19 crisis?

| Showing all 22 responses | |
|--|------------------------|
| Collaboration | 651101-651092-66603354 |
| Drive for better data management; more possibilities to share data within and across councils; realization that we can utilize data in better ways and reduce the data burden for councils | 651101-651092-66629387 |
| Greater awareness of the power and importance of data Desire to develop insight Shared insight and collaboration | 651101-651092-66666563 |
| realignment of data collation, recording and storage | 651101-651092-66862180 |
| N/a | 651101-651092-67178277 |
| No specific opportunity - more a matter of using the crisis to illustrate 'data as an asset' principle | 651101-651092-67197609 |
| The crisis has provided an opportunity to demonstrate the benefits of combining data from multiple sources to provide insight that can inform decision-making, and target resources. It is likely that this focus on the use of data will continue through recovery and renewal and therefore provides an opportunity for improved investment in our data capabilities. | 651101-651092-67405769 |
| We need centralised health and social care systems - and to apply the same data management standards across the Scottish public sector. High quality public health data and systems must be available and operate throughout the country. Stop the numerous local implementations and give us a national patient and community management system and make it available to all health care professionals. | 651101-651092-67543703 |
| Better data sharing and partnership working - working together. Able to co-ordinate data from several sources using analytical / data share tools. Using tools to digitally collect information from service users. | 651101-651092-67882146 |
| Opportunity to further re-enforce the key role that data analytics can play | 651101-651092-68029934 |
| Recognition on the importance of meaningful data that drives action and outcomes worth investing in | 651101-651092-68030488 |
| partnership with other public sector bodies, particularly NHS | 651101-651092-68053036 |
| Collaboration with Community Planning Partners and other institutions including colleges, universities, chamber of commerce | 651101-651092-68355542 |
| Demonstrating the value of an agile, corporate approach to data analysis, dashboarding and the rapid deployment of low code minimum viable products to successfully respond to clear, urgent business requirements. | 651101-651092-68359500 |
| Rethinking and resetting the balance of governance in order to reduce bureaucracy and achieve objectives quickly. | |
| Improved decision making | 651101-651092-68390490 |
| There needs to be greater emphasis placed on the management of key | 651101-651092-68396214 |

| | |
|--|------------------------|
| data sources to help plan and prepare for the future with the correct balance of skills and capabilities enhanced and developed across the organisation | |
| Strengthened collaboration between partners Investment in infrastructure and resources | 651101-651092-68400475 |
| Increased awareness of data sharing opportunities. availability of data. Willingness to cooperate across all sectors | 651101-651092-68490620 |
| Shielded list data was being shared by local health board each week, the data from the separate GP practices was initially very difficult to match, we've since implemented a process to sync NHS CHI Numbers with the client records in our social work system. The NHS shielded list dataset was managed in an Office 365 team spreadsheet, if we were to revisit we would probably import the new shielded clients direct into our CRM and initiate and manage contact with them from there. This would also make it easier to report. We have a improved process which is not currently implemented as we don't currently process many help requests. We should have defined a better future proof dataset at start, but the process was rushed. There was a process developed with Microsoft Dynamics CRM for scottish authorities but there was a cost associated, which for authority of our size was not justifiable. As I mentioned rather than local groups managing their own covid19 responses we should have taken the lead and manage the response centrally. | 651101-651092-68737389 |
| share and collaborate on evidence based practices | 651101-651092-69054412 |
| Better sharing of data with external public sector partners such as the NHS to support more effective decision making. Data standards across public sector partners. | 651101-651092-69099731 |
| holistically understand requirements and use | 651101-651092-69407991 |

17 Are you aware of any specific data-centered initiatives / projects in which your local authority has been involved in response to COVID-19?



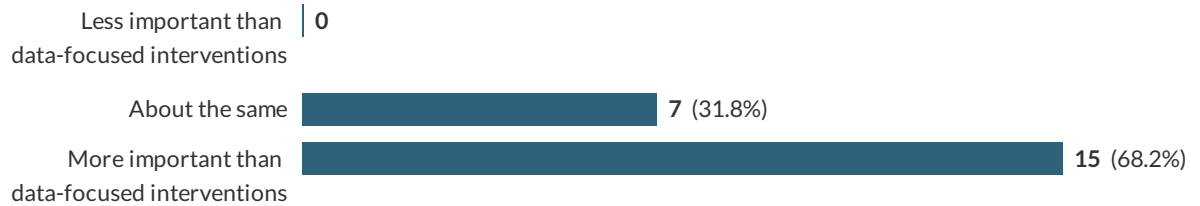
17.a If 'Yes', could you specify what these are?

