

Progress Report on Action Plan 2014/15

Ref	Action	Required Outcome	Responsible Officer (s)	Target Date	Progress / Comments As at 31 March 2015	Complete
1	Data Quality is incorporated into the Internal Audit Annual Review Programme	Improved data quality testing	Director of Finance & Corporate Services	April 2014	Any issues raised are now incorporated into the Internal Audit Annual Review Programme	Complete and ongoing
2	Ensure suitable controls and measurements are in place for KPIs identified by the Council as part of the 2014/15 Audit Plan	Strengthened data quality arrangements	Director of Housing & Environmental Services / Head of Communications (Northgate Public Services)	April 2014	Revised controls and procedures have been put in place for: <i>LM 08 Reduction in energy consumption in the Council's operational centres</i> Revised performance figures were reported to the Housing & Community Services Committee on 27 November 2014	Complete
3	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 2015	Data Quality is embedded into the Corporate Risk Register	Complete
4	Ensure that the data collected has supporting processes in place (Methodology Statements)	Data quality embedded into all performance reporting	Director of Finance & Corporate Services / Directors / Head of Communications (Northgate Public Services)	September 2014	Guidance issued to Directors as part of the annual Service Planning process. Checks undertaken as part of the Service Planning process.	Complete

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5	Undertake self assessment exercise on any new KPIs	Strengthened data quality arrangements	Director of Finance & Corporate Services / Head of Communications (Northgate Public Services)	December 2014	<p>CMAP identified the following 9 x KPIs for self- assessment in 2014/15:</p> <ul style="list-style-type: none"> • <i>GM 7 - Speed of Planning applications</i> • <i>SM 1 - Nr of homes vacant for more than 6 months</i> • <i>SM 9 - Effectiveness of Council's actions to reduce incidents of fly tipping</i> • <i>SM 16 - Improved street & environmental cleanliness</i> • <i>LM 2 - Nr of leisure centre participants</i> • <i>LM 5 - Nr of cultural activity participants</i> • <i>LM 6 - Nr of environmental learning participants</i> • <i>LM 7 - Energy efficiency average (2009) SAP rating in council homes</i> • <i>VM 6 - Satisfied customers contacting the Council</i> <p>Audit completed in May 2015 and revised controls and procedures have been put in place for the following KPIs assessed to be a medium risk:</p> <ul style="list-style-type: none"> • <i>GM 7 - Speed of Planning applications</i> • <i>LM 5 - Nr of cultural activity participants</i> 	Complete

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6	To monitor the delivery of the Action Plan	Improved accountability for data quality	Director of Finance & Head of Communications (Northgate Public Services)	On-going / March 2015	This forms part of the quarterly reporting process.	Complete and on-going