

THE KNOWLEDGE

Overview

Data is a valuable resource in day to day management and in future planning. It is essential that reliance can be placed on data that is produced and that data is provided in a way that can help people make informed decisions.

GOOD DATA = GOOD DECISION MAKING

What is The Knowledge?

The Knowledge is a profile pack which will be produced for all wards within the South Hams.

The purpose of the profile pack is to enable Councillors, Officers and Partners to have access to detailed information about wards within the district. Councillors are encouraged to use 'The Knowledge' to go out into their ward and ask residents and businesses **what is and isn't working well** but questions will also be included in various communications e.g. South Hams magazine, councillors newsletters etc.

Where has the data been sourced?

- Council services: e.g. Revenue & Benefits, Council Tax, Housing etc
- Census
- National Office of Statistics
- Community via the Place Survey

What is included in the profile pack 'The Knowledge'?

Section One:

A summary section outlining (i) what are the key issues for the ward (ii) where there are similar issues within the District and neighbouring wards (iii) any areas of possible joint working will be highlighted.

Section Two:

A question table is to be used by Councillors and made available for residents in various communications for finding out **what is and isn't working well** within each ward. Issues raised will be coordinated by Improvement Unit to obtain responses from relevant bodies. Responses will be communicated to residents.

Section Three:

Valuable data, which is generic to the District and specific to the ward broken down into 2 parts 'People and Place':

- Demographics- community profile including deprivation
- Employment & unemployment statistics
- Number who are on benefits and how many should be but aren't claiming
- Number of businesses
- Housing (number of houses, number affordable & percentage which are second homes)
- Community safety- Police statistics
- Information on the landscape/environment (SSSI, AONB & TPOs)
- Results from the national Place Survey which will feature in each relevant section

Note: some data may not be shared with all bodies due to data protection.

How often will The Knowledge profile pack be updated?

It will be updated on an annual basis. Where data is more readily available this will be highlighted and a signpost on where to get the information.

How should it be used? – Cycle of events of using data to improve Knowledge and communication

1	Improvement Unit: Produce 'The Knowledge' profile packs <i>(annually)</i>	7	Improvement Unit: Will allocate the issues/concerns/recommendations raise from The Knowledge forms to relevant services or/and agencies
2	Improvement Unit: The Knowledge profile packs are given to: <ul style="list-style-type: none"> • Each ward councillor (for their area) • Management • Key officers • Partner/agencies- Important: Some data not to be shared due to sensitive nature (will be highlighted) 	8	Officers & External partners: If any issues/concerns/recommendations are forwarded by Improvement Unit- they are to be responded to within 20 working days. Response can be either: (i) work already underway which will address issue (provide background information) or (ii) it is to be looked at in more detail.
3	Councillors & through various communications: Residents encouraged to complete 'The Knowledge' question forms <i>(regular basis).</i>	9	Officers & External partners: Provide response to the Improvement Unit, who will coordinate responses on outcomes, this will be fed back to relevant Councillor, Management and agencies/partners
4	Officers: Use The Knowledge packs when embarking on any new projects to help understand profile and minimise any impact on the district or a specific ward	10	Improvement Unit: Compile responses and provide feedback on outcomes to relevant Councillors, Management and where relevant agencies/partners.
5	Councillors: Are to hand back in all completed forms to the Improvement Unit or Member Services.	11	Councillors & through various communications: Feedback outcomes (once received via Improvement Unit) to the community
6	Improvement Unit: Will gather all information that has been provided by Councillors & residents via the completed 'The Knowledge' forms		

Key: Improvement Unit to action, Councillors to action and Officer &/or Partners to action