

Race Disparity Ethnicity Facts and Figures

Challenge



More than **100 datasets** from across **12 government departments**, lack of clarity on how the data would be published.



The RDU had little experience of delivering digital projects.



The political sensitivity around the project and interest from high-profile stakeholders meant the team had to devote a lot of time to stakeholder engagement.

Balancing user needs with stakeholder opinions was a continuous focus throughout the project lifecycle.

Why was Methods selected?

- Extensive technical expertise within data management, data visualisation and data publication.
- Developers from Methods had worked on a large scale project to deliver a data publishing tool for the ONS.
- Track record of passing GDS assessments.
- Approach based on user needs and extensive suite of techniques for gathering the insights we need to develop services that meet the needs of the users.

Background

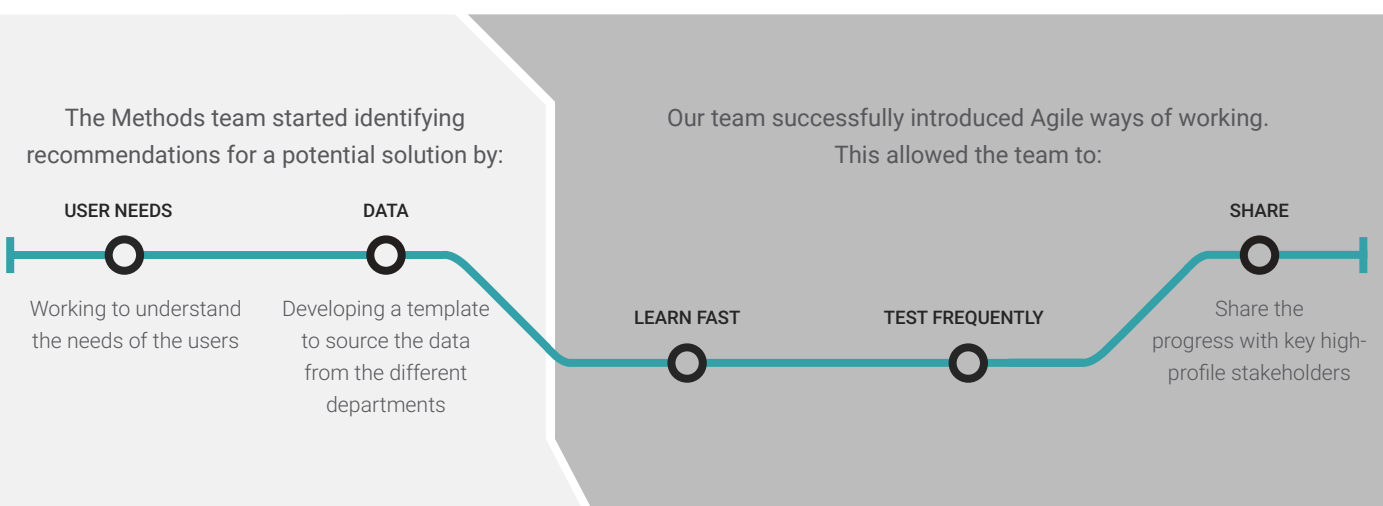
In July 2016, **Theresa May** called for an audit of all government data on ethnicity. The purpose of the audit was to

“identify and publish information showing how outcomes differ for people of different backgrounds [...] to reveal racial disparities and help end the burning injustices many people experience across Britain.”



Approach

Methods’ multidisciplinary team co-located with the existing Cabinet Office team of civil servants.



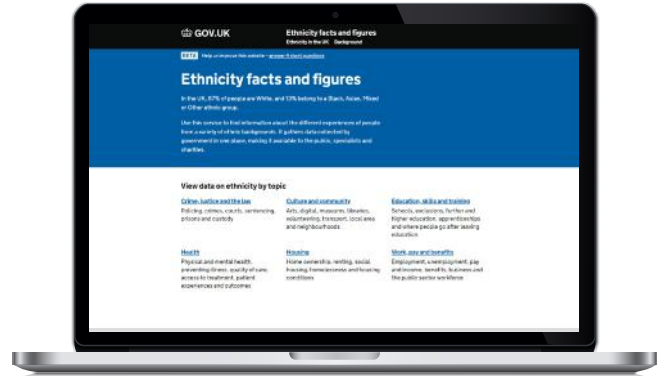
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Solution

Methods challenge was to consolidate data from a wide range of disparate sources and present it as a website that could be easily interrogated and would be accessible and meaningful to users. The style of the website follows the GOV.UK style patterns as this brand engendered trust with the users.

It took a lot of work from the data analysts and our data experts to get to a uniform style. The agile approach allowed us to test many different options and iterations, including maps and other more interactive data visualisation tools.



ALPHA
The Lead User Researcher from Methods hosted weekly usability labs

BETA
The website was starting to take form and the team organised a private beta with more than 100 users

The democratisation of the data enables people to check how ethnicity affects the way they experience public services, and this transparency can help government organisations improve services and reduce disparity.

Results

On October 10th 2017 the Ethnicity facts and figures website launched with more than 100 datasets showing how different ethnicities have different outcomes across topics including education, work and crime. This is the first time that cross-departmental data has been audited, collected and presented in a uniform and simple way, allowing the public as well as expert users to find and understand data.

Looking back, we ascribe this achievement to our user focused cadence of development which always revolved around testing, learning and iterating.

The website has been recognised by industry experts as...

“A model for how all statistics should be developed. An exemplar”.

Ed Humpherson, Head of the UK Statistics Authority

“Extraordinary website”
The Washington Post

“We welcome the audit as ground breaking”
WESC

“Clear and user-friendly”
Damian Green
First Secretary of State

Next steps

Since the launch of the website, the team of civil servants has taken on the agile approach and the RDU is recognised as an innovative and collaborative team in the Cabinet Office. The RDU, has been nominated for the Digital Leaders Team of the Year award. RDU leader, Marcus Bell with the support of the Prime Minister is leading the project to the next phase.

Sources:

<https://www.gov.uk/government/news/prime-minister-orders-government-audit-to-tackle-racial-disparities-in-public-service-outcomes> | <https://www.statisticsauthority.gov.uk/ethnicity-facts-and-figures/> | https://www.washingtonpost.com/world/europe/britain-releases-massive-report-on-disparities-between-nations-races/2017/10/10/58aab1c8-adc8-11e7-9b93-b97043e57a22_story.html?utm_term=.668f7d9d5ae4#comments | <https://hansard.parliament.uk/commons/2017-10-10/debates/4BB04020-2D72-4BAB-BE01-B9424C4DA6F4/RaceDisparityAudit> | <https://publications.parliament.uk/pa/cm201719/cmselect/cmwomeq/562/56202.htm>