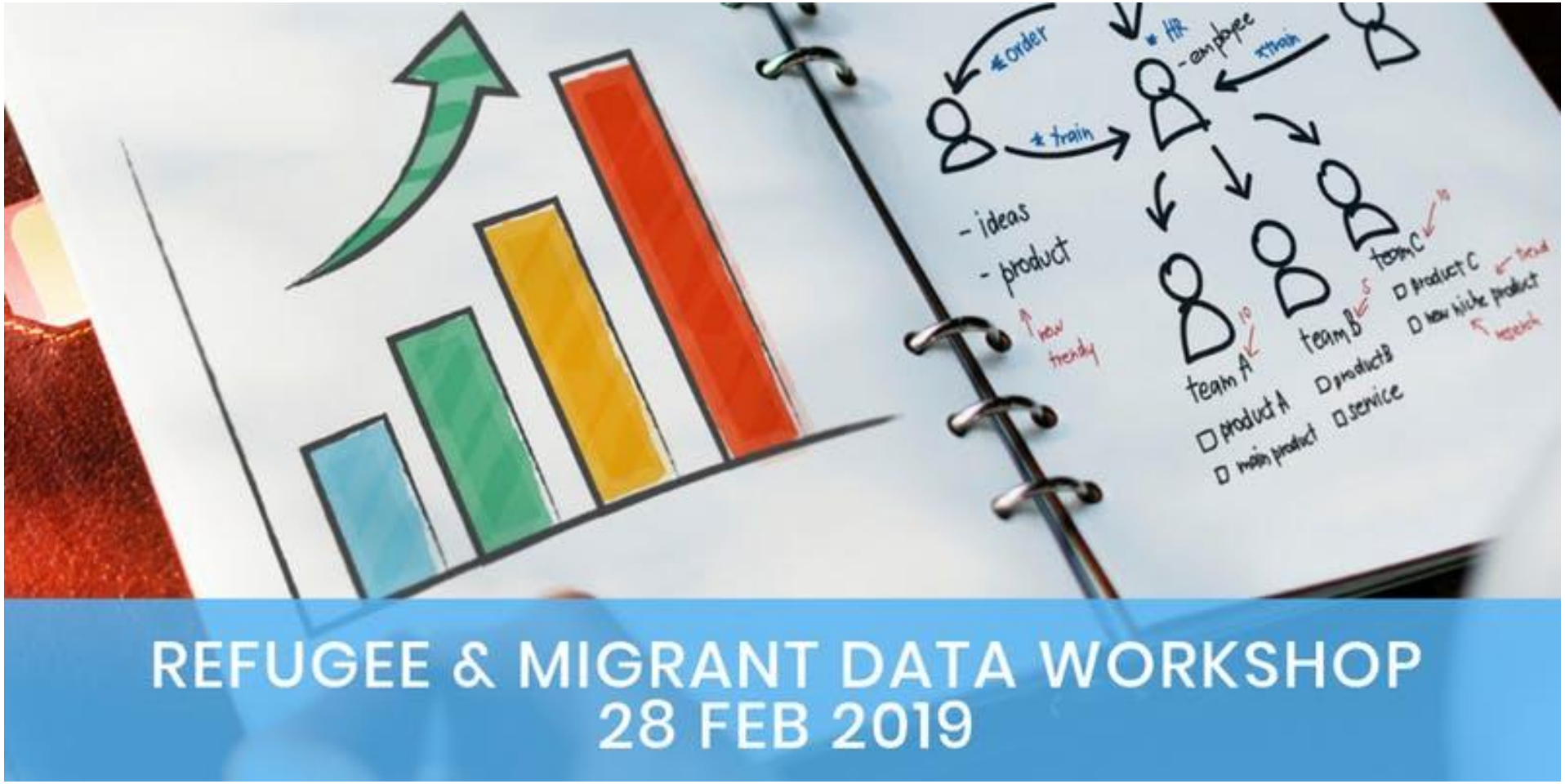


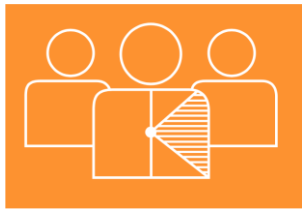
REFUGEE & MIGRANT DATA WORKSHOP
28 FEB 2019

Rita Chadha

- 30 years plus of working with equalities issues in the not-for-profit sector
- 10 years as CEO of RAMFEL (Refugee and Migrant Forum of Essex & London)
  - took the Government to court over the **'Go Home Vans'** campaign
  - challenged the Home Office over policing techniques
- Previous Interim Director at MRN
  - supporting strategic litigation in MRN vs NHS Digital and the Home Office (**challenging the data sharing memorandum** between the NHS Digital and the Home Office)
  - helping to **gather data** for the key case of Tier One applicants
- 1 of 4 representatives on the **London Strategic Migration Partnership** since 2012, leading a working group on the hostile environment in London
- Currently director of a new organisation called **Localising Equality, which looks at the link between local action to address equality and public services**

DataKind UK

Our programmes

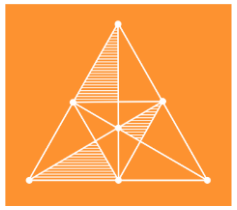


Data Therapy

‘Office hours’- light touch analytical support to social change organisations- come with any data question! **bit.ly/DKUKofficehrs**
Support to data scientists working in non profit organisations

DataDives

Working with social change organisations to provide insights into social problems: Two months of data scientists volunteering on data cleaning and defining questions, followed by two day analysis event



DataCorps projects

Six- nine month in depth projects embedded within a social change organisation to develop data products

Data Responsibility

Support to social change organisations to develop and implement responsible digital/data products and services

Superhighways

Providing tech support to the sector for 20 years

- Training
- Support
- Consultancy
- Digital inclusion
- Impact Aloud
- Digital Leadership

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

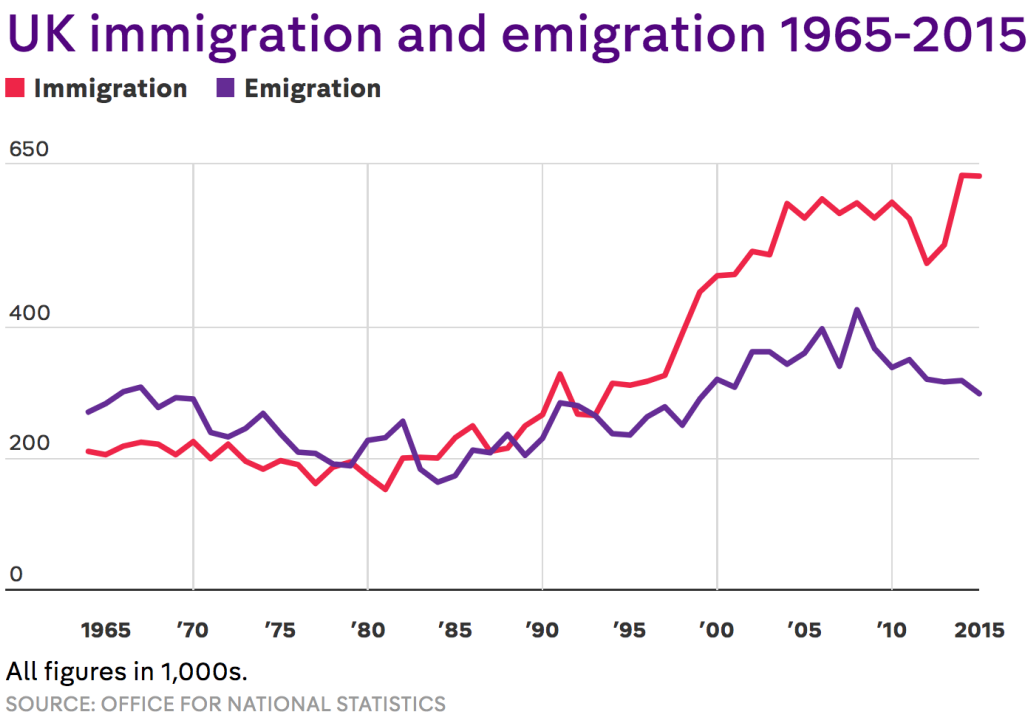
superhighways
harnessing technology for community benefit

