Appendix B – Completed Action Plan Data Quality Audit 2019

Recommended Action	Action Detail	Lead Officer	Implementation Due Date	Progress
Review the Data Quality Strategy	A review of the Data Quality Strategy will take place with IT and an updated version and action plan will be taken to Finance and Management Committee during 2019/20.	Performance and Policy Officer will have operational responsibility. The Strategic responsibility will sit with Head of Organisational Development and Performance	31/03/2020	Action Completed The Performance Management Framework has been reviewed and now includes Performance Data Quality. A Council wide review of the Data Quality Strategy is recommended to incorporate GDPR, Master Data Management and Systems and Technology.
Access to read and modify the Performance Dashboard Excel spreadsheet is restricted to appropriate officers. The spreadsheet is password protected to add an additional - level of security. Standing data within the spreadsheet is locked down.	A review of access arrangements with IT will take place to put in the appropriate levels of control on the spreadsheet. The Performance team will investigate and where possible implement restricted access to the standing data within the spreadsheet without losing the functionality for users.	Performance and Policy Officer will have operational responsibility. The Strategic responsibility will sit with Head of Organisational Development and Performance	31/12/2019	Action Completed Full controls were implemented to the 2019-20 Performance Dashboard .

Consideration should be given to using the Share Workbook and Track Changes facilities within MS Excel to provide a historical record of amendments made by the different officers accessing the spreadsheet and provide the spreadsheet owner with an opportunity to review and accept the amendments made.	A review of alternative performance collection methods will take place during 2020 to improving the efficiencies around data collection.		31/12/2020	On-going A full review of Performance Systems is being carried out to identify alternative methods of reporting Corporate Performance
Ensure that all project-based performance measures have specific targets set to avoid ambiguity.	Wherever possible in the new Corporate Plan, the Council will significantly reduce the number of project-based measures and if included any projects will have detailed project plans which will be used as the measure of success.	Performance and Policy Officer will have operational responsibility. The Strategic responsibility will sit with Head of Organisational Development and Performance	31/03/2020	Action Completed All Project based measure have detailed action plans and specific targets to achieve the actions in the action plan.
Ensure that poor quality performance data is included as a risk in the Strategic Risk Register. - Mitigating actions should include the implementation of recommendations made within this audit report. An annual data quality could be performed by officers or Internal Audit.	An additional risk will be added to the Corporate Risk Register on performance under the Strategic Risk Register as part of - **3 Technology and Data** - keeping pace with developments together with the management and security of data.	Performance and Policy Officer will have operational responsibility. The Strategic responsibility will sit with Head of Organisational Development and Performance	31/10/2019	Action Completed The Corporate Risk register was updated to include Poor Quality Performance Data

	An annual data quality audit will be performed by officers and/or Internal Audit to check the robustness of the data collection process.		31/03/2020	Due to Covid -19 this was delayed. Following the adoption of the New Corporate Plan and Measures, the Performance and Policy Team will conduct an internal audit sample of any high-risk performance measures following quarter 2.
A revised template methodology statement is created and issued when the new Corporate Plan is launched.	A new methodology statement will be produced and rolled out to incorporate the suggested changes ready for roll out with the new Corporate Plan measures	Performance and Policy Officer will have operational responsibility. The Strategic responsibility will sit with Head of Organisational Development and Performance	31/01/2020	Action Completed A new methodology statement was launched following the adoption of the new Corporate Plan 20-24. All Corporate measures have a detailed methodology statement completed.
Ensure the revised template methodology statement enforces separation of each role, and when new indicators are set under the new Corporate Plan the Performance Team should ensure that adequate separation of duties is present.	A new methodology statement will be produced to include the separation of duties and will be rolled out to incorporate the suggested changes ready for roll out with the new Corporate Plan measures.	Performance and Policy Officer will have operational responsibility. The Strategic responsibility will sit with Head of Organisational Development and Performance	31/01/2020	Action Completed A new methodology statement was launched following the adoption of the new Corporate Plan 20-24. All Corporate measures have a detailed methodology statement completed.
Review the Performance Management Framework to ensure it clearly emphasises the importance of each role.	The Performance Management Framework will be reviewed to include clear roles and responsibilities for Officers. Training or briefings will take place to help communicate changes to all	Performance and Policy Officer will have operational responsibility. The Strategic responsibility will sit with Head of Organisational	30/06/2020	Action Complete The Performance Management Framework has been reviewed and updated to include the changes recommended in the Audit.

	those involved in the collection and review of performance information.	Development and Performance		A detailed Corporate Performance Submission process presentation was produced and presented to all Officers involved in the collection of Corporate Performance data.