REPORT TO:	**Finance & Management Committee**	**AGENDA ITEM: 12**
DATE OF MEETING:	**20 June 2013**	**CATEGORY: DELEGATED**
REPORT FROM:	**Director of Finance & Corporate Services**	**OPEN**
MEMBERS' CONTACT POINT:	**Kevin Stackhouse (Ext. 5811)**	**DOC:**
SUBJECT:	**Data Quality Strategy – 2012/13 Annual Report and 2013/14 Action Plan**	**REF:**
WARD(S) AFFECTED:	**All**	**TERMS OF REFERENCE: FM**

1.0 Recommendations

1.1 That Members note the progress made against the Data Quality Strategy Action Plan 2012/13 attached at Appendix 1

1.2 That Members approve the Action Plan 2013/14 attached at Appendix 2.

2.0 Purpose of Report

2.1 To note progress made against the Data Quality Strategy Action Plan 2012/13.

2.2 To provide feedback from the annual data quality and performance management audit conducted by the Central Midlands Audit Partnership (CMAP) in February 2013.

2.3 To set out planned actions on data quality in 2013/14.

3.0 Detail

Background

3.1 In June 2012, this Committee adopted a revised Data Quality Strategy 2012/15 and agreed the Action Plan for 2012/13.

3.2 An audit of the Council's data quality and performance management arrangements was undertaken in February 2013 by Central Midlands Audit Partnership (CMAP) in order to follow up on the KPI self assessment process previously conducted in 2011/12 and as part of the Council's 2012/13 Audit Plan.

Progress made during 2012/13

3.3 Progress against data quality is shown in detail in Appendix 1. Outlined overleaf are some of the key outcomes achieved in data quality during 2012/13.

3.4 In April 2012, a data quality audit follow-up exercise was undertaken by Northgate's Policy & Communications Team on those KPIs that were previously considered to present a medium risk of miscalculation of error.

3.5 Although the level of risk cannot be eliminated altogether, the level of risk for the miscalculation of error is now deemed to be 'low'.

3.6 Progress against identified priority actions were reported as part of the previous Annual Corporate Governance assessment.

3.7 Significant work has been undertaken in ensuring that the Council's ICT infrastructure is compliant with the Public Service Network (PSN) Code. This work has included:
- a review of all GCSX e-mail accounts;
- updating of ICT security and service management policies;
- applying the latest security patches on servers as required; and,
- ensuring adequate disaster recovery plans are in place, such as the backing up of the Council's key systems are undertaken on a daily basis, with the data files being stored off-site.

3.8 In March 2013, the Council received confirmation that the PSN Code of Compliance has been met. One of the outcomes of the compliance process is confirmation from a recognised independent third party that the Council's ICT infrastructure, security measures and policies are fit for purpose.

3.9 Data quality continues to be embedded into the organisation, with job descriptions and person specifications being reviewed for those Officers who have responsibility for managing and reporting data. Furthermore, data quality is covered in the Council's Leadership and Development Programme. Data quality is also embedded as part of the Council's Corporate Risk Register.

Data Quality Self Assessment Audit

3.10 In February 2013, CMAP carried out a follow up audit exercise on the KPI self-assessment process previously conducted in 2011/12.

3.11 The Government require Councils to have effective arrangements in place for the monitoring and review of data quality. This audit helps provide assurance to the Council that the system is operating effectively and also provides an acceptable level of control in order to satisfy the requirements of the Audit Sub-Committee and External Audit.

3.12 Two KPI's were selected for review having been identified to be higher risk indicators via the KPI self-assessment process and in agreement with Northgate's Policy & Communications Team. These are:
- *LM 01 – Adult participation in sport* (previously NIS 008); and
- *SM 08 – Number of acquisitive crime incidents per 1,000 population.*

3.13 The audit report focussed on the weaknesses in the Council's systems of control and made recommended control improvements, as CMAP considered appropriate.

3.14 The audit report contained two recommendations: one being considered a low risk and the other, a moderate risk. However, it should be noted that there are no adverse

implications for the organisation's Annual Governance Statement arising from this work.

3.15 In light of the findings from this audit, the Council's Data Quality Strategy Action Plan for 2013/14 has been updated accordingly.

3.16 Following the audit, steps were taken to address the issues raised in the audit process in relation to *SM 08 – Number of acquisitive crime incidents per 1,000 population,* where the calculation of this KPI had been inaccurately reported during Quarters 1 to 3 in 2012/13. A recalculation of the indicator has been reported to the Housing and Community Committee on 13 June as part of the year end performance report.

Action Plan 2013/14

3.17 Detailed actions on data quality for 2013/14 are shown in Appendix 2. Some of the key actions included are outlined below.
- A data quality self–assessment follow up exercise will be undertaken in June 2013 by the Council on any new KPIs or existing KPIs that are considered to be of medium risk or higher.
- CMAP will then carry out an audit on KPI's that are considered to be of medium risk or higher in July 2013.

3.18 It is expected that the achievement of this action plan will enable the Council to demonstrate that it is working to good 'data quality' principles.

4.0 **Financial Implications**

4.1 There are no direct financial implications associated with this report.

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 residents and stakeholders to understand the achievements of the Council and the areas where additional considerations may be made.

7.0 **Background Papers**

7.1 CMAP, '*South Derbyshire DC – Data Quality & Performance Management Report,*' (March 2013)