Appendix 1 - Progress Report on Action Plan 2012/13

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments (As at 31 March 2013)	Complete
1	Data Quality is incorporated into the Internal Audit annual review programme.	Improved data quality testing.	Head of Corporate Services	April 2012	Any issues raised are now incorporated into the Audit annual review programme.	Complete
2	Data Quality is referenced in the Council's Corporate Risk Register and reviewed on a regular basis.	Increased commitment to data quality.	Head of Corporate Services	March 2013	Data Quality is embedded in Corporate Risk Register.	Complete
3	Establish a register of performance information returns that are collected by the Council to various agencies and update on a regular basis.	Centralised record of what is reported when, and who is responsible.	Head of Corporate Services / Policy & Communications Manager (Northgate Public Services)	March 2013	Database of high level details of any statistical returns to Government departments or any other Body is available on the Councils intranet at http://harvey/misc/PerformMgtFrame/StatDuties KPIs collected as part of the monitoring arrangements for the Council's Performance Management Framework are available on the intranet at http://harvey/misc/PerformMgtFrame/Perfmeas/KPIDatabase	Complete
4	Ensure that the data collected has supporting processes in place. (Methodology Statements)	Data quality embedded into all performance reporting.	Head of Corporate Services / Heads of Service / Policy & Communications Manager (Northgate Public Services)	December 2012	Methodology Statements in place for all new and revised KPIs.	Complete
5	Management Team / Operations Board consider data quality on a quarterly basis when monitoring performance.	Increased awareness of data quality. Data quality issues are reported and resolved in a timely manner.	Head of Corporate Services	On going	Any issues raised will be documented. Issues picked up as part of the Council's Audit Plan 2012/13 and via the annual data quality audit undertaken by CMAP.	Complete

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments (As at 31 March 2013)	Complete
6	Review job descriptions and job specifications for relevant staff responsible for data collection and reporting.	Improved accountability for data quality issues.	Head of Corporate Services / Head of Organisational Development (Northgate Public Services)	March 2012	Head of Corporate Services has worked with Northgate's HR team in order to identify relevant posts	Complete
7	Re- launch the revised Data Quality Strategy and remind Heads of Service and their managers of their data quality responsibilities.	Increased awareness of data quality issues Identification of knowledge gaps.	Head of Corporate Services / Policy & Communications Manager (Northgate Public Services)	July 2012	Data Quality Strategy re launched and publicised widely, such as in the staff e-magazine 'Better'.	Complete
8	Develop an e-learning module on Data Quality for inclusion in the new starters' induction module.	Increased awareness of data quality issues.	Policy & Communications Manager (Northgate Public Services)	Dec 2012	Data Quality has been incorporated into the induction programme.	Complete
9	Implement a Third Party Data Protocol.	Increased awareness of data quality issues. Improved accountability for data quality in partnerships.	Head of Corporate Services	April 2012	Protocol implemented.	Complete
10	Ensure that suitable controls and measurements are place for the PIs that were self assessed to be 'high risk':	Strengthened data quality arrangements.	Head of Housing & Environmental Services Head of Leisure & Community Services / Policy & Communications Manager (Northgate Public Services)	April 2012	Revised controls and procedures have been put in place for the following KPIs that were self assessed to be high risk: *SM01 - Number of private sector dwellings vacant for more than 6 months SM 07 – Number of criminal damage incidents per 1,000 population SM 08 – Number of inquisitive crime incidents per 1,000 population LM 01 – Adult participation in sport LM 06 – Satisfaction with sports provision in the local area*	Complete

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments (As at 31 March 2013)	Complete
11	To monitor the delivery of the Action Plan.	Improved accountability for data quality.	Head of Corporate Services / Corporate Policy & Communications Manager (Northgate Public Services)	Ongoing / March 2013	This forms part of the quarterly reporting process with the 2012/13 Action Plan reviewed and 2013/14 Action Plan prepared.	Complete

Appendix 2 - Progress Report on Action Plan 2013/14

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments (As at 1 April 2013)
1	Data Quality is incorporated into the Internal Audit annual review programme.	Improved data quality testing.	Director of Finance & Corporate Services	April 2013	Any issues raised are now incorporated into the Audit annual review programme
2	Ensure that suitable controls and measurements are in place for KPIs identified by the Council.	Strengthened data quality arrangements.	Director of Leisure & Community Services / Policy & Communications Manager (Northgate Public Services)	June 2013	Revised controls and procedures have been put in place for *SM 08 - Number of acquisitive crime incidents per 1000 population* Robbery figures have now been included in the calculation. Revised performance figures for Quarters 1, 2 and 3 have subsequently been reported in the Corporate Plan.2012/13 end of year monitoring report.
3	Ensure that the data collected has supporting Methodology Statements or processes in place.	Data quality embedded into all performance reporting.	Director of Finance & Corporate Services / Directors / Policy & Communications Manager (Northgate Public Services)	July 2013	Guidance issued to Directors as part of the Service Planning exercise Checks are to be undertaken when the Service Planning exercise has been completed.
4	Undertake self assessment exercise on any new or existing KPIs presenting a medium risk of miscalculation of error.	Strengthened data quality arrangements.	Head of Corporate Services / Policy & Communications Manager (Northgate Public Services)	Sept 2013	
5	Data Quality is referenced in the Council's Corporate Risk Register and reviewed on a regular basis.	Increased commitment to data quality.	Director of Finance & Corporate Services	March 2014	Data Quality is embedded in Corporate Risk Register
6	To monitor the delivery of the Action Plan.	Improved accountability for data quality.	Director of Finance & Corporate Services / Policy & Communications Manager (Northgate Public Services)	March 2014	