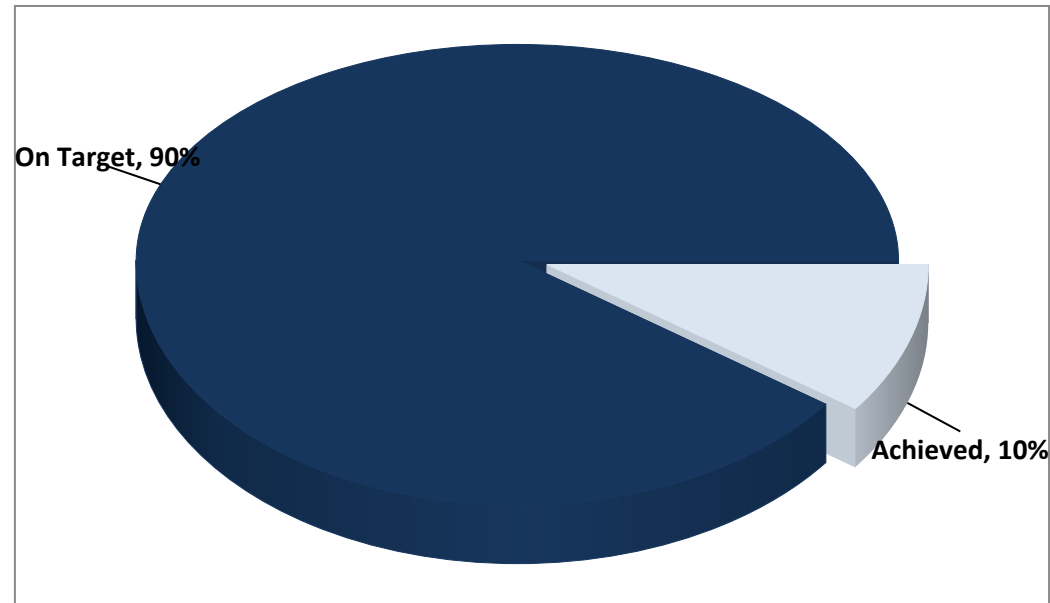


## Data Quality




**Data Quality Action Plan Progress**  
**Prepared for the Audit, Crime & Disorder and Scrutiny Committee – October 2015**


## Data Quality Action Plan - Overall Picture as at October 2015/16





Overall, of the **10 Data Quality Actions** for 2015/16, **nine (9)** are On Target and **one (1)** Achieved.




## Data Quality Action Plan Progress as at October 2015


Actions	Resource Implications High Medium Low	Target Date	EEBC Officer	Comments	Update as at October 2015	Current Action Status
1. Ensure all documents comply with Data Quality Strategy eg Performance Reports, Single Data Indicator submission papers and all other key documents	M	Quarterly (Ongoing)	Research, Consultation & Information Analyst and all data originators	Check C&C documents and move onto corporate and all staff	<p>Performance indicators in our Monthly Reports are randomly selected and rigorously audited to ensure they comply with our Data Quality Strategy.</p> <p>The Progress Reports continue to be submitted to the various policy committees to ensure Data Quality (DQ) is maintained and officers are given the opportunity to attend chairmen's call over and answer any questions councillors and other officers may have around their performance data.</p> <p>The data verification and exceptional reporting schedule continues to be implemented as part of the Consultation and Communication (C&amp;C) team's data verification processes.</p> <p>The C&amp;C team schedules meetings with Responsible Officers (ROs) to go through the processes involved in collating the data and to ensure the information submitted is accurate. The Data Verification forms and hard</p>	<p>On Target</p> 

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					evidence submitted are then checked and counter signed by the RO's, their Service Head or Director and then finally review by an independent officer within the C&C team.	
2. Compile a verification schedule to cover the whole year and must be strictly adhered to, to ensure data sources are verified as planned.	H	Monthly (Ongoing)	Research, Consultation & Information Analyst and all data originators	Check protocols & validation controls are in place for ensuring data is recorded accurately at source for each Key Performance Indicator	This action continues to be implemented as part of the Council's Data Verification process for 2015/16.  An annual data verification schedule for all the monthly performance indicators has been implemented with submission papers signed for by both the responsible officers for that particular indicator, their Service Head and then verified by the Research, Consultation & Information Analyst within the Consultation & Communication team.	On Target 


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<p>3. Process Documentation - Regular meetings between C&amp;C and Data Originators, identify training needs, ensure data submitted internally and externally are consistent</p>	<p>H</p>	<p>Monthly and ongoing</p>	<p>Research, Consultation &amp; Information Analyst and Information &amp; Consultation Officer</p>	<p>Set up regular meeting with ROs to ensure levels of consistency are maintained.</p>	<p>The team continues to schedule meetings as part of the data verification process with the responsible officers to ensure information and evidence submitted with the data verification forms is consistent with the data in the performance reports. The C&amp;C team have also scheduled monthly one-to-one meetings with the Housing and Refuse &amp; Recycling teams because of the pending or already implemented changes in policy or service delivery within those teams.</p> <p>This keeps the C&amp;C team up to date while ensuring a high level of accuracy is maintained, issues regarding DQ are addressed and best practice used internally and externally are shared. The need to incorporate internal audit recommendation/s when the need arises will be delivered as part of this action. So far no recommendation/s have been received to date.</p>	<p>On Target</p> 