Data frames media & public opinion

Numbers frame stories and fuel tensions

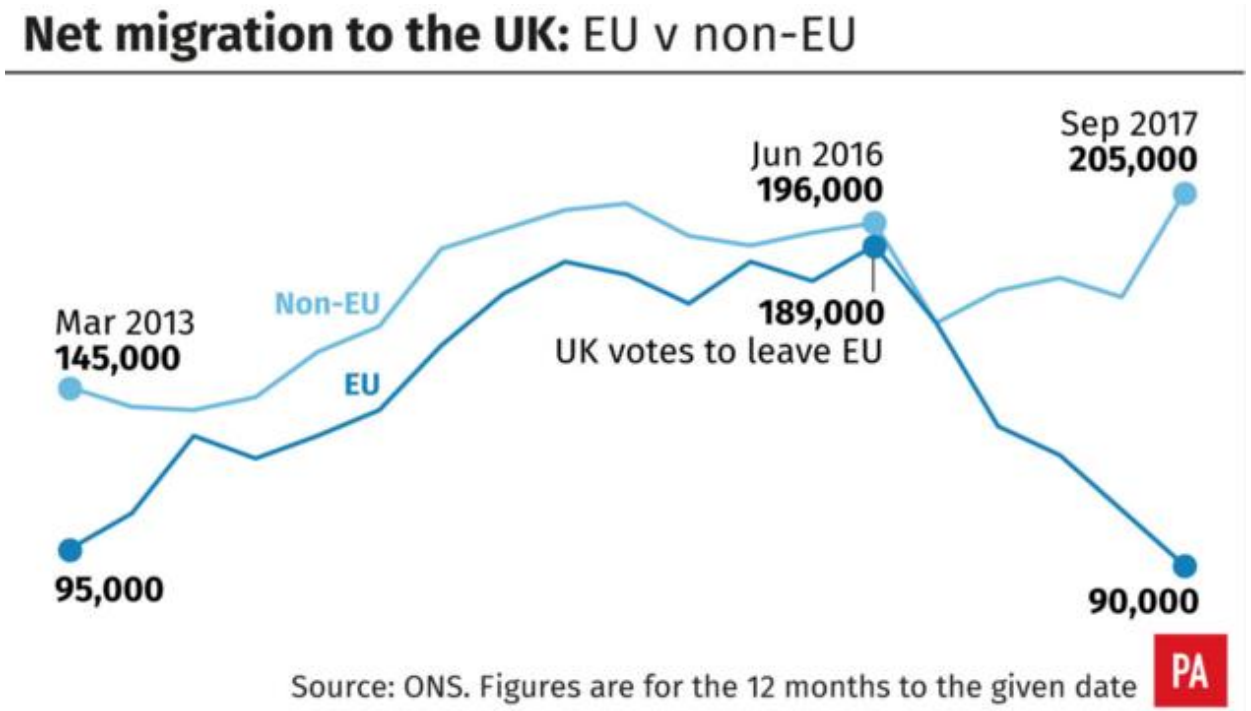
Daily Express

The holy grail of data – evidence based policy making

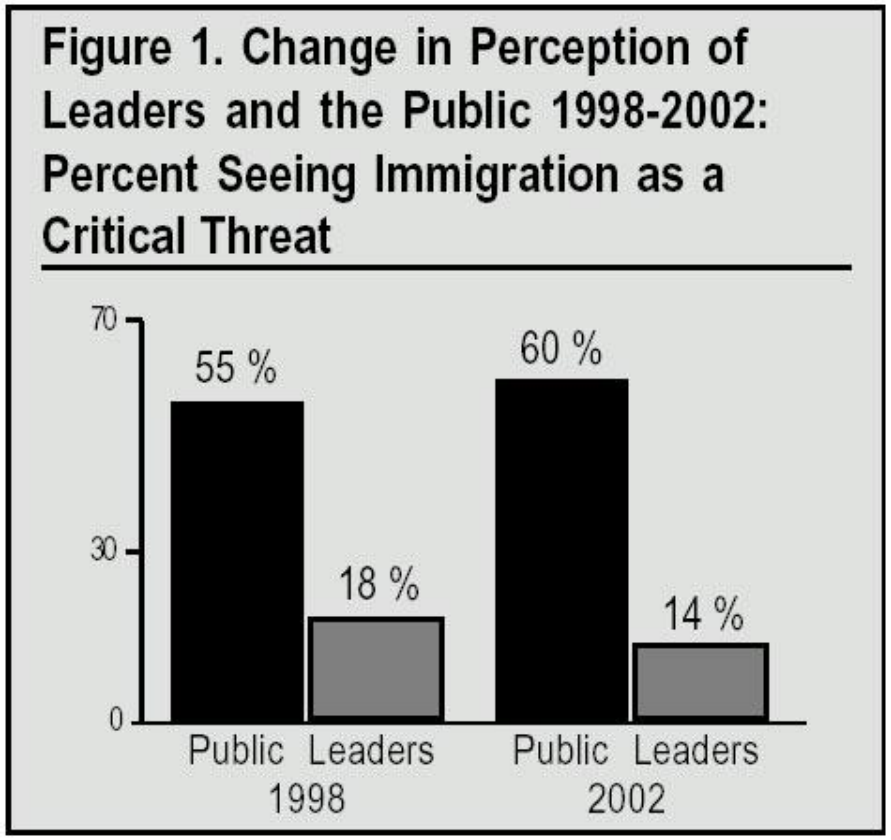


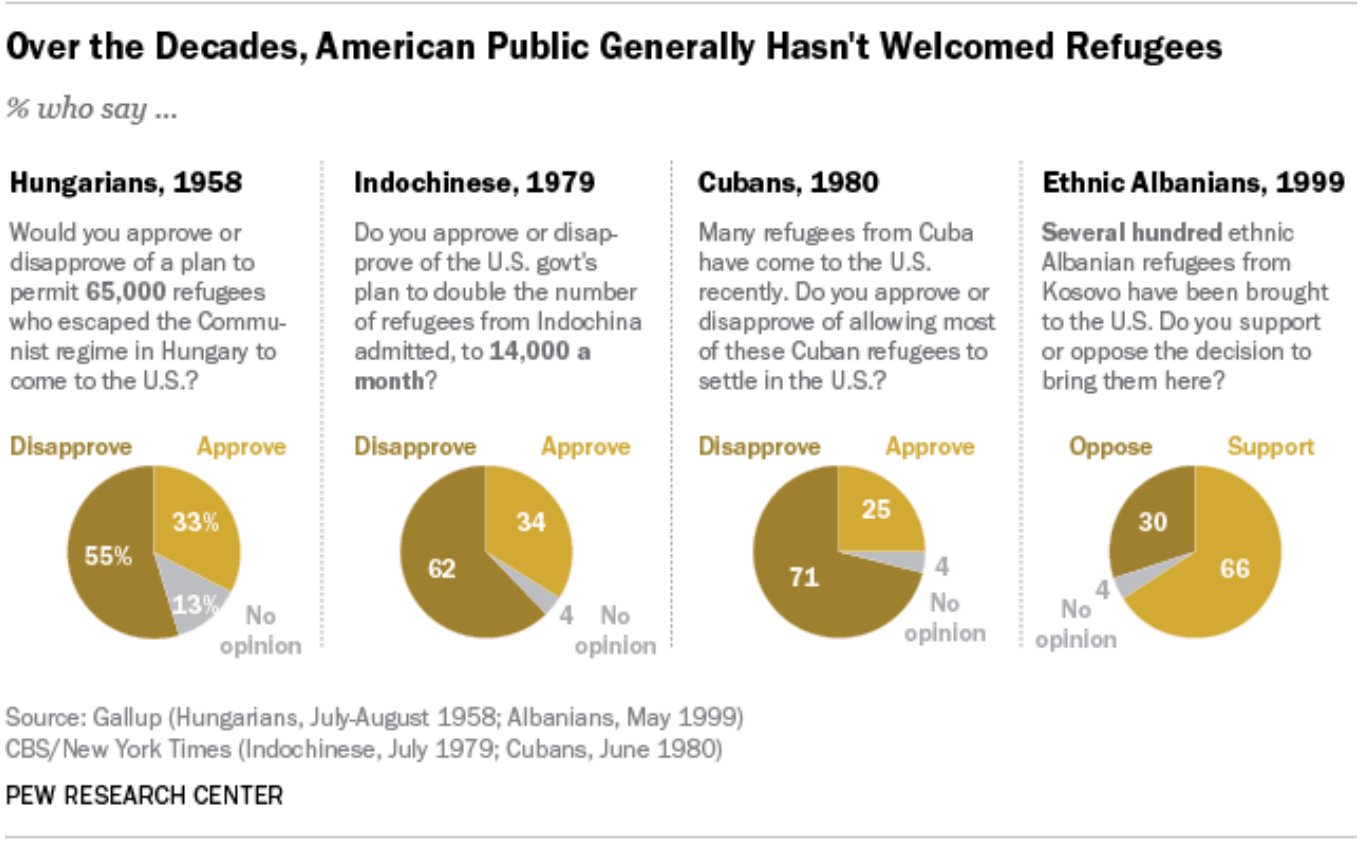
All figures in 1,000s.

SOURCE: OFFICE FOR NATIONAL STATISTICS



Public opinion





As a sector we challenge numbers with **case studies based on lived experience**

The manipulation and exploitation of data by Home Office

- **CHAIN data on homelessness services** shared with Home Office for enforcement
- **Targeted immigration enforcement** operations
- **Use of warm contacts**
- **NHS Data Sharing Memorandum** with Home Office
- **Immigration exemption in Data Protection Act 2018** (under judicial review) which prevents migrants gaining data about themselves
- **Use of social media data by Home Office for decision making**
- In the London context, **The Way Ahead and Funders Coalitions** are increasingly interested in data

Taken together…

…this is why there is a specific need for a focus on how refugee and migrant organisations in particular use and maximise their understanding of data

Over to you…

- Introductions – you and your organisation
- Can you think of a personal or professional data encounter you have had in the last 24 hours?
- What are you hoping to get out of the session?

Refugee and Migrant Civil Society Data Project – what's in this for you?

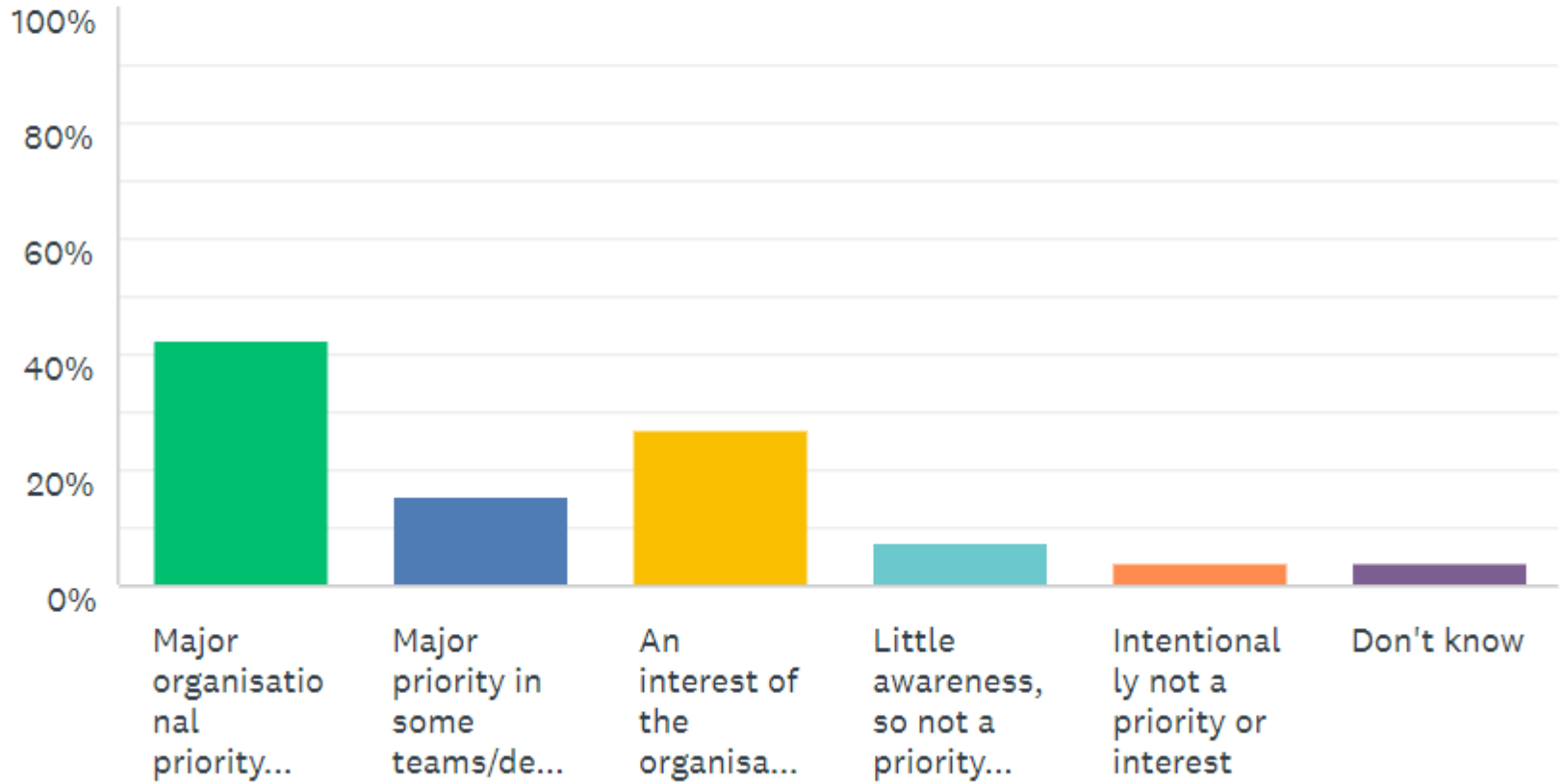
- Improve your collection, usage and storage of data
- Help shape an ethical standard for the sharing of data
- Develop better fundraising opportunities through a more nuanced use of data
- Develop strong public campaigns and policy positions based on data usage

