

## CAF Equalities Workshop 25 March 2010

### *Data collection – Barriers and Solutions*

	<b>Barriers – What stops us getting it right?</b>	<b>Solutions – What can we do to make it work better?</b>
Group 1	<ul style="list-style-type: none"> <li>• Poor staff training</li> <li>• Lack of proportionality</li> <li>• Relevant questions at relevant points</li> <li>• Out of date terminology</li> </ul>	<ul style="list-style-type: none"> <li>• Data sets/ questions being clear for purpose &amp; data used anonymously</li> <li>• Coordination and information sharing</li> <li>• Using existing data where relevant</li> </ul>
Group 2	<ul style="list-style-type: none"> <li>• Individuals – ignorance/ assumptions/ lack of training</li> <li>• Organisational – institutional ways to working</li> <li>• Forms – can be standard but questions asked differently</li> <li>• Portability – cross boundaries and travellers</li> </ul>	<ul style="list-style-type: none"> <li>• Training – make no's live – have meaning</li> <li>• Invest in the right people e.g. processes/ data collection</li> <li>• Coproduction – all</li> <li>• Link strategy and operation – embed</li> </ul>
Group 3	<ul style="list-style-type: none"> <li>• Boring – “back office”</li> <li>• Negative perception from/by public</li> <li>• Misinterpretation of context</li> <li>• Rules of engagement/ quality procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Better and broader communication of use/intent, etc... “why are we collecting this from you?”</li> <li>• Better sharing of existing data</li> <li>• And need to retain the context of the collected data</li> <li>• Establishing better communication</li> <li>• Good data collection practice</li> </ul>

### Data collection – Barriers and Solutions

Barriers – What stops us getting it right?

1. POOR STAFF TRAINING
2. LACK OF PROPORTIONALITY  
SUPPORT SOLUTIONS AT REPORT  
LEVEL
3. COST OF DATE TECHNOLOGY
4. \_\_\_\_\_



Solutions – What can we do to make it work better?

1. DATA SET / QUESTION BEING ASKED FOR  
PURPOSE & DATA USED APPROPRIATELY
2. COORDINATION & INFORMATION SHARING
3. USING EXISTING DATA WHERE RELEVANT

### Data collection – Barriers and Solutions

Barriers – What stops us getting it right?

1. BOXING – "BACK OFFICE"
2. NEGATIVE PERCEPTION / FROM / BY  
THE PUBLIC
3. MISINTERPRETATION → CONTEXT
4. RULES OF ENGAGEMENT /  
QUALITY PROCEDURES



Solutions – What can we do to make it work better?

1. BETTER & BOLDER COMMUNICATION OF  
USE / BENEFIT, ETC... WHO ARE WE COLLECTING THIS  
FROM YOU?
2. BETTER SHARING OF EXISTING DATA
3. WE NEED TO RETAIN THE CONTEXT OF THE  
COLLECTED DATA
4. ESTABLISHING A BETTER COMMUNICATION  
GUIDE DATA COLLECTION PRACTICE



### Data collection – Barriers and Solutions

Barriers – What stops us getting it right?

1. INDIVIDUALS – Ignorance / Assumptions / Lack of Training
2. ORGANISATIONAL – Institutional ways of working
3. FORUMS – Can be standard but Q's asked differently
4. PORTABILITY – Cross boundaries & Travellers



Solutions – What can we do to make it work better?

1. TRAINING – Make aids live - have meaning
2. INVEST IN THE RIGHT PEOPLE eg Processes / Data Collection
3. CO-PRODUCTION – all
4. LINK STRATEGY & OPERATION – embed