| Showing all 10 responses | |
|--|------------------------|
| Driven by Data project with the Digital Office | 651101-651092-66629387 |
| Vulnerable people and shielding Social Care Insight | 651101-651092-66666563 |
| School absence monitoring School meals analysis Shielding/ vulnerable people support Employee re-tasking | 651101-651092-67197609 |
| Digital Office for Scottish Local Government's "Local Government" COVID-19 Data Task Force" Scottish Government's "Data and Intelligence Network" | 651101-651092-67405769 |
| Response to shielding and the need the provision of Scottish Government Returns | 651101-651092-68029934 |
| Covid App gathering city centric data in collaboration with NSS. Vulnerable & Shielding data projects, smart city initiatives around smart waste and smart housing | 651101-651092-68030488 |
| Collaboration with voluntary/third sector organisations and community planning partners. Tayside LRP | 651101-651092-68355542 |
| Standing up end-to-end humanitarian integrated corporate, multi-agency/third sector partnership response to supporting shielding clients by creating integrated single view of vulnerable, low code automated business process, reports and dashboards. Standing up end-to-end humanitarian integrated corporate, multi-agency/third sector partnership response to food needs/financial poverty by creating integrated single view of vulnerable, low code automated business process, reports and dashboards.. Standing up end-to-end integrated corporate, multi-agency/third sector partnership response to isolation & support (test & protect) linked to proactive outbound calling for £500 grant by creating integrated single view of vulnerable, low code automated business process app, reports and dashboards.. Standing up integrated COVID dashboard hub drawing on local, national/open data to track prevalence and impact of the virus. | 651101-651092-68359500 |
| National approach to shared data dashboard with Cosla, Improvement Service, Scot Gov, NHS. Development of 4-Harms measures beyond core PHS, NRS data | 651101-651092-68400475 |
| Data coordination in understanding COVID-19 outbreaks and data dashboard developments | 651101-651092-69054412 |

18 Thinking about your experience of your local authority's response to COVID-19, how important

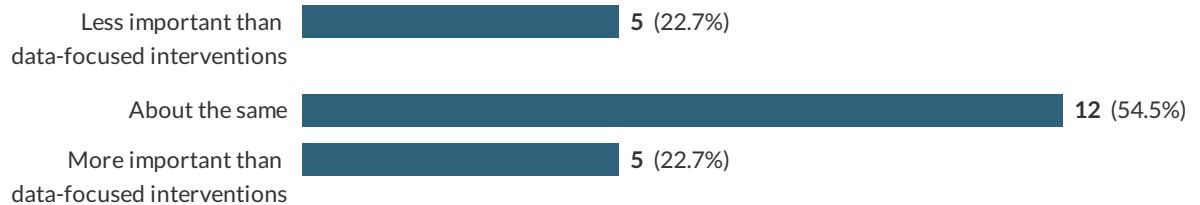
have data-focused interventions been relative to other approaches to managing the pandemic?

18.1 Provision of emergency funding



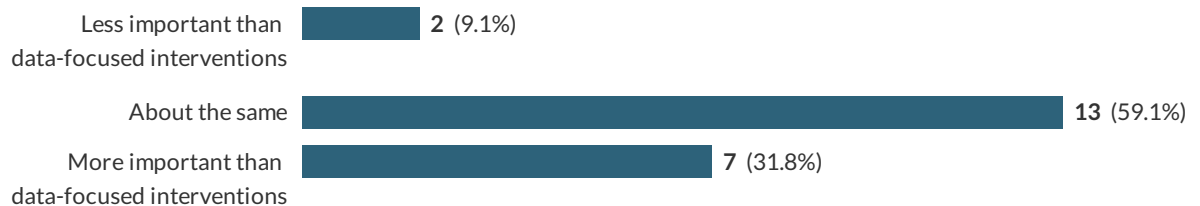
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

18.2 Collaboration with third sector organisations



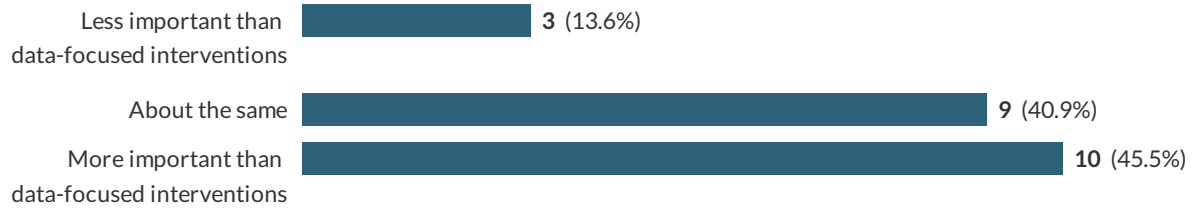
Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

18.3 Coordination with other public institutions



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

18.4 Local knowledge and connections



Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)