Data Needs Survey

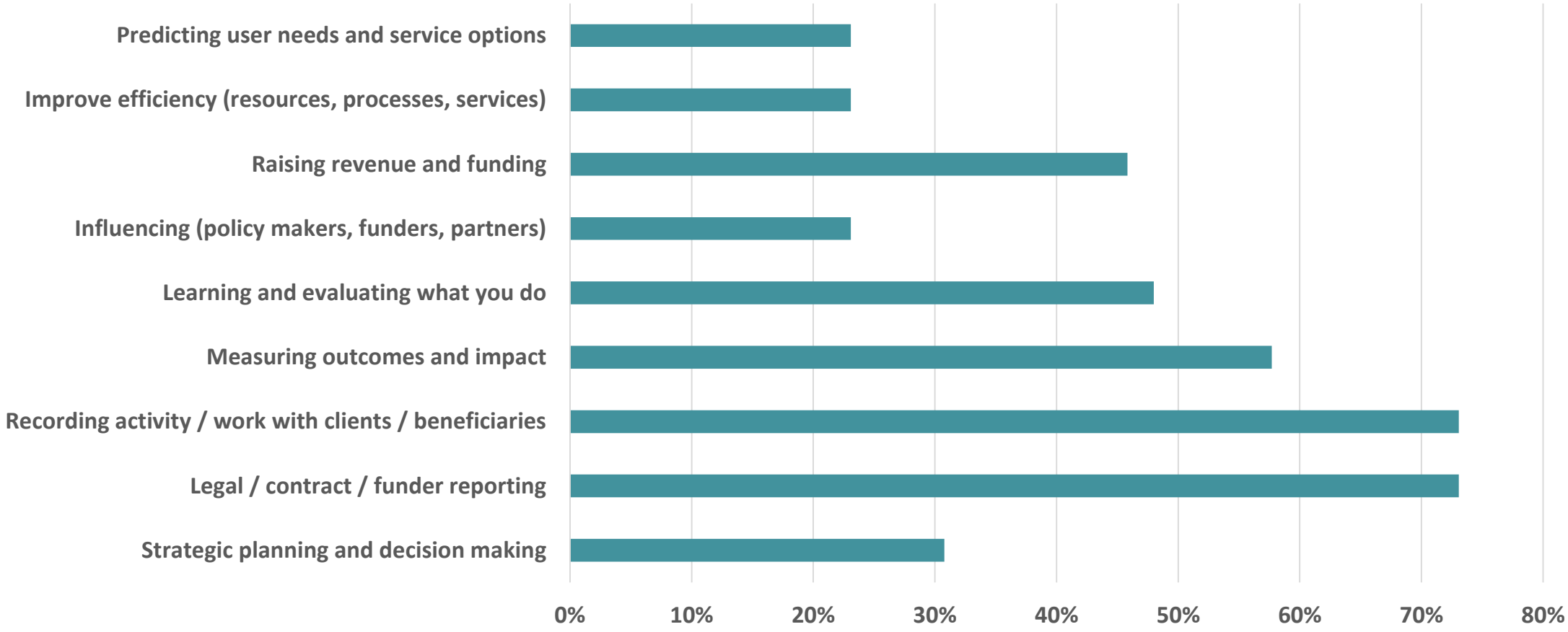
- 26 responses to date
- Organisations ranging from 0 – 60 staff
- 5 organisations with dedicated data roles
- 5 providing OISC advice
- Range of generalist and practical support

How much of a priority is data and analytics in your organisation as a whole? Please tick one.

Answered: 26 Skipped: 0

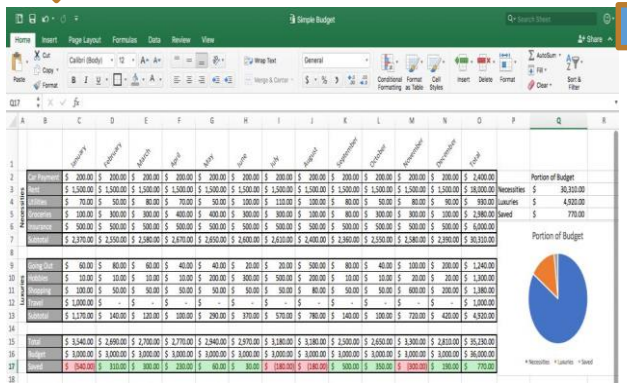


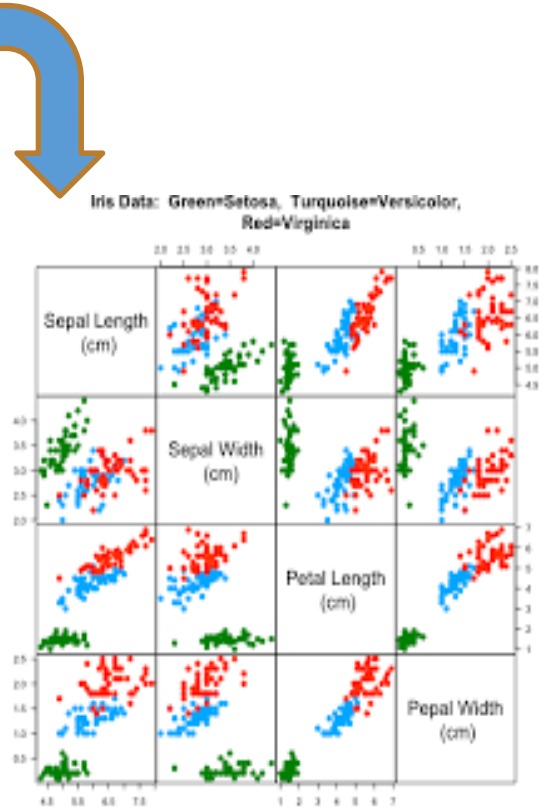
To what extent does your organisation use data for the following purposes?



To what extent do you agree / disagree with the following (strongly agree or agree)

Everyone is on a digital/data journey!



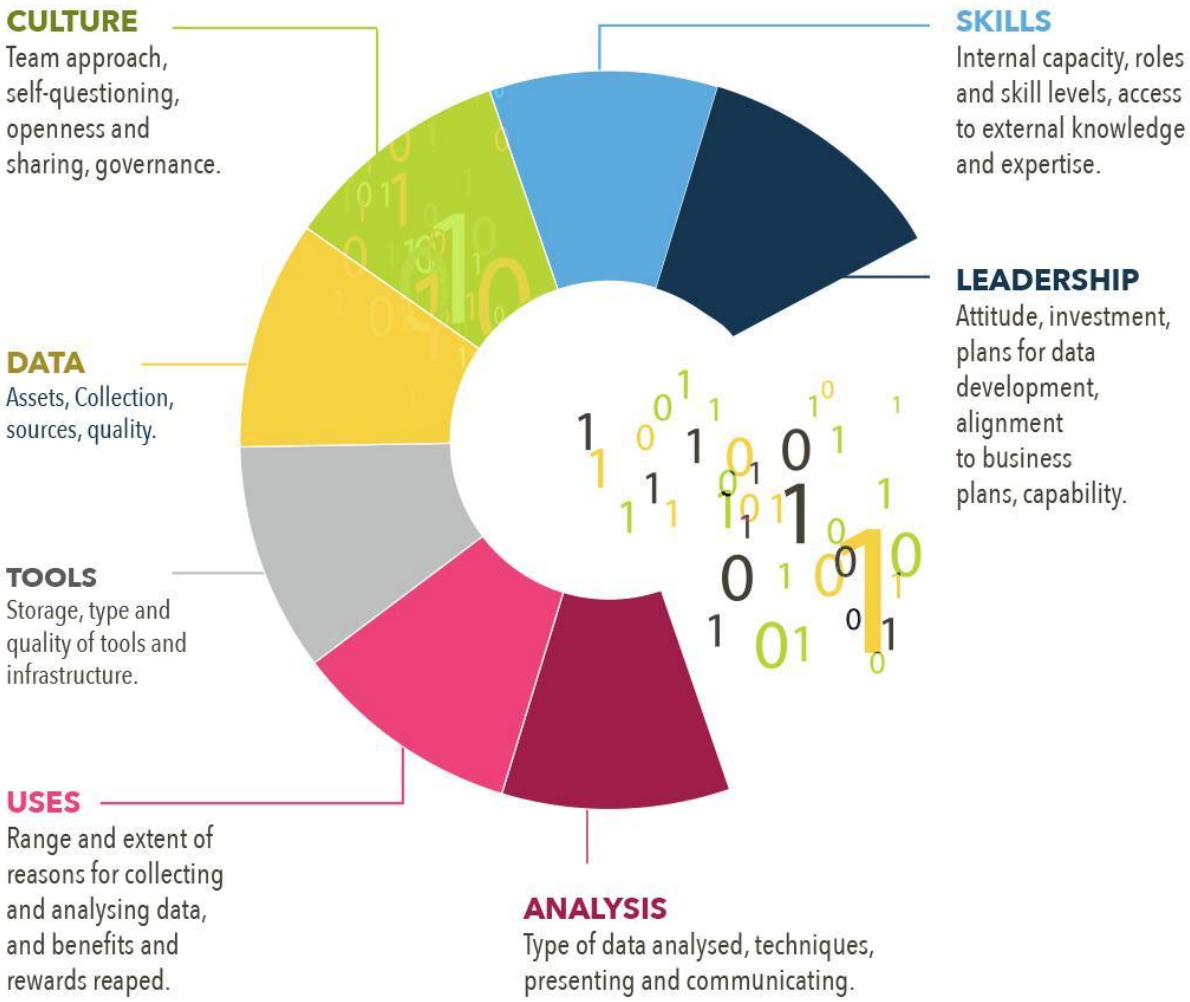


How data mature is your org?

