



## North East Social Tech Fund: Tech Supplier Open Call: Challenge 3

The North East Young Dads and Lads Project (NEYDL) and Women's Health in South Tyneside (WHiST) both support a range of individuals with their health and well-being. For this challenge, the organisations have teamed up to explore the development of improved data management systems.

A budget of £15,000 is made available for a prototype, through support from the North East Social Tech Pilot Fund.

### Charity Information

**Names of Charity:** Women's Health in South Tyneside (WHiST) & North East Young Dad's and Lad's project (NEYDL)

**Registered Charity Numbers:** 1172924 NEYDL & 1119901 WHiST

### Pilot Fund Background Info

The purpose of the North East Social Tech Pilot Fund is to help charities and social enterprises in the North East and Tees Valley explore how challenges within their organisation can be addressed through digital technology and 'open innovation'. The pilot programme has provided Innovation Grants of up to £10,000 to each successful VCSE which will be used to commission a solution and digital prototype. In addition, all VCSEs receive dedicated hands on support from the Digital Catapult North East Tees Valley's expert Innovation Teams.

At the current stage, all VCSEs have identified and explored key challenges within their organisations which they wish to address through technology. These challenges have been outlined within the innovation calls. It is up to you; the creative, digital and tech SMEs, to come up with creative solutions to these problems and, if successful, develop a prototype or minimum viable product (MVP).

### Charity Background

This open brief is a partnership contract with NEYDL and WHiST:

**The North East Young Dads and Lads Project (NEYDL)** is an award-winning community-based charity working to improve the lives of disadvantaged young men (<25 years). Currently, the charity is focusing on supporting young fathers and expectant dads living in the most deprived wards of Tyne & Wear and Northumberland.

In particular, NEYDL works with young men to address a range of challenges that could impact their wellbeing including homelessness, poverty, benefit sanctions, drug and alcohol misuse, gambling addictions, school exclusion, domestic abuse, criminality, mental illness, untreated physical illnesses, and isolation and loneliness.

NEYDL provides support to young men through direct befriending, bespoke 1:1 sessions, weekly peer groups, and 'Dads & Toddlers' stay-and-play sessions which are delivered at various locations

across the region. In addition, NEYDL can support young men with navigating Family Court and Child Protection proceedings.

From 2018-2019, NEYDL supported 62 young men with an average contact time of 41 hours per person. The organisation has benefited from referrals through a wide range of agencies, young people, and families.

**Women's Health in South Tyneside (WHiST)** enables women who are working and living in South Tyneside to thrive and progress in their lives. WHiST empowers women to (re)gain control and choice over their own lives while improving access to services and promoting independence. WHiST achieves this through offering services such as education, counselling, employability support, volunteering opportunities and support groups.

WHiST currently support over 250 different women a week and have over 1000 members on their database. WHiST generate revenue through Service Delivery Contracts, Trusts and fundraising activities.

## **Summary of the Challenge / tender**

WHiST and NEYDL are looking for a tech SME to help them implement better data management systems that will enable them to better manage appointments, obtain live feedback, track data, and do more to improve the lives of those who need it most.

Whilst both organisations are currently using different data management systems, both systems are limited in capacity and prevent the organisations from tracking their impact and ensuring they are providing their service users with the best possible support. The new technological solution should aim to address these challenges through including the following features:

- The ability to track the progress and journeys from individual users.
- The ability to obtain live feedback information from sessions and potentially summarise these in a dashboard.
- The ability to share clear and transparent information of the organisation's impact with funders.
- The ability to manage appointments more effectively. For example, through text message reminders.
- The opportunity to facilitate the move to the digital adoption of data collection. Both organisations currently rely on paper as a data collection tool and are hoping to use the digital solution to start collecting data digitally and move away from paper. Digital literacy and access to hardware would need to be considered within the solution.

Both organisations are at different stages within their data management journeys.

**WHiST** are currently using a 'bespoke' database which has been designed to handle a large amount of data (that cannot be sustained through excel). However, the database is unreliable and challenges from inception have meant the team find it time-intensive to use and are unable to see clear return on investments. WHiST currently use Power BI as a data management system but have found that this database is not tailored toward efficient data extraction by Senior Management, making it difficult to share information with funders and track targets. WHiST is also interested in developing an appointment booking system/text message service as well as finding a means to record participation of non-members who use drop in services and do not have any software in place to do this at the moment.

NEYDL are currently using Excel as a data management system and have found this workable with the small amount of data they process (as opposed to WHiST). In the past, NEYDL used a data management system provided by a sister organisation but this had not been fit for purpose.

## **Things to Consider**

Challenges in data management are common within charitable organisations. If a solution can resolve the challenge for WHiST and NEYDL, it is likely others may want to trial it as well. This could potentially help WHiST and NEYDL secure further scale up funding, and has the potential for the solution to create a wider social impact across the sector.

As both organisations process and deal with 'personal data', applicants must consider security and GDPR compliance. For example, both charities will need to have separate log in details so that they cannot see each other's data.

There is an awareness that there are many data management solutions on the market – the team would be willing to consider existing solutions in addition to bespoke solutions if they are fit for purpose.

## **Impact of Solving The Challenge**

Solving the challenge has the potential to create both a social and financial impact within the charity sector. It is envisioned the solution will create a positive impact in the following ways;

- Organisational impact: the solution will enable both organisations to use their data to better understand and report on their social impact
- The solution will improve monitoring reports for current funders and strengthen the information and data they present to potential funders (help with future sustainability).
- Organisational impact; the solution will enable organisations to review their processes and services, and determine where improvements can be made. Organisations will also benefit from analytical knowledge leading to a refinement in service provision, in response to member's feedback.
- Social impact: The solution will enable the organisations to broadcast the successes of the services to more people.
- Financial impact: the solution will save the organisations money through reducing staff time taken to manage data and reducing the time needed for organisations to understand why certain processes or services are not working.

## **Project Roles**

Kevin Stoodley - CEO will be managing this project on behalf of NEYDL

Corinne Devine – CEO will be managing this project on behalf of WHiST

## **The Budget**

This partnership was awarded £15,000 from the fund to be allocated to development of a prototype solution. All funds are classed as restricted and therefore 100% will be paid to the supplier upon completion of pre agreed milestones.

## Timescales

|                       |            |
|-----------------------|------------|
| Open Call Deadline    | 20/03/2020 |
| Companies Shortlisted | 25/03/2020 |
| Pitch Day             | 01/04/2020 |
| Company Selected      | 08/04/2020 |
| Solution complete     | 31/07/2020 |
| Evaluation Report     | 11/09/2020 |

## Evaluation Criteria

|            |  |     |
|------------|--|-----|
| Innovation | Likelihood of solving the challenge and the opportunity for the charity to receive scaleup funds to develop the prototype into a complete solution | 25% |
| Team       | Experience of the solution & the sector  | 25% |
| Timescales | Ability to meet timescales   | 25% |
| Scope      | How much of the brief will be met in the budget  | 25% |

## Apply

To apply, please fill in the online application form before 23:59pm on 20 March 2020 (answer with "NEYDL and WHiST" in the 'name of the open call field'):

<https://airtable.com/shrZWbmjf2isVnac6>

## FAQs

### Intellectual Property

All Intellectual Property will reside with the charitable organisations unless otherwise agreed in writing between both charities and the supplier. Therefore, we would advise if you wish to pitch a solution that is based on your current infrastructure and therefore your existing Intellectual Property please state this clearly in your application form so that your IP can be protected and the charity is aware.

