Social Finance Data Platform

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Service definition document

G-Cloud 15

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Who we are

Social Finance, a not-for-profit, partners with people, communities, and the voluntary, health, and public sectors to drive systemic change to improve people's lives.

We partner with local and central governments around the world to improve services and outcomes for people and communities.

To changes services and lives requires bringing together a truly multidisciplinary team. Our 100+ team practitioners, designers, developers, strategists, analysts, product managers, researchers have the skills needed to transform services.

"You are a trusted digital partner, you understand our values and approach. You bring the pace and expertise of a private sector company, and the impact-focus and cultural alignment from a non-profit organisation"

Peter Storrie, Head of Children and Adults Services Intelligence and Policy, Leeds City Council

What we do

We combine research and tech to reimagine public and social services for the 21st century.

We partner with people and communities in developing deep understanding of their most challenging problems.

We then work together to design and build innovative human-centred services, that are safe and trusted, and empower people to live happy and healthy lives.

















Our Values

Curious

We unearth the evidence, ask the awkward questions and don't give up until we get an answer.

Through rigorous thinking, and learning from others, we generate ideas that make a big social impact.

Empathetic

We look from all angles, welcome all viewpoints. We seek to understand without reproach.

We build strong teams from diverse backgrounds, with a shared goal to create lasting partnerships for change.

Pioneering

We are ambitious for lasting change and won't stop until social systems truly meet people's needs.

Change is hard. But by combining social insight, business flair and practical innovation – we make it happen.

Our Principles

Outcomes-focus – Our deep public sector and social issue knowledge enables us to design and deliver projects/products/services that meet the needs of residents.

User-centred – Our team are experts in user research and user-centred design so that we design and think from the user perspective.

Collaboration across boundaries – Our products/ services put users at the centre through breaking down silos and finding a common solution that works across central government, LAs, and health.

Capacity not dependency – We employ a collaborative approach with client teams to capacity-build and transfer knowledge, so they can undertake similar work in future.

Learn and adapt – Our agile approach developed over 10 years means we constantly use learning from each activity to improve the services we provide.

Our Partners

We've worked with partners around the world to improve services and outcomes



Data Platform Overview

KEY FEATURES

- Secure infrastructure collecting data in a central hub for analysis
- UK-based AWS cloud storage
- Privacy by design: automated pipelines enforce data standardisation centrally
- Detailed logging supports users in understanding data processing
- New data pipelines can be added with minimal development
- Robust Information Governance framework
- All data pipeline code transparently maintained on open source repositories
- Solution designed to support multi-agency data sharing
- User-centred research and design

KEY BENEFITS

- Cost-effective cloud-based data sharing platform
- Supports development and distribution of engaging analytics for users
- Data insights to support strategic decision-making
- Enables secure collaboration between teams, departments and organisations
- Minimum data required for analysis while enforcing standardisation centrally
- Allows public sector organisations to measure and monitor outcomes
- Enables under-served populations to be identified and understood
- Iterative data sharing governance structure
- Fosters multi-agency working to provide best interventions and impact

Core Services

Data Standardisation

Information Governance

Data Sharing

Reporting and Analysis

Data Standardisation

Our data pipelines ensure standardisation through schema enforcement, data correction, and a centralised storage system.

- **Schema-based data pipelines:** enforce a specific format on all incoming data, ensuring consistency and minismising data errors.
- **Data correction:** logging mechanisms are in place to identify and record instances where data doesn’t conform to the schema which allows users to fix the data and resubmit it.
- **Centralised datasets:** automated pipelines enforce standardisation centrally in line with user requirements.

Information Governance

Information Governance Toolkit

- Social Finance have significant experience of putting in place several times before with multiple partners
- We take an iterative approach to Information Governance:
  - Core agreements around methods of transfer.
  - Subsidiary agreement templates for specific uses of infrastructure.
  - Collective assurance process in place for agreeing terms of sharing across all partners.

Information Governance: Example Structure(s)

Data Sharing Agreement

- One main agreement generic to all data sharing use cases.
- Individual Schedules for each use case attached to the main agreement.

Data Protection Impact Assessments

- Separate DPIAs for each data sharing use case.

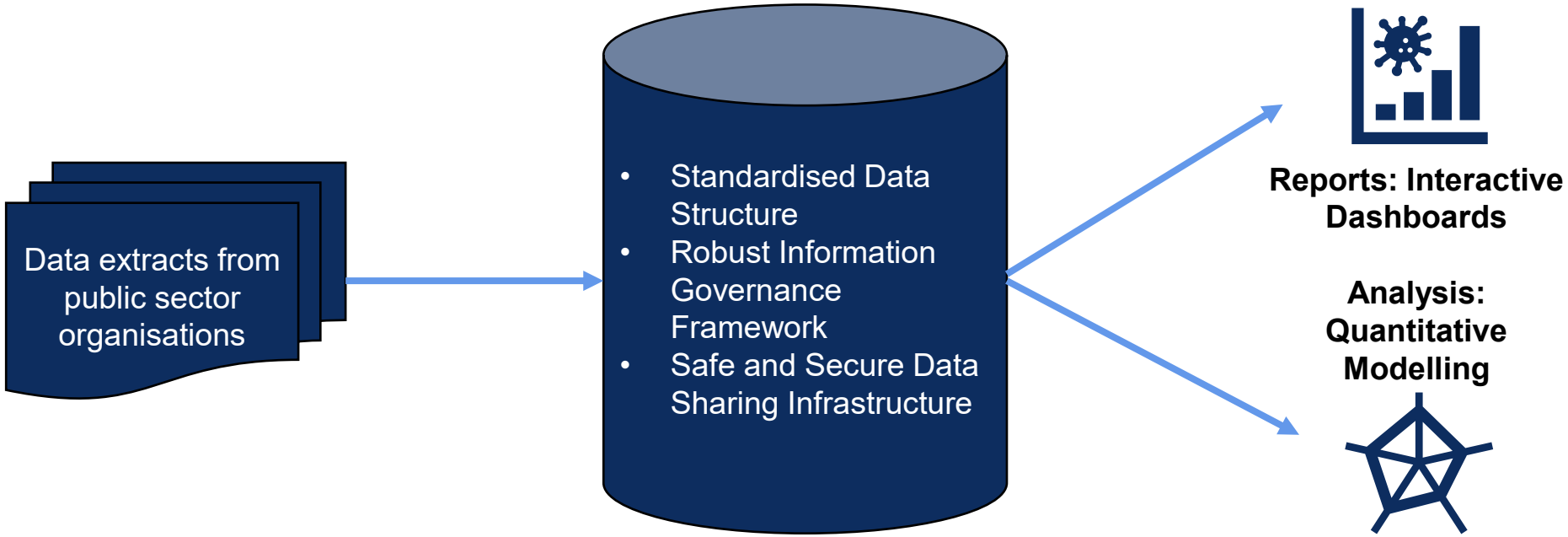
Data Sharing

Key architectural features of the Data Platform solution to enforce standardisation:

- **Secure**: UK-based AWS cloud storage which ensures that data is stored in a secure and reliable environment.
- **Privacy by design**: automated data pipelines create datasets with minimum data required for analysis while enforcing standardisation centrally
- **Transparent**: all data pipeline code maintained on open source repositories.
- **Extensible**: new data pipelines can be added with minimal development meaning that the Data Platform can be adapted to incorporate new datasets as required.

Reporting and Analysis

Addressing your requirements: the Data Platform delivers outputs that cater for both reporting and in-depth analysis.



Thank you.

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