LG Inform and LG Inform Plus

Supporting improved performance in Devon

Devon County Council, a leading council in the development of LG Inform, continues to be an enthusiastic adopter. Starting with downloading standard reports using ward reporting and setting up tailored reports for town areas, the council is now consuming raw data directly via LG Inform's direct data feed (API).
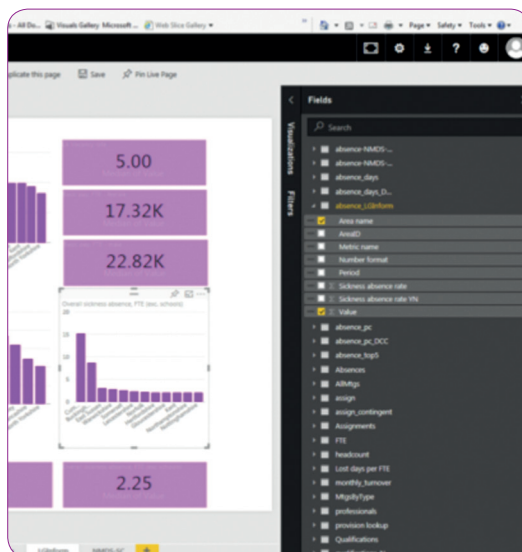
If LG Inform Plus hadn't existed, Devon might have had to dismantle what they had already achieved and collect the necessary information again. However, by using the API, Devon could directly bring the data they needed in to their website to build tables and charts. Additionally, as new visualisation platforms are capable of consuming data via an API, the process has been automated, pulling through regional and national benchmark data and displaying alongside Devon's own information, saving both time and resources.

Supporting improved performance in Devon

LG Inform is being used to build a new corporate performance framework that focuses on meeting the information needs of different audiences. Rather than producing a framework built on traditional levels, Devon are using three 'lenses' to help decision makers:

➤ **Operational**: mirroring the traditional performance management process, quantifying what has been done or what resources are available. For example, number of staff, potholes filled, length of wait times.

➤ **Strategic**: looking at county attributes the council does not directly influence, but which indicate whether their work is having an effect and what factors they should concentrate on. For example, wages, economic growth, house prices, traffic accidents, health, life expectancy.

➤ **Community**: asking 'what does this look like from the point of view of the people affected'? It provides a wider picture of how partners and others are responding to people's needs and serves to build a better understanding of the impacts of change. It provides a clearer sense of how people feel about local issues.

Devon County Council framework

Sample dashboard

HR WITH BENCHMARKING

Using benchmarking
SICKNESS ABSENCE DATA

Benchmarking data is accessed from LG Inform via API, and from the National Minimum Data Set (Social Care) by scraping HTML tables from a web page.

Sickness absence rate

LG Inform absence rate
ALL ENGLISH COUNTY COUNCILS - MEDIAN

7.6%

NMDS-SC average sickness days
ALL PUBLIC SECTOR

6.70

Number of days lost per FTE
BY REPORT MONTH

% Days lost per FTE
BY REPORT MONTH

The underlying data table from the LG Inform API

"I am a great supporter of the direction in which our performance framework is progressing and especially delighted for members. The clarity of information is now very evident and helps members to focus on aspects for which they have not always found easy to identify. It makes for especially good scrutiny and the use of 'lenses' for operational, strategic, and community purposes fits much more precisely with the strategic direction of the council. I know that members are full of praise for this approach and this is very evident at meetings."

Councillor Barry Parsons
Cabinet Member for Performance and Engagement

"This is brilliant news for us. It means we can focus on using the best tools for the job – and know that whatever we pick from today's modern platforms we will still be able to talk to LG Inform to bring us the intelligence we need. We are delighted the Local Government Association has had the foresight to develop such resources as LG Inform and LG Inform Plus and the direct data feed to support us."

Lucy Knight
Performance and Strategy, Devon County Council

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