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4. Staff awareness campaign- Review ROs understanding of Data Quality, getting it right the first time	H	Quarterly and ongoing	Research, Consultation & Information Analyst and Information & Consultation Officer	Create a series of internal awareness initiatives to keep DQ in the minds of staff through emails, Iris, One 2 Ones, half yearly Surgeries and annual workshops	<p>This is done through one to ones, as part of any queries the C&amp;C team, Statutory Officers Group, staff or internal auditors may have or want clarification on. All questions raised are followed up and findings fed back to the relevant party. The C&amp;C team ensures that evidence submitted in the verification forms is clearly explained with a step by step audit trail illustrating how the final figures were reached. This has led to a more rigorous data quality process and it's considered best practice by internal auditors.</p> <p>Staff are aware of the DQ Strategy and as part of the DQ verification form, confirm in writing by signing and agreeing with the statement that they have adhered to the Council's DQ Strategy principles. All targets are reviewed annually to ensure lessons learnt as part of the performance management process within that year are implemented in the next financial year. Those actions that can't be deliver due to resources are reviewed with immediate effect either in the Monthly or Progress Performance Reports to ensure prompt decision are made by officers, councillors and the Leadership Team regarding those indicators.</p>	On Target 

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5. C&C to submit a Data Quality report to Audit, Crime & Disorder and Scrutiny Committee	L	Oct 2015 Annual Ongoing	Research, Consultation & Information Analyst and Information & Consultation Officer	Discuss process as it stands and implement recommendations made	Report going to Audit, Crime & Disorder and Scrutiny Committee in October 2015.	On Target 
6. C&C to submit a Data Quality report to S&R Committee for discussion	L	Mar 2016 Annual Ongoing	Research, Consultation & Information Analyst and Information & Consultation Officer	Discuss process as it stands and what Members might like to see improved	Report going to S&R Committee in March 2016.	On Target 
7. Conduct an annual check of data quality	H	Quarterly Ongoing	Information & Consultation Officer	Work with data originators during the year to ensure no surprises	A formal programme of spot checks has been developed as part of Year 4 of the Annual Service Plans. By year end, randomly selected indicators collected in the Monthly Report will undergo a spot check as per the Data Verification scheduled for 2015/16.	On Target 

Actions	Resource Implications High Medium Low	Target Date	EEBC Officer	Comments	Update as at October 2015	Current Action Status
8. Internal Audit (IA) – work with IA to incorporate data quality into their annual review programme, act on identified good practice & areas for improvement	M	Annual Ongoing	Research, Consultation & Information Analyst and Information & Consultation Officer	Add suggestions and actions into quarterly reports for formal monitoring as required	As part of the 2014/15 Internal Audit, Data Quality was audited and the recommendation given has already been implemented and now forms part of the C&C's data quality processes. The Research, Consultation & Information Analyst in the C&C team have arranged to shadow the Internal Auditor to gauge questions asked, processes used, how recommendations are reached and approaches used to ensure officers deliver recommendations made around data quality. This will help strengthen the Council data quality processes as part of the Performance Management.	On Target 



Actions	Resource Implications High Medium Low	Target Date	EEBC Officer	Comments	Update as at October 2015	Current Action Status
9. Formalise regular spot checks of indicators to strengthen data quality and ensure information reported is consistent across the board. Ensure an audit trail of evidence.	H	Monthly Ongoing	Information & Consultation Officer	Set up a regular review of spot checks with audit trail. Implement through the year.	There is an overlap between this action and action number 6. This action has been completed. A verification form has been created and regularly reviewed to reflect good DQ practice. Spot checks have taken place, with a good response from staff and will be an ongoing process. A formal programme of spot checks will be developed to ensure those indicators with any historic issues are captured, along with any other indicators should any issues arise.	On Target 
10. Update Data Quality Strategy, incorporating new action plan	M	Mar 2015 (Ongoing – the Action Plan Section)	Research, Consultation & Information Analyst	Update the Strategy to reflect new actions to be taken and changes made by Central Government	This has been completed for 2015/16. However, the Data Quality Strategy has to be updated to tie in with the new Corporate Plan 2016/20. Actions in the Strategy will continue to be revised annually to ensure Data Quality is maintained and that best practice is continually added as part of our performance management framework. ROs will also be given the opportunity to take part in updating the Strategy and devising new action plans.	Achieved 