

ALISS Programme

Data Standards



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Background

The quality of data collected in ALISS is the single most important factor in ensuring people obtain relevant services, with the correct information, to allow them to make an informed decision; “is this service for me?”

The aim of this standard is to ensure quality and consistency of data across all ALISS products and services. It will be used to benchmark all data.

Objectives of this standard:

- To introduce ALISS as an information service.
- To explain the fundamental importance of data quality in ALISS.
- To explain how the ALISS schema and search system works.
- To demonstrate the accuracy requirements of data entry.
- To provide examples of acceptable data quality.

Audience

This document is to be used by ALL persons adding data into aliss.org and other web services.

Introduction to ALISS

ALISS vision

We believe that people of Scotland living with long term conditions, disabled people and unpaid carers should be able to access the information they need to help them live well.

The ALISS (A Local Information System for Scotland) Programme is funded by the Scottish Government and delivered by the Health and Social Care Alliance Scotland (the ALLIANCE).

ALISS key objectives are:

- To increase the availability of health and wellbeing information for people living with long term conditions, disabled people and unpaid carers.
- To support people, communities, professionals and organisations that have information to share.
- To ensure that stakeholders are informed, skilled and confident in the use and application of web services and that they are connected as part of a wider community of practice.
- To ensure that ALISS is used and is strategically aligned with Scottish health and social care needs.

Introduction to data quality

The data in ALISS is the single most important part of the whole system. It is what the person looking for help will use to help them make informed choices on how to choose a service that could help them to live well.

Data is only useful if the person using it, trusts it, believes in it and values it.

Dimensions of ALISS data quality

Quality area	ALISS meaning
Timeliness	The Timeliness of data refers to whether the organisation and service is still in existence.
Completeness	The Completeness of data refers to whether the submitted data in the organisation, service and place fields is completed enough for a person searching to understand what the service is, how it can help them and how they can access it.
Consistency	The Consistency of data refers to whether related data items are consistent with one another. This is especially important when defining an organisation and a service.
Accuracy	The Accuracy of data refers to whether all the submitted data is a true reflection of the organisation, service and place.
Validity	The Validity of the data refers to the context of the field; e.g. the address field should only contain an address in the agreed format.

Introduction to Schema and search

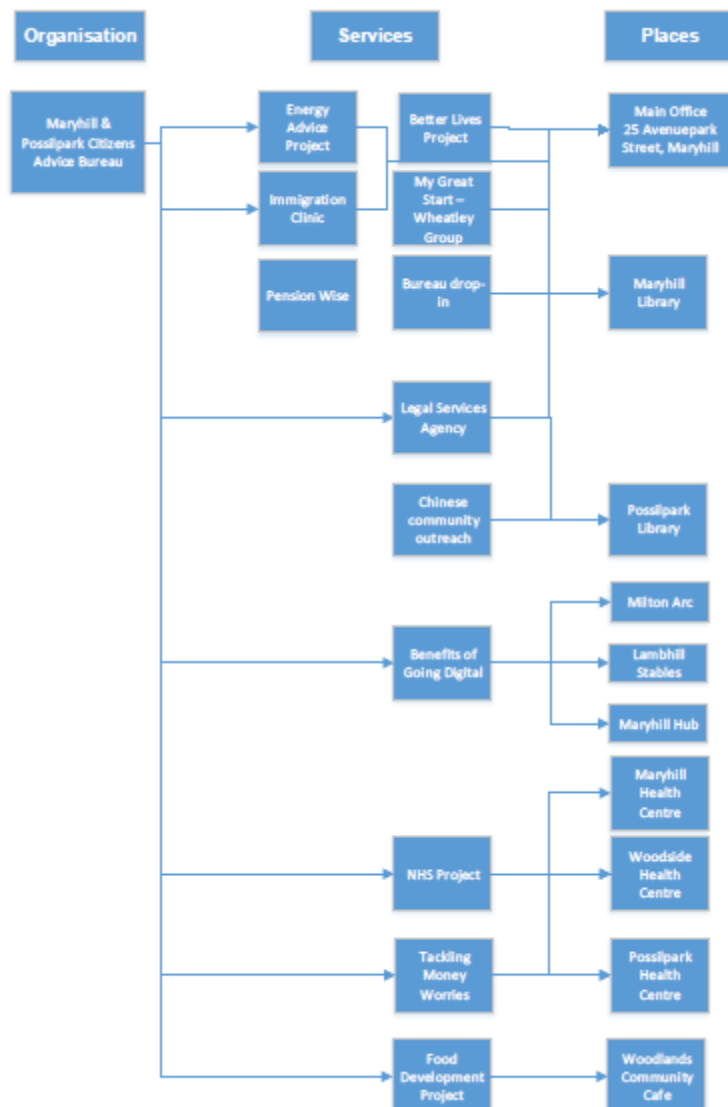
The ALISS schema is the skeleton structure that represents the view of the database. It defines how the data is organised, the entities and the relationship between them. The schema below shows how ALISS data is structured under an **Organisation > Service > Place** method. It uses a local Citizens Advice Bureau to highlight the real world example.

ALISS uses an open source search engine called Elasticsearch to explore our data and is focused around full-text search and structured search.