The Themes of Data Maturity

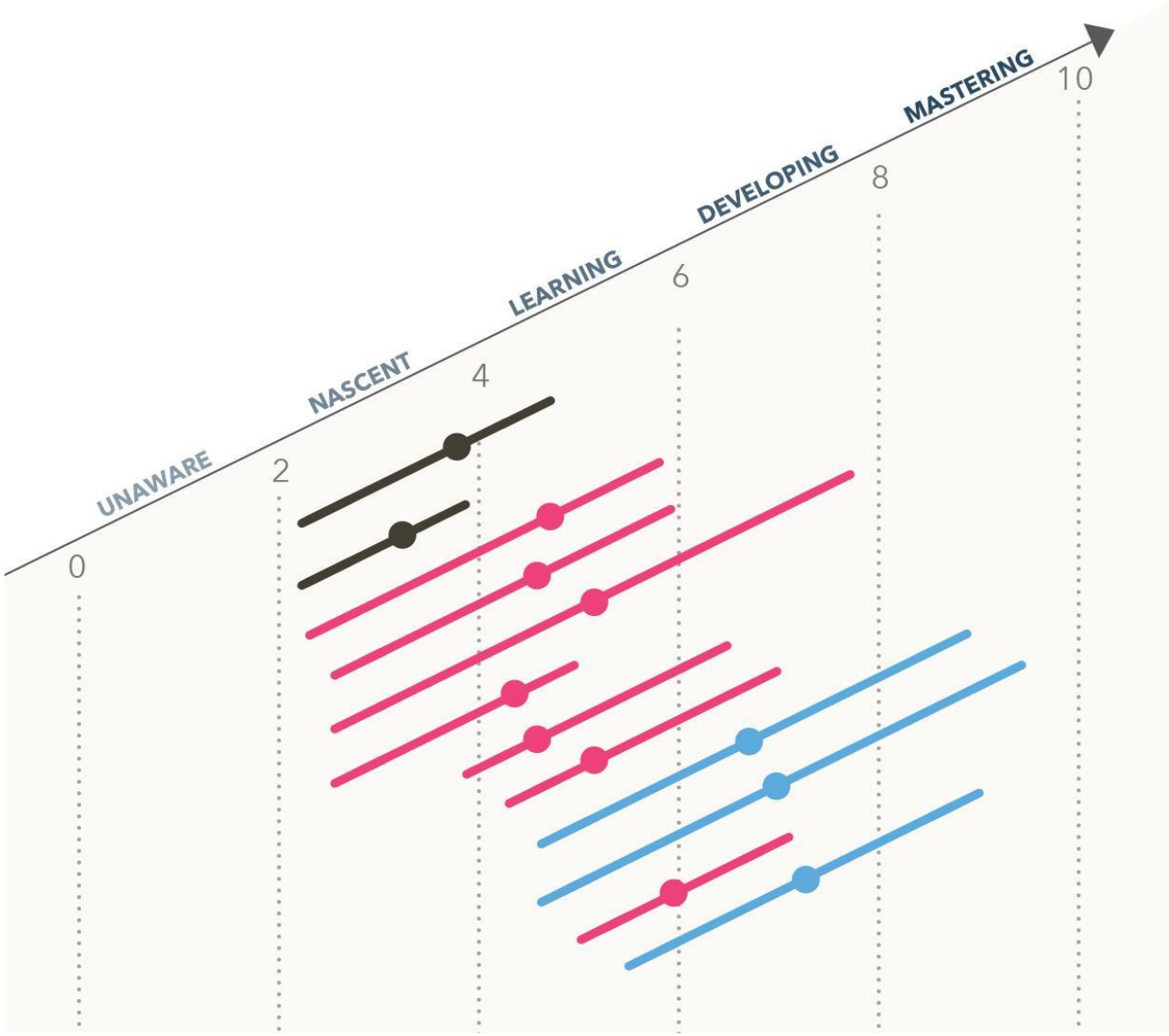
Developed by:
DataKind UK & Data Orchard:

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

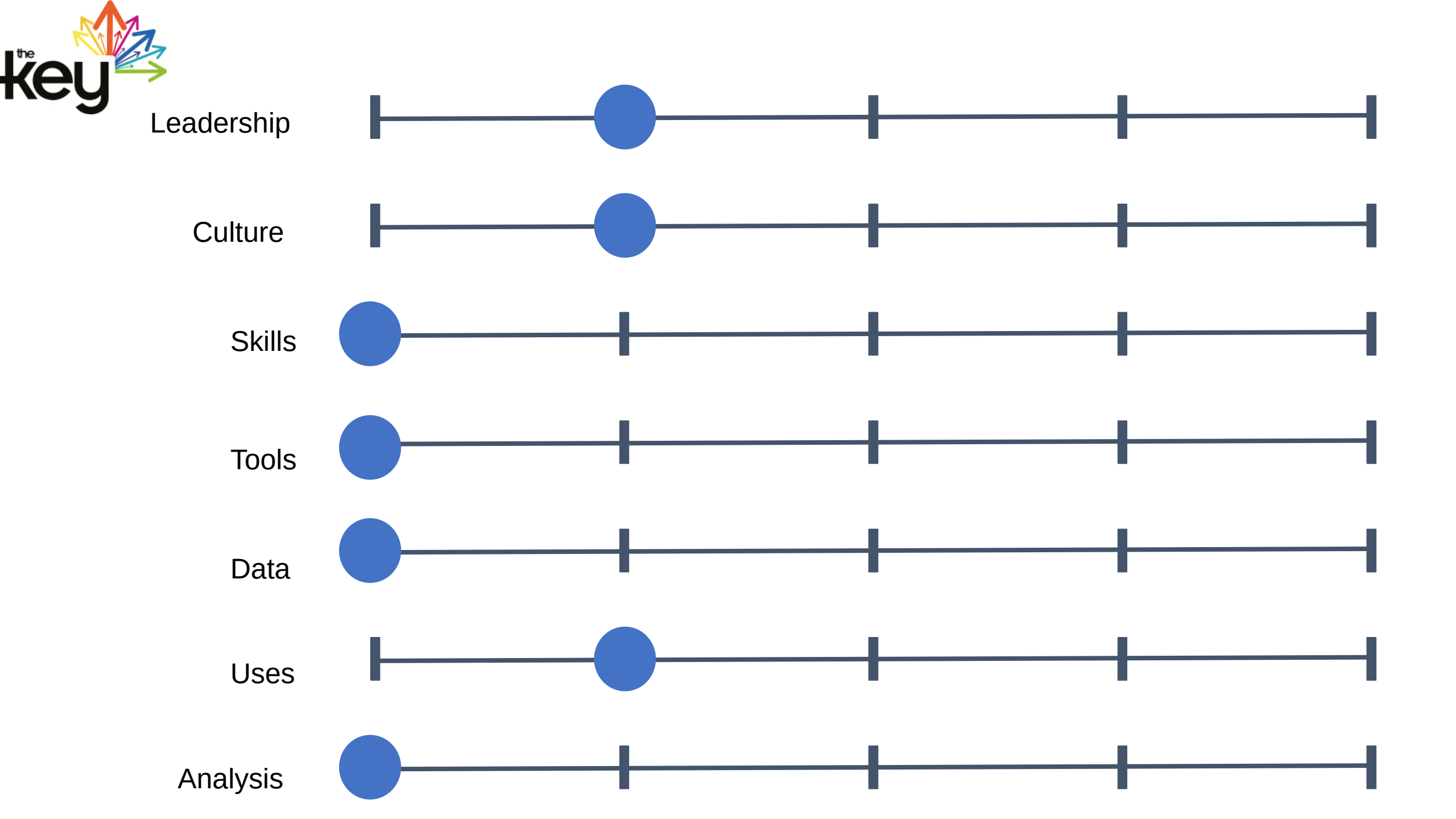


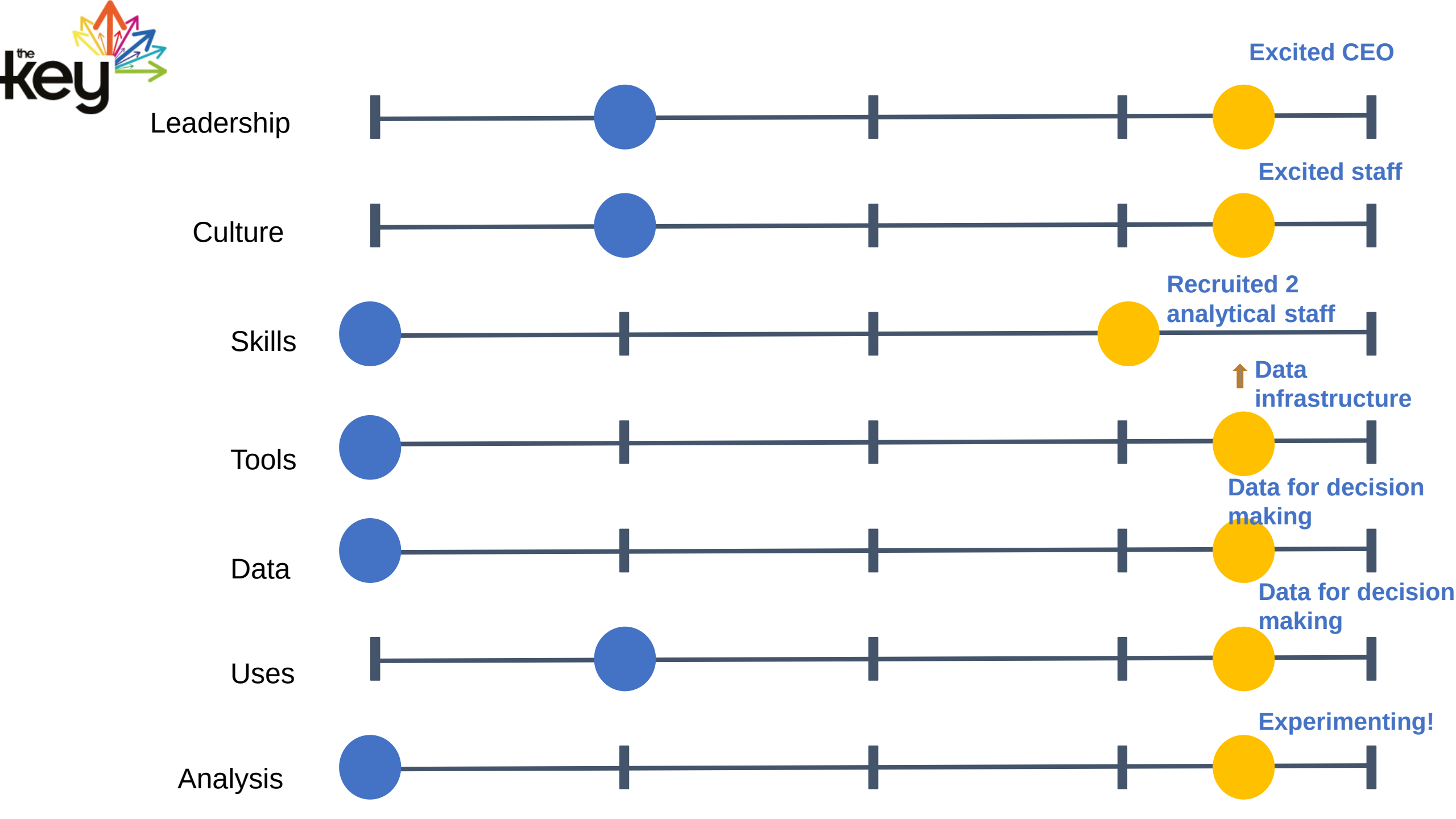
How data mature is your org?

