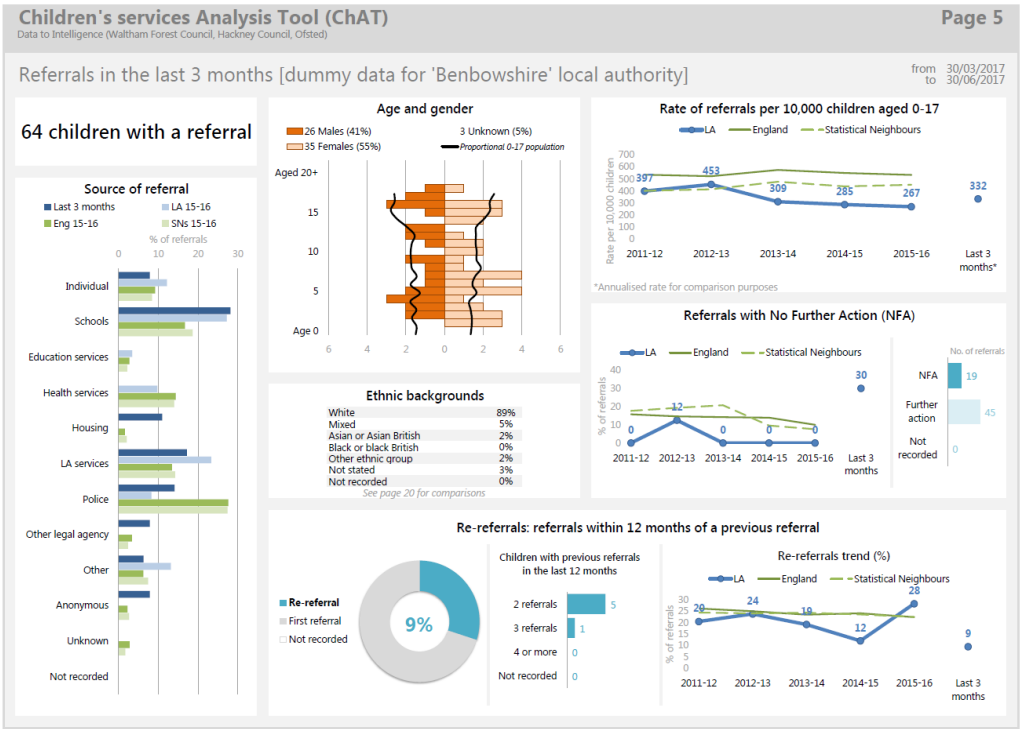

ChAT Children's services Analysis Tool

July 2017

TRANSFORMING EXISTING DATA TO IMPROVE PERFORMANCE OF CHILDREN'S SERVICES

FREE TOOL FOR ALL LOCAL AUTHORITIES

Data to Intelligence

Waltham Forest Hackney Ofsted

The Children's services Analysis Tool, or ChAT, was developed as a part of the collaborative 'Data to Intelligence' project between Waltham Forest Council, Hackney Council, and Ofsted for the use of local authorities to improve performance management of children's services.

What is ChAT?

ChAT transforms child-level data and benchmarking statistics into a highly visual report that covers all areas of children's social care. It enables local authorities to get ahead of the curve by highlighting areas of focus, illustrating trends, and providing real-time comparisons with other local authorities. The wide scope and in-depth analysis of ChAT makes it a both a useful tool to prepare for an Ofsted inspection, as well as add value to existing performance management tools and reports.

Using existing data

ChAT was developed around Annex A; a dataset created by Ofsted as a part of the Single Inspection Framework that consists of 11 lists of child-level data across all areas of children's social care. Many local authorities routinely collate this dataset in preparation for an Ofsted inspection. ChAT combines the Annex A data with statistics published by the Department of Education and the Office of National Statistics to provide a real time comparison with the last five years for the local authority, its statistical neighbours, and England.

Design and purpose

- ChAT uses a variety of clear and simple visualisations that are easy to understand, and a consistent structure that is easy to follow and to spot areas of focus or concern.
- Relevant information is grouped together on a page to maximize information absorbed at a glance.
- ChAT was developed in Excel without any macros to make it a universal tool that can be used by any local authority. The tables and charts can be easily customised and copied into other reports as needed.
- The Annex A data periods set out by Ofsted can be adjusted to include a full year's data; providing informative comparisons at the end of the reporting year ahead of statutory returns.

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Accessing ChAT

For access, local authorities can request to become a member of the ChAT group on the Knowledge Hub website. **Available to local authorities only.** https://khub.net/web/chat-childrens-services-analysis-tool

Tested in 15 local authorities

Once embedded in Waltham Forest Council and Hackney Council, ChAT was tested by 13 further local authorities during two pilots.

Feedback from pilots in March and June'17

- *"It shone a different light on our service information and thus provided us with analyses of our performance that are new to us and which present lines of enquiry that we may not otherwise be as proactively aware of"*
- *"Made it easier to drive the conversation around performance"*
- *"Generated a great deal of discussion amongst managers and flagged a couple of areas for further investigation"*
- *"The authority is very excited by the opportunity to use the data tool and envisage using it as part of our routine performance reporting and challenge"*
- *"Love the infographics. It's amazing what so much data can be transformed into"*
- *"Very straight forward to update and run"*