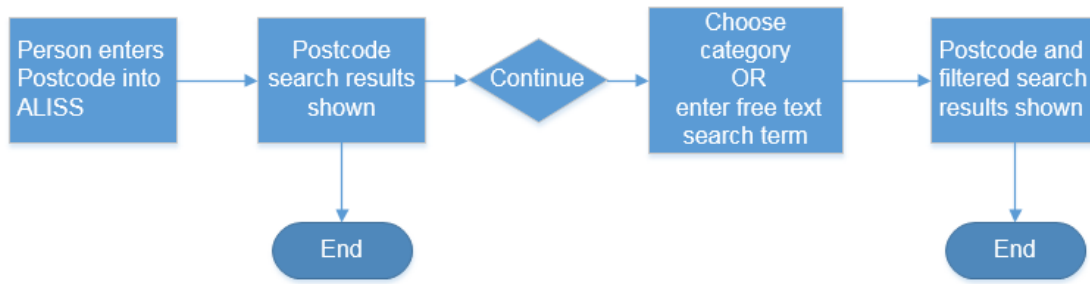
Further reading:

https://www.elastic.co/guide/en/elasticsearch/guide/current/foreword_id.html

Schema



How ALISS search works



Data validity indicators

Data validation is an activity aimed at verifying whether the value of a data item falls within a set of acceptable values. The purpose of the ALISS data validity indicators is to clearly define the acceptable values that are relevant to our system. This means that for each individual data item there can ONLY be one acceptable value and that value can only be defined as either correct or wrong.

Entity	Data item	Acceptable values
Organisation	Name	Only the name of how the organisation is known. For example Volunteer Scotland is legally called Volunteer Development Scotland but everyone knows the organisation as Volunteer Scotland.
	Description	A brief overview of the organisation, keep it fact based and just describe what the organisation is, why it exists and what it does.
	Phone	Main phone number of the organisation, this should be the general enquiry number or the number of the head office. Example of acceptable formats: 01324 877663 0141 333 1234 0800 123 4567 07123 123456
	Email	The official, general email of the organisation or their head office.
	URL	The full URL (i.e. including https://) to the homepage of the organisations main website.
	Facebook	The full URL to the Organisation's Facebook page, for example - https://www.facebook.com/ALLIANCEscot/
	Twitter	The full URL to the Organisation's Twitter page, for example - https://twitter.com/ALLIANCEscot
Service	Name	The name of the service. Try to consider how the name will appear in the search results and change it accordingly.
	Description	A brief description of the service. This should just provide enough information for the user to decide whether or not to engage further with the specific service.

	Phone	The main contact number that a person could use to make contact with the service.
	Email	The main email address that a person could use to make contact with the service.
	URL	The full URL to a specific webpage that provides more information about the service.
	Category	The category that best fits the service. Please do not try and make your service “fit” the categories as this will confuse the end user. It is also against our Consistency and Accuracy data standards.
	Locations	The locations that the service is available from. The locations field should only be used if the service is delivered from a specific location, for example a food bank.
	Service areas	The service areas field allows you to specify areas in which the service is available. You should only use this field if the service is either: a) Not provided at a specific location b) Only available in a specific area For example, it would be usually be inappropriate to give a food bank a service area because they are generally available to people in the local community, rather than anyone across a whole local authority area. Service areas are useful for services like phone helplines that are not available at specific locations and also services such as a council run homelessness project, that while available at a specific location, is only available to residents of a specific local authority or health board.
Location	Organisation	The organisation this location belongs to. Locations are linked to organisations rather than services because an organisation may run multiple services from the same location. This is a pre populated field.
	Name	This should contain the name of the location. This may be for example the name of the church “St Matthew’s Church” or the name of the building

		“Venlaw Building” or the name of a place “Glasgow Green” this should not be the name of the service.
	Description	Optional description of the location
	Street address	The street address of the location with house number and street name only. This is critical information for showing service on map.
	Town	The town/locality of the location.
	Local authority	The local authority of the location.
	Postcode	The postcode of the location.

Step by step approach to adding data

Before you add any data to ALISS ask these questions:

- Have I searched for what I want to add?
 - it may have been added to ALISS already
- Does the organisation or service fit within the Schema?
 - Organisation
 - Service
 - Place
 - If it does not please do not try and make it “fit” - this will confuse the end user.
- Does it fit with the types of information we accept?

ALISS helps people living in communities with the highest levels of social and health inequalities find and share information to help them live well.	
Findable in ALISS	Not findable in ALISS
✓ Local organisations	× Volunteering opportunities
✓ Local services	× Training courses
✓ Local facilities	× Events
✓ National organisations	× Documents
✓ National services	× General business listings

Table showing types of information accepted into ALISS website.

If it doesn't fit the Data validity indicators or the types of information we accept then it cannot be added.

Glossary of terms

Terms	Description
Schema	Refers to the organisation of data as a blueprint of how the database is constructed.
Entities	Refers to the individual units of the Schema. E.g. Organisation > Service > Location
Data	As set of characters that has been gathered, stored and used to deliver service. E.g. Service phone number

For further information on these Data Standards please email hello@aliss.org

The ALISS Programme is delivered by the:

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