The Stages of Data Maturity



mothercare

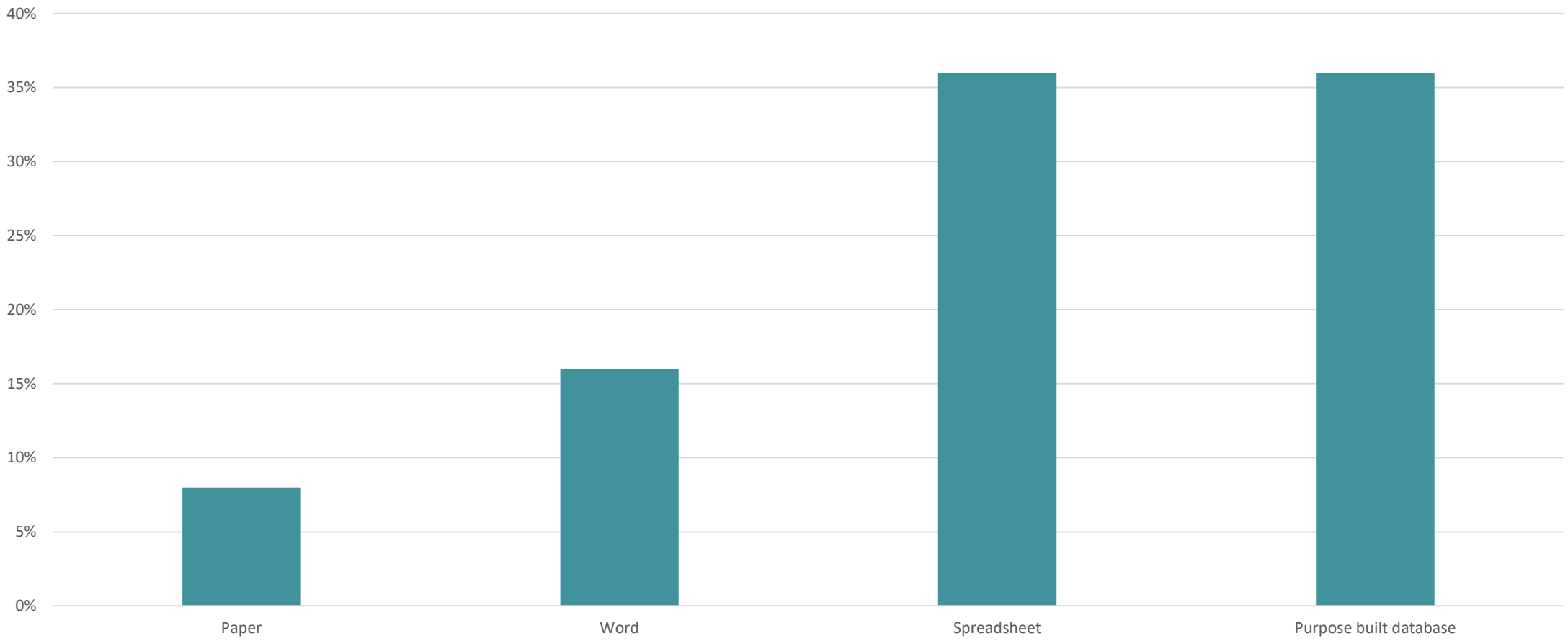

Leadership
Culture
Skills
Tools
Data
Uses
Analysis


Excited CEO
Leadership
Excited staff
Culture
Recruited 2 analytical staff
Skills
Data infrastructure
Tools
Data for decision making
Data
Data for decision making
Uses
Experimenting!
Analysis

Exercise: How Mature Are You?

- Use the data maturity framework to assess how mature you are!
- How mature are your friends? Talk to your neighbour!
- Bring it to the room. Do we have some more growing to do?

Tools & applications – storing data



Comments…

- The software we use is not fit for purpose
- We have an inadequate data system
- Systems are too costly for us
- Our basic database doesn't allow us to input more than just personal details and reason for the visit, so it's hard to retrieve qualitative data
- This is the part of work I, as overall project manager, struggle most with

What digital tools/applications do you use to collect, store & analyse data

Mentimeter

13

From paper to online data collection

"The google forms have been so useful! It is amazing to see the answers compiled into graphs and charts straight away."

"I no longer need to persuade the Team Leaders of the need for digitising our data collection - it is being automatically driven by GDPR!"

Mentimeter SurveyMonkey Typeform WUFOO QuickTapSurvey

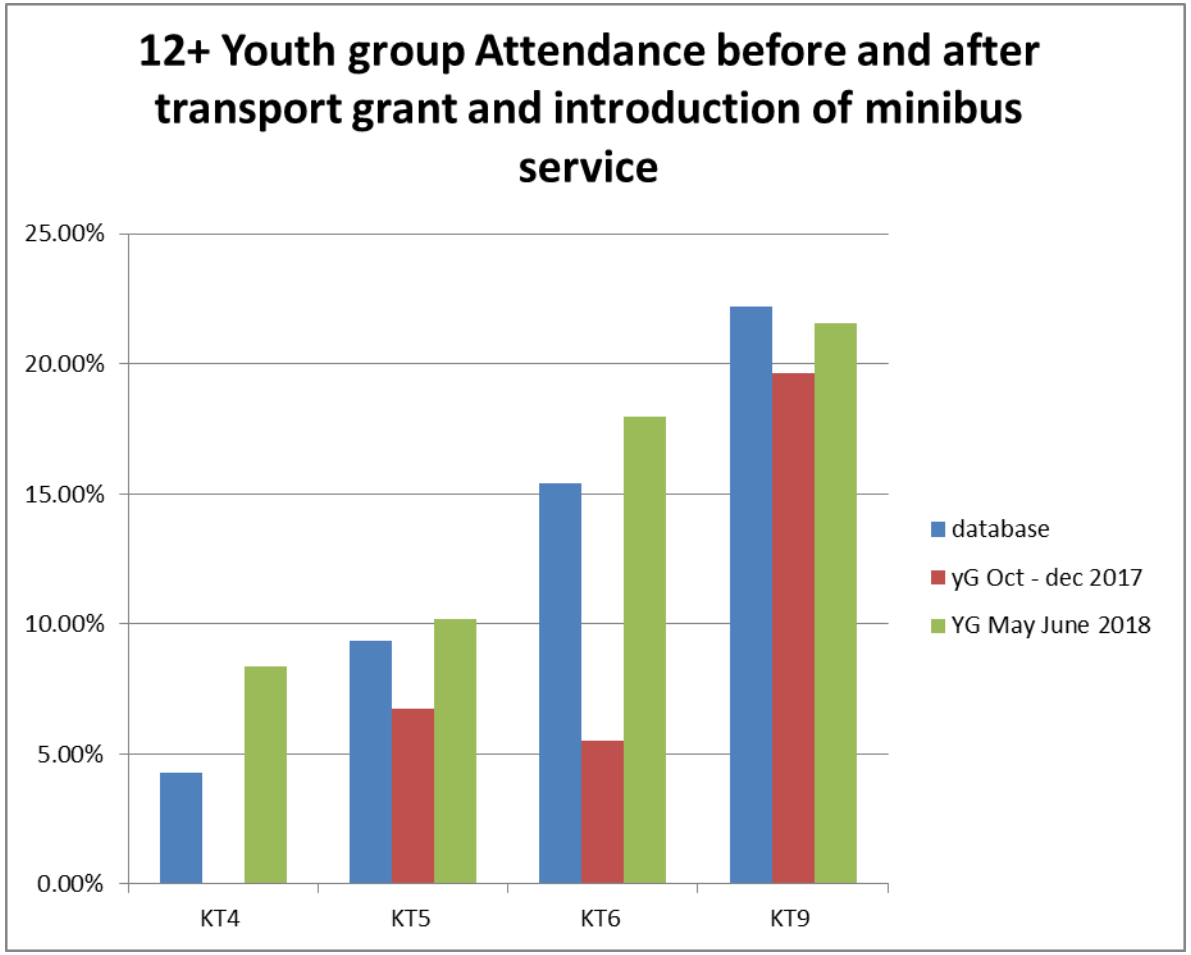
Making the most of Excel..

- Sorting & Filtering
- Conditional formatting
- CountIf
- Pivot tables

*"I believe very strongly that charities benefit from investing in upskilling their workforce around IT and **Excel** is a fantastic tool:*

- *Easy for staff to learn how to use*
- *Cheap to build*
- *Fun to use!*
- *Great for reporting!*
- *Give us confidence we know our project*
- *Easy to analyse trends"*

Interrogate, Shape, Fund, Grow, Report!



Young Carers' Project

Excel for Monitoring & Evaluation

- *I will be able to present data to staff and trustees in much more digestible ways. This will capture their interest and help them to understand what the data means*

- *I hope it will help ensure our service planning is based more on data rather than on what we think we know e.g. more easily see whether service use is representative across the borough or whether carers in some areas make more use of services than others*

Affordable off the shelf online databases

Choosing the best fit?

- Data audit – input from across organisation

Database / system name e.g. Member list	Application e.g. Word / Excel / Access / other	Who uses it? (Which staff / project)	What is it used for? Include type of data stored e.g. names, attendances, work carried out	Have any reports been set up to automatically generate? Provide details…	What problems / frustrations do you have using this 'system'?	What would make use of the 'system' more effective?

- System brief – driving factors, reporting needs, support, budget etc
- Shortlist systems & options appraisal
- Select system & provider / Tender process

Infographics for impact

Canva

Piktochart

easelly
create and share visual ideas online

VENNGAGE

infogr.am

visual.ly

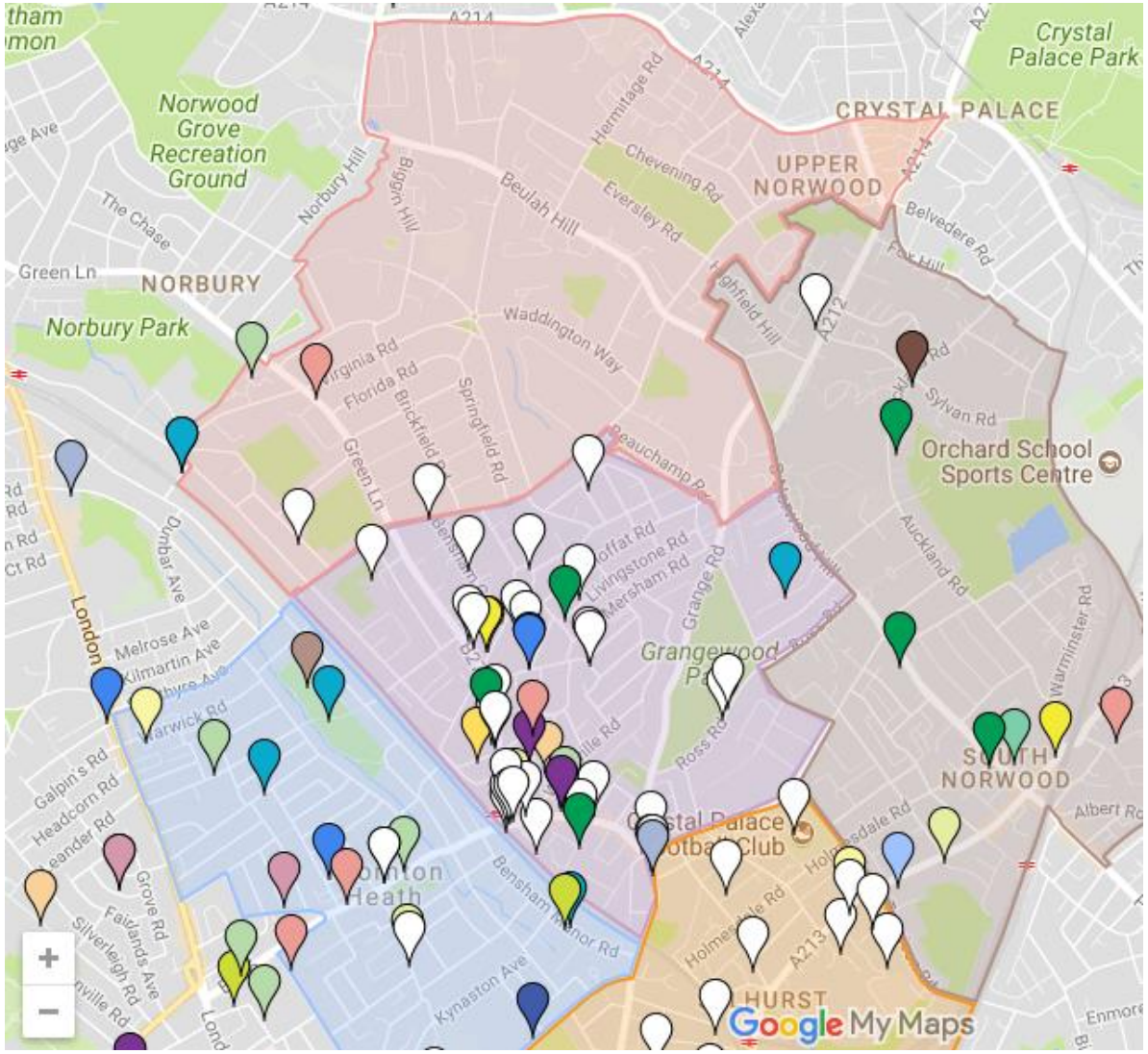
Simplest map creation…

batchgeo

Paste data sets with postcodes & create a map!

