

Appendix Two: Identified data/information gaps and potential ways these may be overcome

Dataset/Information Gap	Progress to date	Potential ways to overcome gap
<p>Equality & Diversity within wards e.g. BME Communities</p>	<p>A meeting has concluded with the Sefton Equalities Partnership to identify potential datasets and information sources for inclusion within area profiles.</p> <p>Arising from this meeting, it is evident that Equality and Diversity is an important issue for Sefton. However, it is difficult to monitor and report this information given that it is often subject to residents contacting the authority e.g. registration of disability, mental illness etc.</p>	<ul style="list-style-type: none"> • Investigate suggested datasets and information sources from Sefton Equalities Partnership. • Where possible, rely on national datasets and information sources e.g. information relating to migrant workers. However, when presenting this information within ward profiles, also state caveats (where applicable)
<p>Information relating to Consultation & Engagement within wards.</p>	<p>A meeting has concluded with the Sefton Equalities Partnership to identify what information can be provided to Performance & Partnerships on a regular basis.</p> <p>The meeting also discussed how Sefton Equalities Partnership can and should report information at lower geographical levels than borough wide.</p> <p>Meeting discussed how consultation such as Citizen's Panel can be broken down to ward level in order to make responses more relevant.</p>	<ul style="list-style-type: none"> • It has been agreed that Performance & Partnerships will support Sefton Equalities Partnership in adapting departmental and partner pro-formas to ensure consultation & engagement is recorded at ward level. • Sefton Equalities Partnership will liaise with commissioned bodies and investigate feasibility of producing reports at lower geographies than borough wide. • Sefton Equalities Partnership to forward to Performance & Partnerships departmental consultation & engagement register; detailing consultation and engagement activity for 2010/11 and what information can be incorporated within ward profiles.
<p>Information relating to Contacts, Complaints and Complements</p>	<p>Two meetings have concluded to discuss this issue and how this can progress.</p> <p>The system used to monitor Contacts, Complaints and Complements cannot currently record or report this information at a geographical level. However, this is theoretically possible to achieve with some changes to</p>	<ul style="list-style-type: none"> • Continue to liaise with Finance & Information Services re: dedicated workstream around customer contacts, complaints and complements.

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	<p>the existing monitoring system.</p> <p>A dedicated workstream focussing on reviewing and improving customer contacts, complements and complaints has already been established – which directly informs the Customer Insight Transformation Programme.</p>	
<p>Achievement/Performance against Neighbourhood Management Plan</p>	<p>Area profiles have been circulated to colleagues within Neighbourhood Management to ensure that information contained thus far supports the agenda of area management.</p> <p>Neighbourhood management plans are still to be developed, and a number of workstreams focussing on localised performance, intelligence and performance management are underway.</p>	<ul style="list-style-type: none"> • Continue to liaise with neighbourhood management colleagues.