
| | | |
|-------------------------|--|---------------------|
| REPORT TO: | FINANCE & MANAGEMENT COMMITTEE | AGENDA ITEM: 9 |
| DATE OF MEETING: | 21 ST JUNE 2012 | CATEGORY: DELEGATED |
| REPORT FROM: | CHIEF EXECUTIVE | OPEN |
| MEMBERS' CONTACT POINT: | KEVIN STACKHOUSE kevin.stackhouse@south-derbys.gov.uk | DOC: |
| SUBJECT: | DATA QUALITY STRATEGY 2012/15 & ACTION PLAN 2012/13 | REF: |
| WARD(S) AFFECTED: | ALL | TERMS OF REFERENCE: |

1.0 Recommendations

- 1.1 That the Committee adopt the revised *Data Quality Strategy 2012/15 and Action Plan 2012/13* as attached at Appendix A.

2.0 Purpose of Report

- 2.1 To present the revised Data Quality Strategy that sets out how the Council will manage its arrangements for the correct and timely collection of management information to evidence the achievement of our targets.

3.0 Detail

Background

- 3.1 In July 2007, the Council was assessed to be at Level 2 or 'adequate' (Level 4 being the highest), against the descriptions in the Audit Commission's Key Lines of Enquiry for Data Quality.
- 3.2 As part of this assessment, a number of recommendations were made to improve our current arrangements for collecting data. These recommendations were included within the Council's first Data Quality Strategy and Action Plan 2008/11. All recommendations from this Action Plan have now been implemented.

Progress made during 2011/12

- 3.3 Over the last 12 months we have made significant progress against the identified priority actions that identified in the Data Quality Action Plan and the annual Corporate Governance self-assessment presented to the Audit Sub Committee in June 2011.
- 3.4 Performance reporting arrangements have been revised as part of the refreshed Corporate Planning process approved by this Committee in March 2011. These

include the presenting of quarterly performance reports to policy committees that outline levels of performance by exception; and, recommending actions to address any areas of under performance.

- 3.5 Details of arrangements for ensuring data quality are now included in all Service Plans, together with a risk assessment of each service area.
- 3.6 A review of IT security is undertaken on a monthly basis. A back up of Council's key systems are undertaken on a daily basis, with the data files being stored off site. The Council's GCSX connectivity was successfully re-accredited in January 2012.
- 3.7 Data quality is continually being embedded into the organisation, with job descriptions and person specifications being reviewed for those Officers who have responsibility for data quality.

Data Quality Self Assessment Audit

- 3.8 In April 2011, Derby City Council's Internal Audit Section working in partnership with the Council undertook an audit of Data Quality audit to provide assurance that the systems implemented as of the result of the 2008/11 Data Quality Action Plan were operating effectively and providing an acceptable level of control in order to satisfy the requirements of the Audit Sub-Committee and External Audit.
- 3.9 The audit was also designed to identify whether key controls over individual indicators were in place; and, to determine which indicators may require further scrutiny.
- 3.10 In order to determine this, a standard self-assessment questionnaire template mapped out against the Audit Commission's 6 dimensions of data quality (to monitor accuracy; validity; reliability; timeliness; relevance and completeness) was tailored to meet our requirements.
- 3.11 Data returned from the self-assessments was then checked by audit staff, based on their understanding of the indicators and giving consideration to the additional comments provided by the Collecting Officers and Data Owners. This process ensured consistent interpretation when a score was applied to each self-assessment.
- 3.12 Of the 28 self-assessments, 24 of the reporting systems were reported as 'low risk' indicators, as their answers to the self assessment questions demonstrated that:
 - Suitable controls were in place to ensure completeness and accuracy of the collection data
 - The supporting documentation was complete, and
 - The calculation of the performance figure was in line with the required definition and/or local agreements.
- 3.13 Therefore, it was considered that the systems of control in relation to these 24 indicators provided a good level of control and the Council could place a reasonable level of assurance on the performance measurement systems in place.
- 3.14 The remaining four self-assessment returns had demonstrated that, while there were controls in place, indications were that they were not sufficiently robust or did not evidence the required level of control. The measurement processes for these indicators were considered to present a 'medium risk' of miscalculation or error.

- 3.15 In light of the findings from the audit, the Council's Data Quality Strategy has now been updated. For instance, Council's Data Quality Strategy and Action Plan 2012/15 includes the development of a Third Party Data Quality Protocol which sets out a framework for the Council's requirements with regards to data quality, and that third party data suppliers' should sign to acknowledge and agree principles.

Action Plan 2012/13

- 3.16 In April 2012, a Data Quality Audit follow-up was undertaken by the Policy Officer looking at those indicators that were previously considered to present a medium risk of miscalculation of error.
- 3.17 By delivering against this action plan, which includes the adoption of the revised *Data Quality Strategy 2012/15*, this will enable the Council to fully demonstrate that they and their Data Suppliers are working to good 'data quality' principles. It will also inform subsequent decisions are made on the delivery of services.
- 3.19 Once adopted the Policy and Communications team will roll out training in the principles of good data management and provide support for Officers who are responsible for the production of performance information.

4.0 Financial Implications

- 4.1 There are no direct financial implications associated with the Data Quality Strategy 2012/15.

5.0 Corporate Implications

- 5.1 The *Data Quality Strategy 2012/15* sets out how the Council will collect data to manage its performance. It will also support the production of management information for the priorities listed in within the Corporate Plan.
- 5.2 This will require all Council services to ensure that accurate and reliable data is produced.

6.0 Community Implications

- 6.1 Achieving the actions within the *Data Quality Strategy 2012/15* will ensure that decisions regarding services and their performance are made in an accountable and transparent manner. This will enable members of the community to understand the achievements of the Council and the areas where additional considerations may be made.

7.0 Equality Implications

- 7.1 This Strategy has no implications in respect of meeting the Public Sector Equality Duty of the Equalities Act 2010.

8.0 Background Papers

- 8.1 Derby City Council, '*Final Audit Report: South Derbyshire DC- Data Quality*,' (July 2011)