Google My Maps

- Add multi-media
- Add different layers (max 10) including markers & outlines e.g. borough, ward, post code boundaries (get KML files from Mapit)
- Customise look and feel



Data analysis / visualisation - next steps

Carto – non profit application for the Builder application

Tableau – non profit discount available via Tech Trust

Flourish – free for public maps

PowerBI – free desk top download or Office 365 app (free subscription for non profits)

STARTS

1906

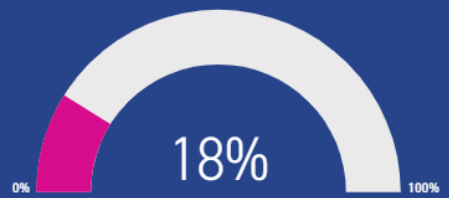
young people started programmes with us over the past 12 months.

England | Scotland

Female | Male

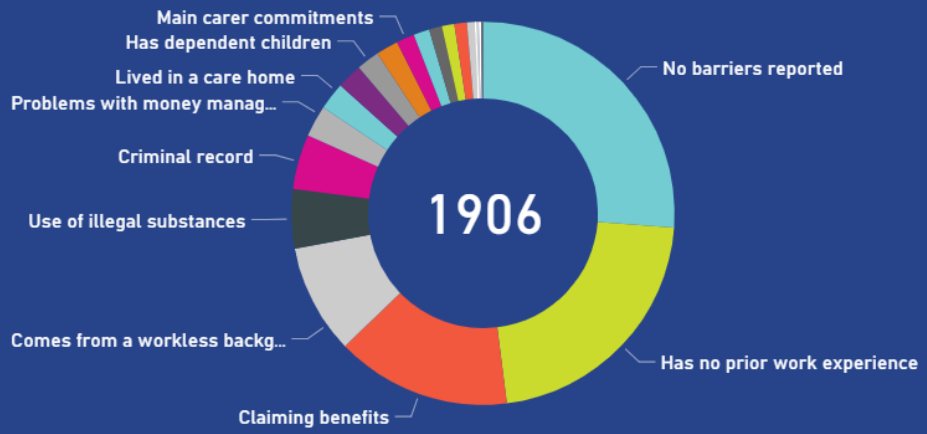
16-17 | 18-24

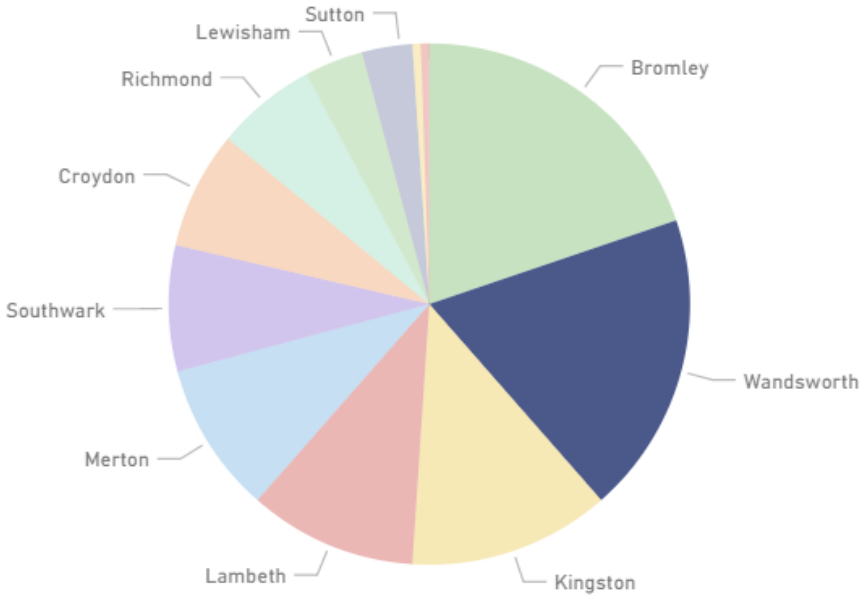
BAME PARTICIPATION RATE



FEMALE PARTICIPATION RATE

REPORTED BARRIERS

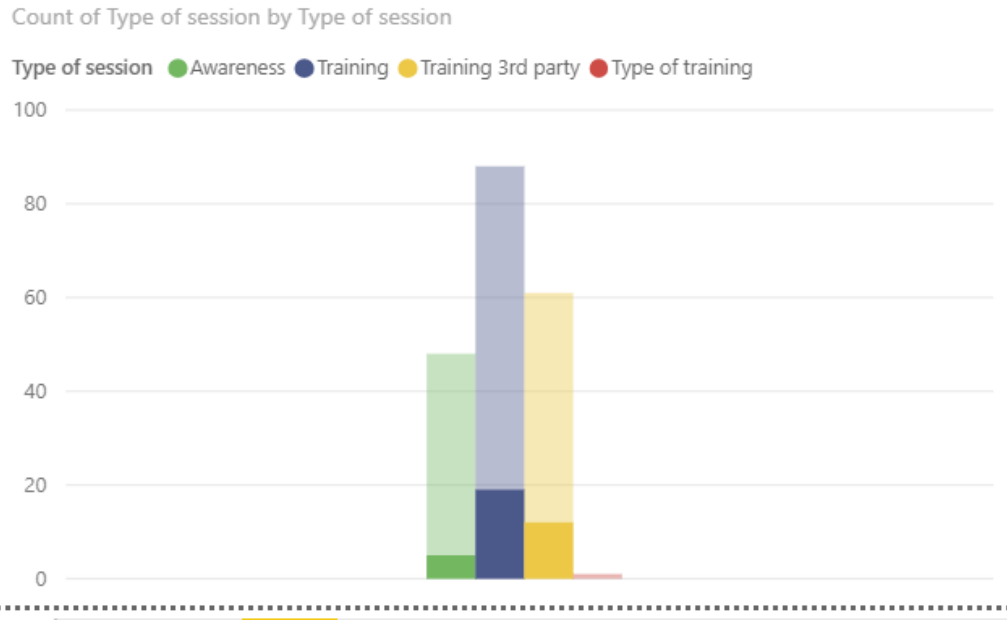




Organisation
575 Wandsworth Road?
Aurora
Battersea Arts Centre
Black Heroes Foundation
Body Action Campaign
Body Action Campaign Charity
CLEN
Cultivate London
Doddington & Rollo Community Roof Garden
Eye to Eye
Freelancer
Gendered Intelligence
Genetic Alliance UK
Home-Start Wandsworth
Iconic Steps

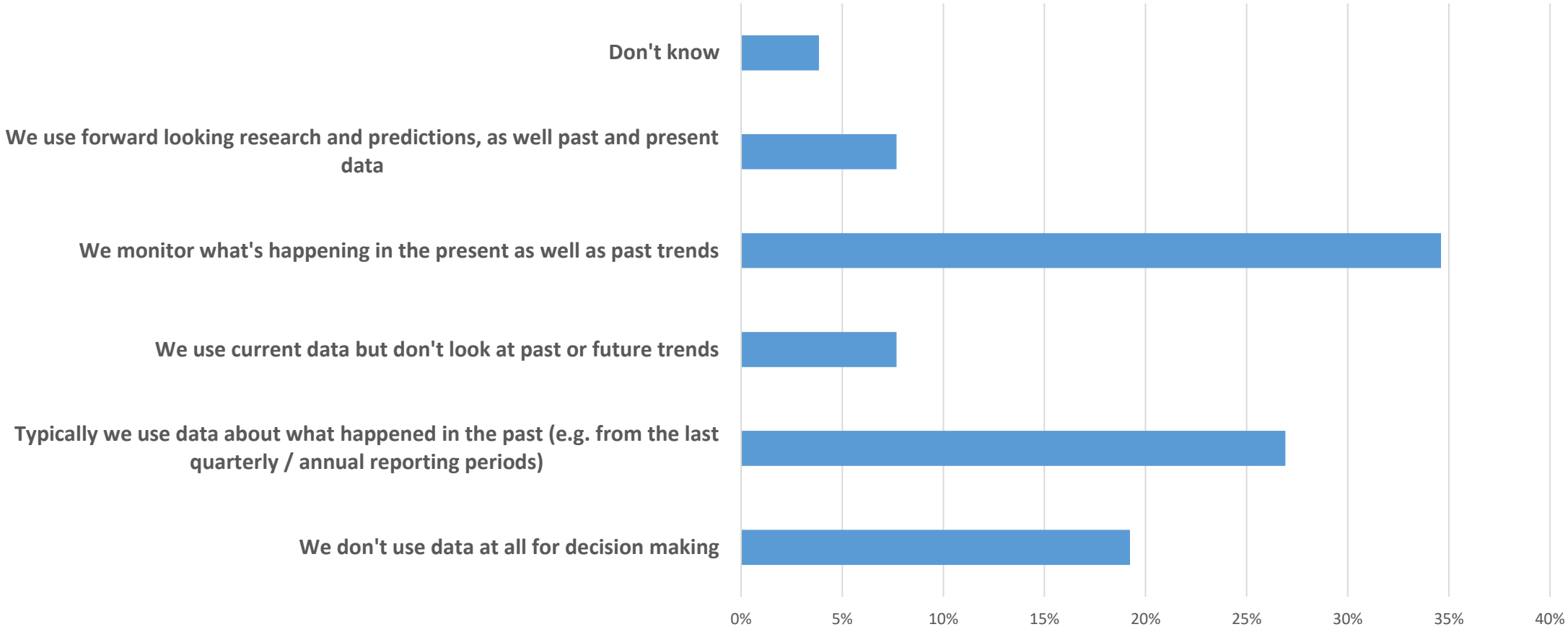
Power BI

Link to a data source (here Excel) and create interactive dashboards.



Session name
Analysing Data and Sharing Impact Battersea Arts Centre 10 Dec 2018
Create easy infographics for impact, March 2018
Creating engaging, impactful annual reviews and reports
Excel for monitoring & evaluating your impact - Croydon, June 2018
From the Data Protection Act to the General Data Protection Regulation, March 2018
From the Data Protection Act to the General Data Protection Regulation, May 2018
Interviewing skills for video and audio
Putting your data on the map - Southwark
Tiny films, big impact - Southwark
Tiny films, big impact - Sutton
Top Digital Tools for Capturing Impact - June 2018 - Lambeth
Top Digital Tools for Communicating Impact - June - Lambeth

Do you use data for decision making?



