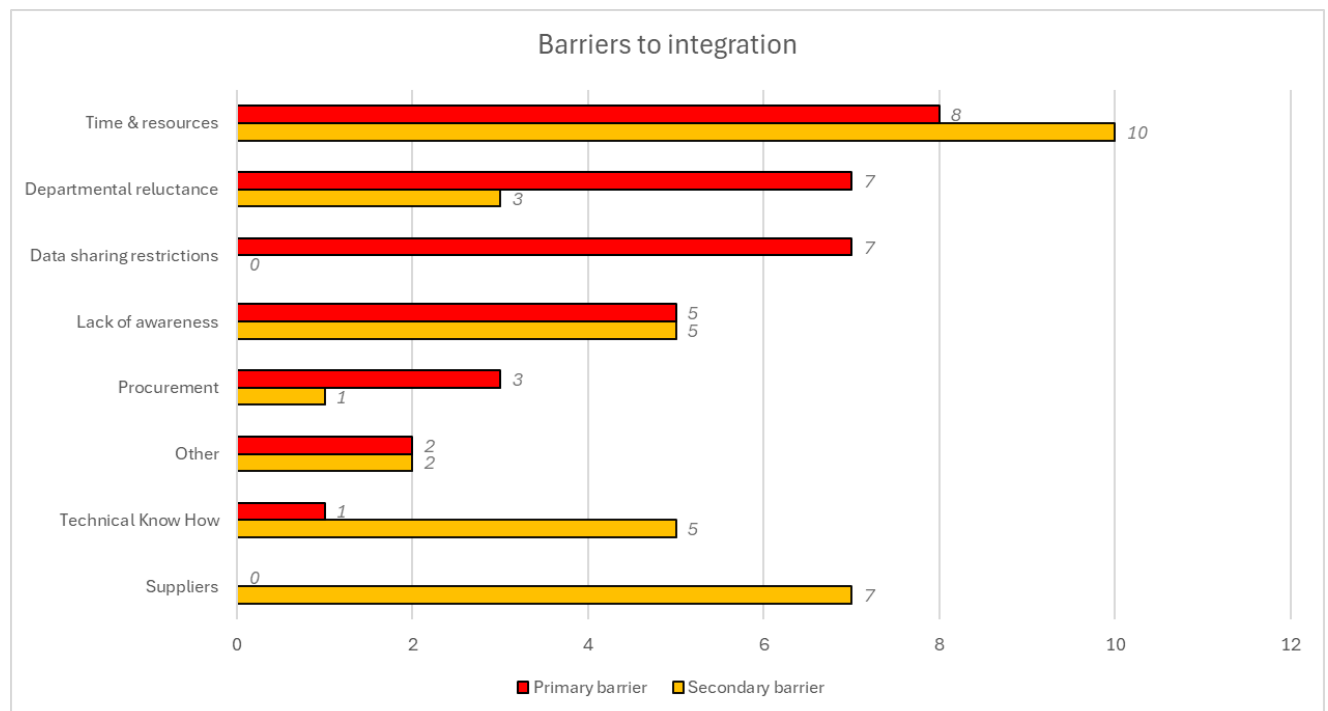


Roundtable 8 Understanding & overcoming barriers to integration

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Attendees were asked to place 2x coloured post it notes on a selection of A4 pages with each listing a typical “barrier” to integration.

- A **Red** post it note represented the **primary barrier** impacting the authority
- An **Orange** post it note represented the **secondary barrier** impacting the authority



Summary points

The top 2 points were discussed in each roundtable sitting to discover more about the barrier and what could be potentially done by GeoPlace to assist in this area:

Time and resources

The problem:

- Custodians have limited or no time to spend to engage departments to convince them that using the UPRN / USRN is of benefit. If this is done, it is typically a counterpart colleague in the department with limited responsibility instead of senior decision makers who are incredibly difficult to speak with, but can make key decisions to use to the data which everyone must then follow
- Custodians have limited or no time to focus on integration as their BAU task to create and maintain the LLPG / LSG to a high standard is all consuming

- Integration is recognised as something which is needed and necessary, but there are no resources (time, people, money) to dedicate to it, so it either doesn't happen or happens but not in the correct way
- It is recognised that integration is a complex task and is not a one-off job, it needs constant time and supervision for it to be effective.

How GeoPlace could assist (potential ideas):

- Engage with senior decision makers with key departments to “sell the benefits” of using the UPRN and USRN rather than leaving it for the Custodian to do. It is an uphill battle otherwise and one which is incredibly time consuming with limited or no impact on adoption. A “top-down” approach is more effective and gets things done rapidly than “bottom-up”
- Potential guidance on how to build a business case to help justify spending time, obtaining budget or even a FTE position to support with gazetteer and integration related tasks
- Simple step by step guides on how to do integration related tasks rather than leaving this for custodians to research and define. The wheel has already been invented to an extent, so it's a matter of providing that best practice where possible and non-supplier specific
- A focus on time saving practices where possible.

Departmental reluctance:

The problem

- Whilst Custodians want to integrate with a department (e.g. council tax, electoral registration, waste collection etc), there is often strong reluctance by the department to do so
- This is often grounded in:
 - The benefits not being clear
 - No time to spend on doing this
 - Not knowing if their supplier / software system will allow them to do this
 - A fear of change to existing practices
 - A fear of efficiencies which could reduce staff numbers
 - Risk of something going wrong.

How GeoPlace could assist (potential ideas):

- It was mentioned that central government often requests data from local government which contains property or street related data (example – schools information). If GeoPlace could engage with those central government departments and ask them to mandate the UPRN / USRN from local government, then that would provide a big incentive and fast track way to adopt the data
- Clear and simple articulation of the benefits specifically for each key department (12 as per the integration reports). For example this could be a simple bullet point list for each department listing out some of the key benefits

they could realise if they use the data. Custodians could use this text in emails or as talking points to support conversations

- Specific quantification of the RoI for each department IF they started to use the UPRN / USRN. The current RoI value of 6:1 is a combined, aggregated view for authority wide adoption, but a figure specific to a service area / department with evidence and quantification of the savings would go a long way
- Engagement with departmental software suppliers to determine if they require support to utilise and handle address / street data – and provision of that support.

Data sharing restrictions

The problem

- When wanting to utilise departmental information that could help supplement and enrich the LLPG, departments are unwilling to share this citing GDPR or other data protection issues with doing so
- The information being requested is simply property related, for example for a licensing department information related to the business name, HMO status, type of licence granted does not relate to an individual, but has been deemed too sensitive to share by the department
- This is not just limited to licensing, it is all other departments – there seems to be a default position to not share property related service information to help enrich the gazetteer. This in turn goes full cycle as an accurate LLPG helps deliver more efficient and effective services
- GDPR and ICO fines have created a risk averse culture where data-sharing is actively discouraged out of fear of fines and public naming and shaming.

How GeoPlace could assist (potential ideas)

- Guidance to help build the argument of why non-personal, property related information can be shared to help support the maintenance of the LLPG, specifically focused on how this is possible under GDPR rules and in a way which limits risk of data breaches
- Potential creation of a Data Protection Impact Assessment (DPIA) template to help authorities demonstrate there is no risk to sharing and utilisation of non-personal, property related information
- Wider awareness building of how data-sharing can occur in a secure and safe way with possible ICO involvement or a supporting statement.