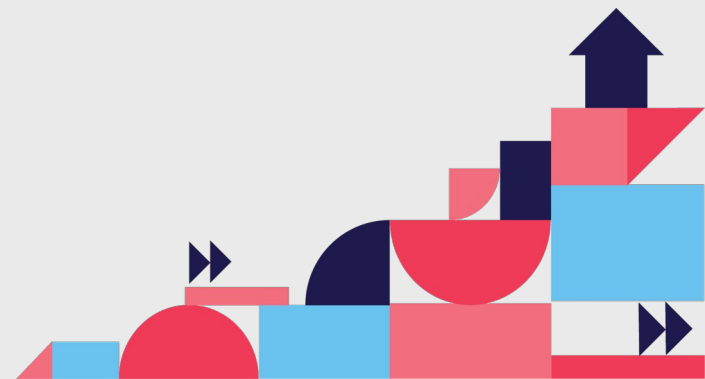


Thematic Panel Discussion

Data-driven Decision-making in Social Services

Hendrik-jan Graber
Director, Datafuture,
The Netherlands



From data-insight to action perspective

How to find, reach and provide for people in need?

1. Why do we need data dashboards?

People in need have been the voiceless throughout the ages

Social structures such as family solidarity decreased over the last 70 years

Finding people in need is often difficult

Reaching people in need is often even more difficult
(maybe because of the language we use?)

How to find out and provide what is needed (Seeing Like a State, James C. Scott)



2. How?

Tool is used by municipalities to find people with a high risk on (energy)poverty

Tool is embedded in Geldfit.nl (moneyfit)

Tool works with commercial payment service data combined with open public like Central Bureau of Statistics data

Tool and GDPR

Go to tool on next slide

gemeente

Nissewaard



Reset

Wijk

- ☐ Centrum
- ☐ De Akkers
- ☐ De Hoek
- ☐ Geervliet
- ☐ Gildenvijk
- ☐ Groenewoud
- ☐ Hoogwerf

Postcode

Zoeken

- ☐ 3201AG
- ☐ 3201AJ
- ☐ 3201BD
- ☐ 3201CA
- ☐ 3201GG
- ☐ 3201HC
- ☐ 3201HH
- ☐ 3201HK
- ☐ 3201HM
- ☐ 3201JC

Risiconiveau

8

10



Bepaling label

Werkelijk

Voorspeld

Onbekend

Label

A+++++

A++++

A+++

A++

A+

A

B

C

D

E

F

G

gemeente	postcode	straatnaam	huisnummer	toevoeging
Nissewaard	3201GG	Sluiswachter	12	
Nissewaard	3201GG	Sluiswachter	14	
Nissewaard	3201GG	Sluiswachter	16	
Nissewaard	3201GG	Sluiswachter	19	
Nissewaard	3201GG	Sluiswachter	21	
Nissewaard	3201GG	Sluiswachter	23	
Nissewaard	3201GG	Sluiswachter	25	
Nissewaard	3201GG	Sluiswachter	27	
Nissewaard	3201GG	Sluiswachter	3	
Nissewaard	3201GG	Sluiswachter	33	
Nissewaard	3201GG	Sluiswachter	5	
Nissewaard	3201GG	Sluiswachter	7	
Nissewaard	3201GG	Sluiswachter	9	
Nissewaard	3201HH	Meeuwenhoek	10	
Nissewaard	3201HH	Meeuwenhoek	14	
Nissewaard	3201JC	Ganzenhoek	10	
Nissewaard	3201JK	Patrijshoek	38	
Nissewaard	3201SJ	Kiekendiefhoek	18	
Nissewaard	3201SJ	Kiekendiefhoek	8	
Nissewaard	3201SL	Uilenhoek	29	
Nissewaard	3201SL	Uilenhoek	34	

Buurt

- ☐ Baarsveen
- ☐ Beverveen
- ☐ Centrum-Zuid
- ☐ De Hoek-1
- ☐ De Hoek-2
- ☐ De Hoek-3
- ☐ De Hoek-4

Stedelijkheid

- ☐ Neutraal
- ☐ Niet stedelijk
- ☐ Stedelijk

Profielgroep

- ☐ Doorzetters
- ☐ Gezinnen
- ☐ Landelijken
- ☐ Modalen
- ☐ Ouderen
- ☐ Rijken
- ☐ Starters

Inkomen

- ☐ Laag
- ☐ Benedenge...
- ☐ Gemiddeld
- ☐ Bovengemid...
- ☐ Hoog

Financiën

- ☐ Arm
- ☐ Neutraal
- ☐ Rijk

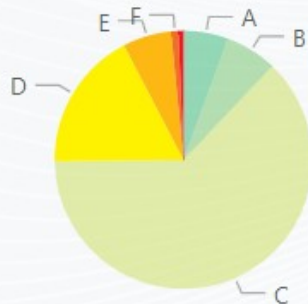
Energieverbruik kWh

- ☐ 0
- ☐ < 1500
- ☐ 1500 - 2000
- ☐ 2000 - 2500
- ☐ 2500 - 3000
- ☐ 3000 - 3500
- ☐ 3500 - 4000
- ☐ ≥ 4000

Gasverbruik

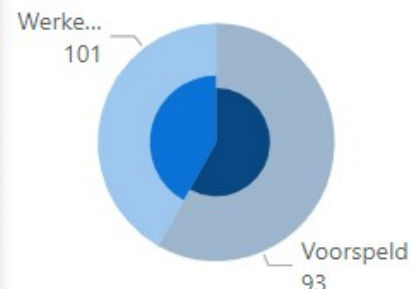
- ☐ 0
- ☐ < 600
- ☐ 600 - 900
- ☐ 900 - 1200
- ☐ 1200 - 1500
- ☐ 1500 - 1800
- ☐ 1800 - 2100
- ☐ ≥ 2100

EnergieLabel!



Bepaling energielabel

Lab... ● Voorspeld ● Werkelijk



Aantal woningen

194

Huur

Koop

ONBEKEND



3. Which authorities are using the dashboards and does it help?

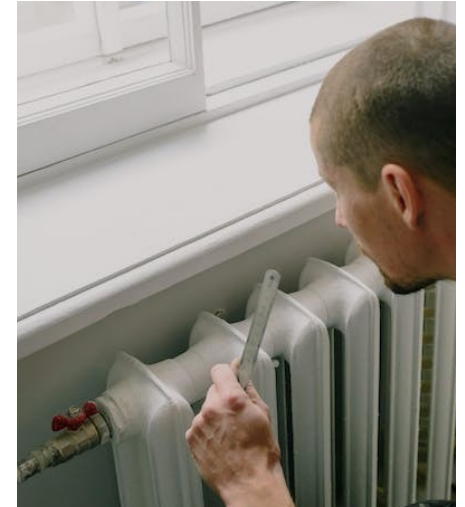
Municipalities who invest in sustainable energy use

Saskia Kramer, Project lead on Sustainable Energy Renovation and Isolation, Municipality

NGO's providing social services such as debt counselling

Rene Timmerman, Advisor for Municipalities, Geldfit.nl, Netherlands

SchuldHulpMaatje (Debt Aid Companion) HIPHelpt (Practical support)



4. Achievements

1. Aproximately 20% of the municipalities in the Netherlands is using the tool.
2. First steps have been made to start with the tool in Sweden, Austria, Italy and Portugal.
3. Tool is also useable with other social challenges.