How can we use data?

- Understand need and demand
- Effective campaigning
- Improve operational efficiency
- Understand the people we work with
- Evaluate services

Tameside Oldham and Glossop Mind

Questions & Ideal Outcomes

1. How effective are our relationships with other organisations who refer clients?

→ **Partnerships:** Identify which partnerships and neighbourhoods to prioritise

1. Who accesses our services and where?

→ **People**: Identify which clients and which neighbourhoods to prioritise

1. How effective are our services in supporting our clients?

→ **Prevention**: Identify how services could be improved

Q1. Exploring referral partners

Q1a. Partnerships (number of referrals, locations, issues worked on)

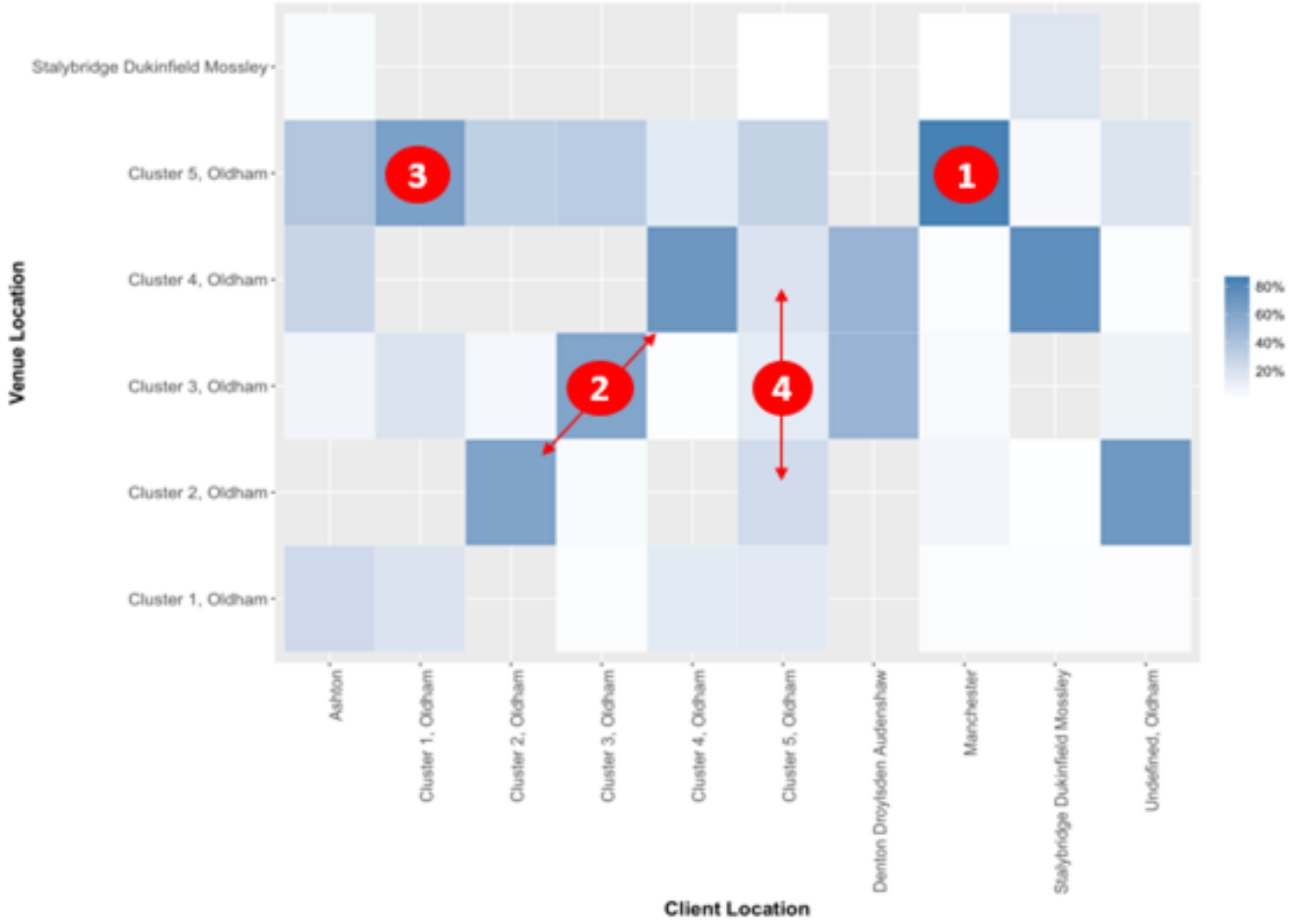
Referrer	Clients referred	Registered patients	% Referral rate
Royton & Crompton Family Practice	335	16,794	1.99%
Failsworth Group Practice	205	12,837	1.60%
Saddleworth Medical Practice	135	14,330	0.94%
Pennine Medical Centre - Mossley	118	11,636	1.01%
Quayside Medical Centre (Failsworth District)	113	5,902	1.91%
Springfield House Medical Centre	111	9,972	1.11%
The Oak Gables Surgery (Crompton)	110	9,368	1.17%
Anonymised	101		
Moorside Medical Practice	99		
Woodlands Medical Practice	97	9,528	1.02%
Positive Steps Oldham	95		
The Parks Medical Practice (Royton Health)	94		
St. Chads Medical Practice	89	2,954	3.01%
Royton Medical Centre (Market Street)	85		
Alexandra Group Medical Practice	83		

Used Open Data (from NHS Choices to calculate percentage of referrals from partners.

Helped them to see which partnerships they should focus more attention on

Q.2. Where do people access services

Q2a. Active Monitoring and Drop In by client neighbourhood



1. Clients who live in Manchester are much more likely to visit venues in Cluster 5 – this is the closest cluster to central Manchester

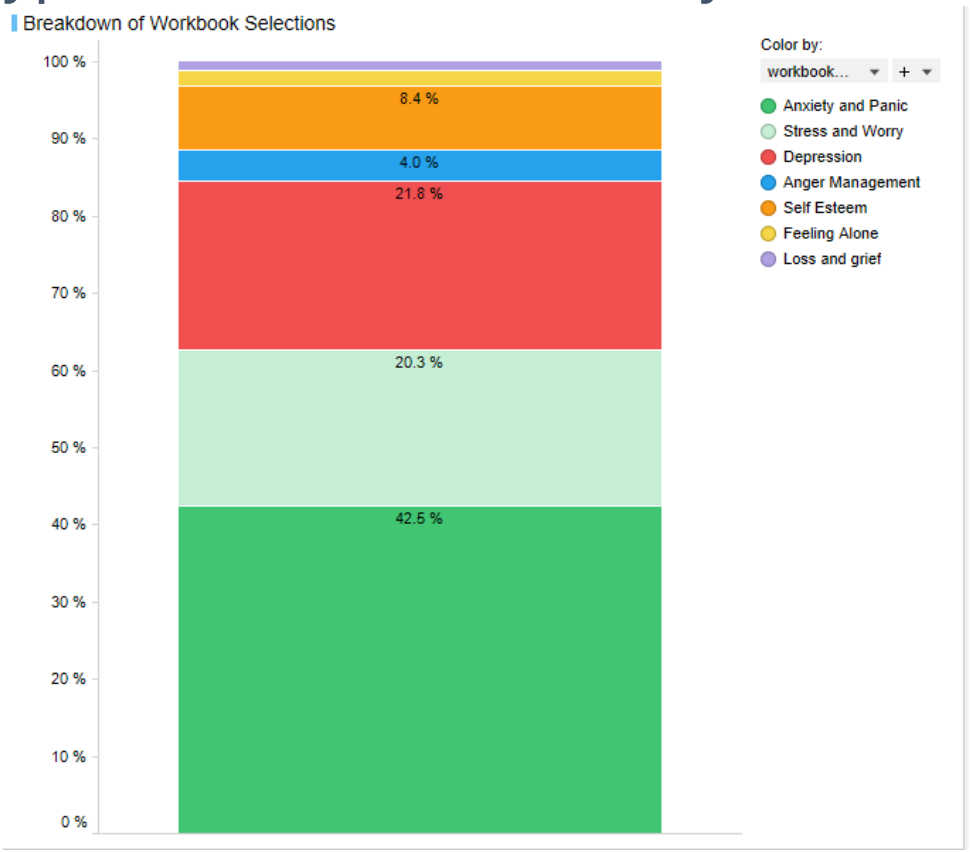
2. We would expect to see a pattern of clients visiting venues where they live – this trend is not evident for clients who live in cluster 1 or 5.

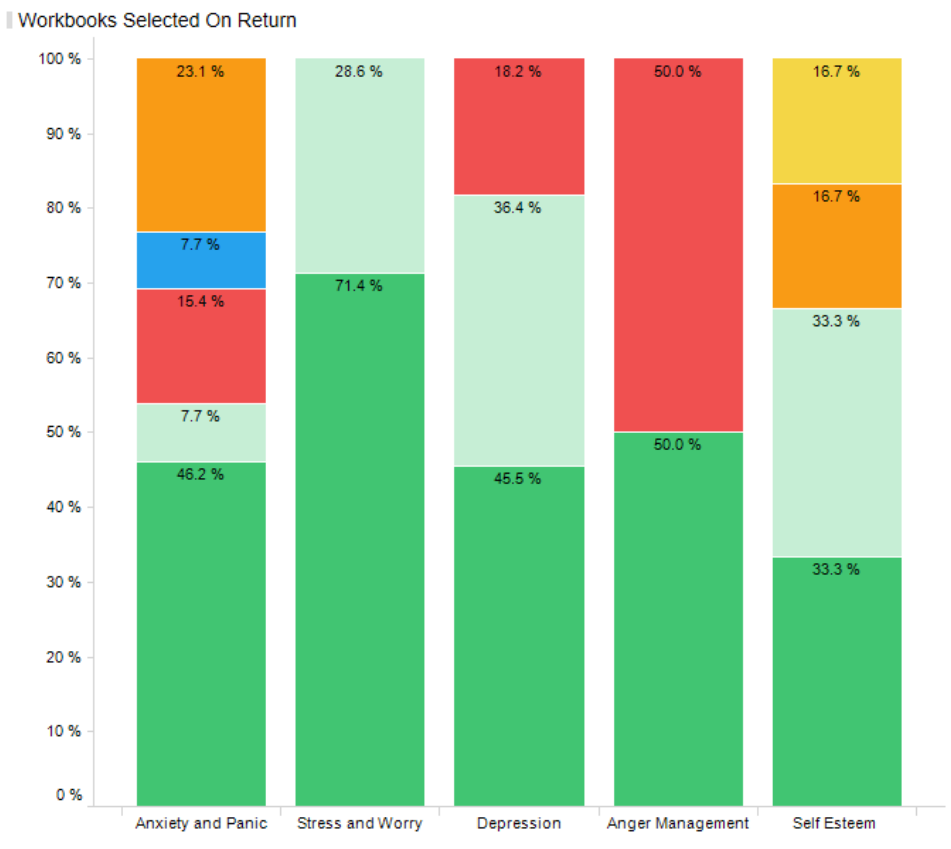
3. Clients who live in cluster 1 are more likely to visit cluster 5 venues

4. Clients who live in Cluster 5 are visiting venues in all clusters, with no pronounced preference

Q.3. How effective are services in supporting clients?

