

DATA QUALITY REPORT: PROGRESS AGAINST ACTION PLAN

<u>Report of the:</u>	Chief Executive
<u>Contact:</u>	Adama Roberts
<u>Annexes/Appendices (attached):</u>	<u>Annexe 1</u> - Progress against Data Quality Action Plan 2015-2016
<u>Other available papers (not attached):</u>	N/A

REPORT SUMMARY

This report sets out progress against the actions outlined in the Council's Data Quality Strategy 2012 to 2016 and asks the Committee to identify any issues it considers require additional action.

RECOMMENDATION (S)

- (1) That the Committee notes the progress made in implementing the Data Quality Action Plan for 2015/16;**
- (2) Identifies any issues which it considers require additional action.**

Notes

1 Background to Data Quality

- 1.1 Data Quality is an underpinning requirement and enabler of the Council's ability to use data, whether for performance management of the organisation, or for designing services which give residents in our community what they want. The authority collects and reports upon a range of data which needs to be calculated accurately. This includes the performance indicator data contained within the Corporate Plan, Single Data List Indicators (SDLIs), Progress Reports and Monthly Performance Indicators, all of which can guide decisions, inform strategies and ultimately improve service delivery. This policy also encompasses all other external returns under the SDLIs. The Council's strategy is to ensure that data is managed to the highest quality.
- 1.2 The quality of the Council's data is crucial for decision making and for assessing Council effectiveness. Decisions must be made on correct data and therefore policies and strategies for ensuring data quality as well as governance and leadership are essential.

- 1.3 Inspection bodies such as Public Sector Audit Appointments Limited (this inspection body replaced the Audit Commission as of March 2015) require assurance that performance information is accurate. The higher the number of amendments and reservations that are received regarding the accuracy of data following external inspection / scrutiny, the lower the confidence that inspectors, government and interested parties will have in the performance information that is provided. This results in increased and more detailed inspection.
- 1.4 The Council recognises the importance and need for data to be reliable, accurate and timely to ensure effective performance information with which to manage services, inform service users and account for performance. The Council is committed to ensuring that the highest standards of data quality are maintained and that as a result it gets its performance information “right first time.”
- 1.5 Data quality is embedded in the Council’s Risk Registers, through the Corporate Risk Register.
- 1.6 The Council first developed a Data Quality Strategy in 2006 in response to the requirements by central government and the Audit Commission. This strategy was further updated in 2008 and more recently in 2011 to tie in with the Corporate Plan and to cover the period 2012 to 2016. The Data Quality Strategy 2012 to 2016 detailed Year 4 of its supporting Action Plan.
- 1.7 The Audit, Crime and Disorder and Scrutiny Committee has been nominated by the Strategy and Resources Committee to review the implementation of the Data Quality Strategy 2012-2016 and a report detailing progress was last received at the meeting of the Committee in November 2014.

2 Progress as at October 2015

- 2.1 Annexe 1 to this report provides progress against the Data Quality Action Plan 2015-16. Of the ten actions monitored for 2015/16, one (1) has been achieved and nine (9) are on target.
- 2.2 Each performance indicator has a designated officer (“the Responsible Officer” (RO)) who is responsible for managing progress against targets set and associated risks as part of the Progress Reporting for verifying the accuracy of published information. Regular meetings are held between ROs and the Consultation & Communication team to ensure Data Quality issues are promptly addressed.
- 2.3 All data is and will continue to be produced in a timely fashion as soon as is practicable after the required timescale. The Responsible Officer ensures that calculations / workings are verified by their manager to reduce the potential for error where applicable using the Data Verification Forms.
- 2.4 Working papers for internal audit inspections are maintained and submitted for review and documented. Performance data benchmarked is referenced clearly for an audit trail.

- 2.5 When submitting data, the Responsible Officer confirms that it has been produced accurately. Heads of Service certify that the data is accurate by counter signing it and a member of the Consultation and Communication team also verifies that the data is correct by reviewing, signing and authorising it.
- 2.6 As part of the Council's Performance Management Framework, some of the key performance indicators evaluated are monitored on a monthly basis. Responsible officers for each of these performance indicators submit a Data Verification Form which rigorously follow points 2.2 to 2.5 explained above, and guidelines stipulated in our Data Quality Strategy. The form seeks to demonstrate that the data captured on the systems of responsible officers and the Consultation & Communication team are consistent. The form also requires the responsible officers, their service heads and a member of the Consultation & Communication team all to verify the information submitted before signing it to confirm that the data submitted as part of the Council's Performance Management Framework is accurate and consistent across reporting periods.
- 2.7 The Data Quality Strategy sets out in greater detail the current reporting process for performance management information within the context of the Corporate Plan, SDLIs, Progress Reports and the Monthly Reports used to monitor corporate performance and its management.
- 2.8 The Data Quality Strategy will be reviewed in 2016 as part of the new Corporate Plan 2016 to 20. The Action Plan will be reviewed annually.

3 Implications for the Council's Key Priorities, Service Plans and Sustainable Community Strategy

- 3.1 Data quality is essential to ensure that the Council effectively monitors progress against delivery of its Key Priorities and Service Plans. It is integral to the Council's Performance Management Framework.

4 Financial and Manpower Implications

- 4.1 The Data Quality Strategy will be reviewed for 2016 to 20 and new actions considered. Any actions agreed will have to be delivered within agreed budgets, including the reduced staffing budget.
- 4.2 In the compilation and presentation of data by the authority, it is necessary to take account of legislative and regulatory requirements deriving from the Data Protection Act 1998 (with data quality controls constituting a key means of complying with Data Protection Principle 7, appropriate technical and organisational measures), the Freedom of Information Act 2000, the datasets changes to FOIA 2000 arising from the Protection of Freedoms Act 2012, and the Code of Recommended Practice for Local Authorities on Data Transparency.

- 4.3 Data quality also operates in the context of information sharing and partnership working with countywide and national partners, such as other Surrey districts, Surrey County Council, and Central Government departments.
- 4.4 Officers of the Council will need to bear these legislative, regulatory and partnership issues in mind when considering data quality matters.
- 4.5 **Chief Finance Officer's comments:** There are no specific financial or manpower implications for the purpose of this report.

5 Legal Implications (including implications for matters relating to equality)

- 5.1 There are no particular legal implications for the purpose of this report.
- 5.2 **Monitoring Officer's comments:** None for the purposes of this report.

6 Sustainability Policy and Community Safety Implications

- 6.1 There are no particular community safety implications for the purpose of this report.

7 Partnerships

- 7.1 There are no particular partnership implications for the purpose of this report.

8 Risk Assessment

- 8.1 Data Quality forms part of the Council's corporate governance arrangements and failure to monitor and implement appropriate actions would leave weaknesses in the Council's management controls.

9 Conclusion and Recommendations

- 9.1 Progress has been made in delivering the actions identified in the Data Quality Strategy Action Plan. Ongoing measures will continue to be implemented to ensure Data Quality is in place as part of the development of the new Corporate Plan 2016 to 20.
- 9.1 The Committee is asked to identify any issues requiring action over and above that set out in the Data Quality Action Plan 2015/16 in Annexe 1.

WARD(S) AFFECTED: All