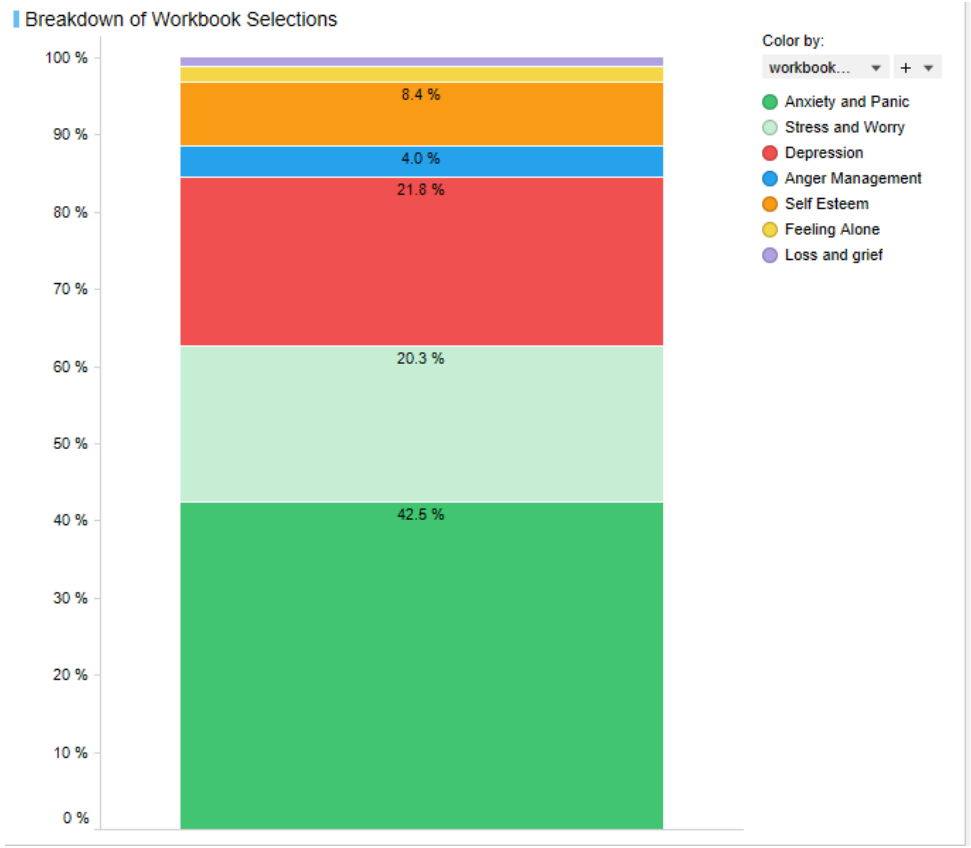
Q3a. Types of clients more likely to return?

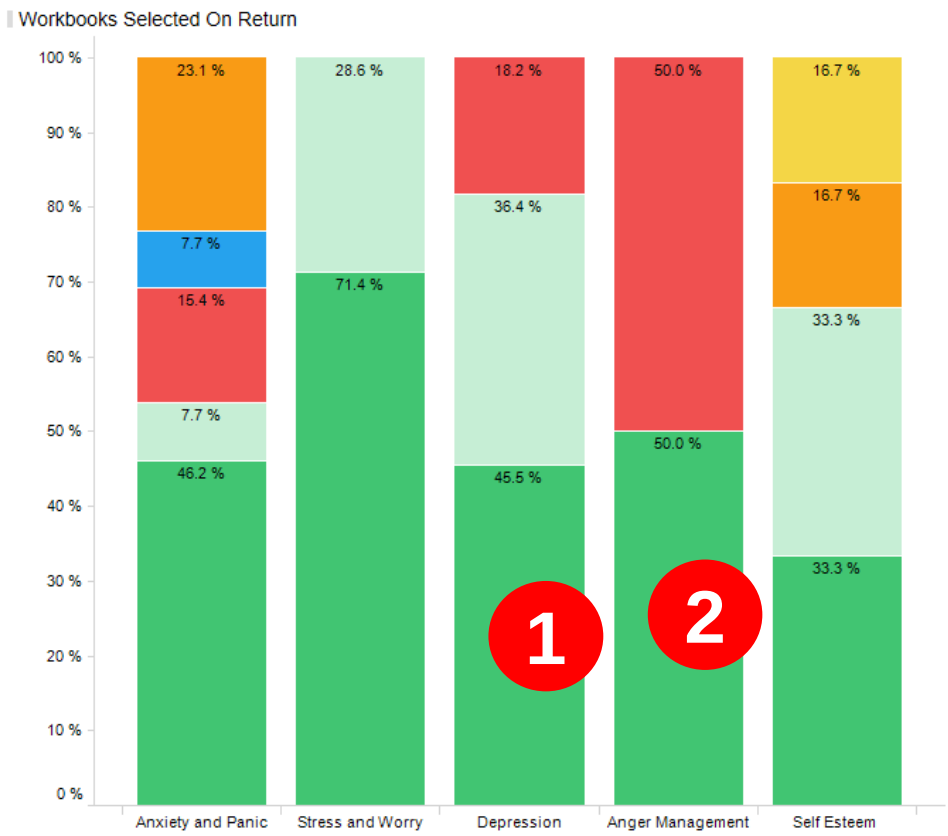




1. Across all issues, the majority of people who returned to Active Monitoring selected an Anxiety/Stress related workbook -
2. Recommend to include leaflets/ exercises for Anxiety/Stress in other workbooks as these are a common factor across clients regardless of initial workbook selection
3. No Anger Management clients returned for the same workbook

Are there any kind of clients who are more likely to return?





1. Across all issues, the majority of people who returned to Active Monitoring selected an Anxiety/Stress related workbook - especially clients who previously dealt with Depression
- Recommend to include leaflets/ exercises for Anxiety/Stress in other workbooks as these are a common factor across clients regardless of initial workbook selection
1. No Anger Management clients returned for the same workbook

Useful links

DataKind UK
http://www.datakind.org/chapters/datakind-uk

Data Maturity Framework:
http://dataevolution.org.uk/the-framework/

Office hours:
bit.ly/DKUKofficehrs

Pro Bono or Low Bono Support

- **DataKind UK**
- Royal Statistical Society (Statisticians for Society)
- Pro Bono Economics
- Pro Bono OR
- 360 Giving
- Coalition for Efficiency (Measuring the good)

Concerns you have raised so far….

- Technical concerns
- Ethical concerns

What would you like to do more of with your data?

Some snapshots from survey responses so far…

- *Use it to both shape our strategy and decision-making, and help us to be more effective with our fundraising*
- *Given the dearth of good quality data in our sector, we'd like to do more to publish what we've got*
- *Use it for campaigning on behalf of refugee communities we support*
- *Track progress and change in meaningful ways, test and evaluate new approaches*
- *Analyse existing data more effectively, capture data more efficiently*
- *Use data-informed narratives is something we would love to do more of*

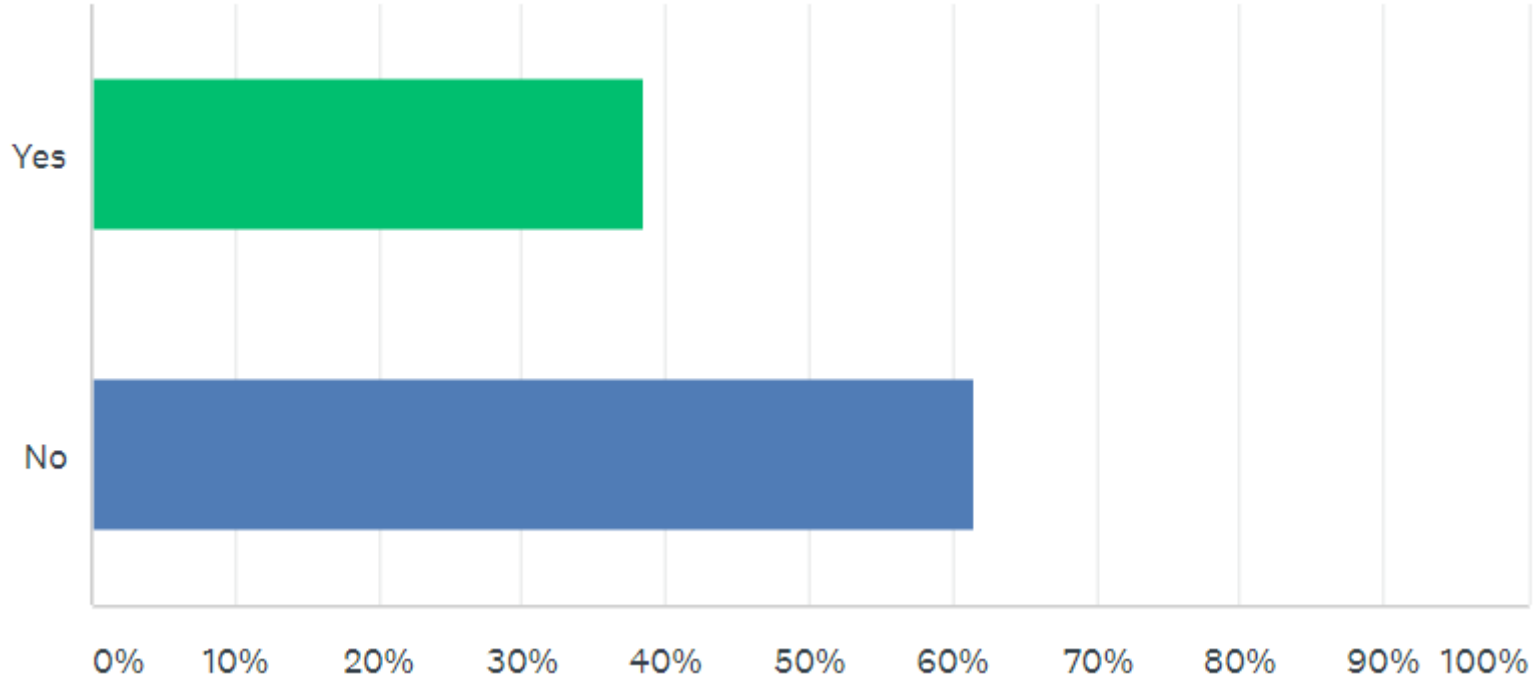
Technical concerns – key issues from survey

- Having the right database for management and capturing data
- GDPR, consent in other languages, third party consent, inferred and implicit
- Asking the right questions of beneficiaries
- Avoiding assessment fatigue with beneficiaries by repeatedly asking questions

Ethical concerns – key issues from survey

- Contextualising data and use of language, how to best present the data story
- Use of social media by advisors and beneficiaries
- Using data without referencing and acknowledging properly (both our own and when we use the research of others)

Do you use external data sources?



Useful data sources

- Excercise – choose a borough and answer questions on data sheet

- Look at useful sources handout

    - International
    - UK Official
    - Local context
    - Universities and think tanks

Thank you for coming!

Tracey Gyateng, Data Science Manager
Tracey@DataKind.org.uk @tgyateng @datakinduk

Rita Chadha, ritachadha@localisingequality.org.uk @seriousrita

Kate White, Superhighways Manager
katewhite@superhighways.org.uk @SuperhighwaysUK