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<b>REPORT TO:</b>	<b>FINANCE AND MANAGEMENT COMMITTEE</b>	<b>AGENDA ITEM: 10</b>
<b>DATE OF MEETING:</b>	<b>18<sup>th</sup> JUNE 2015</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE AND CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (Ext. 5811)</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>DATA QUALITY STRATEGY ANNUAL REPORT 2014/15 AND ACTION PLAN 2015/16</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM02</b>

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## **1.0 Recommendations**

- 1.1 That Members note the progress made against the Data Quality Strategy Action Plan 2014/15 attached at **Appendix 1**.
- 1.2 That Members approve the Action Plan 2015/16 attached at **Appendix 2**.

## **2.0 Purpose of Report**

- 2.1 To note progress made against the Data Quality Strategy Action Plan 2014/15.
- 2.2 To receive feedback from the 2014/15 Data Quality Audit Report completed by the Central Midlands Audit Partnership (CMAP) in May 2015.
- 2.3 To set out planned actions on data quality in 2015/16.

## **3.0 Detail**

### Background

- 3.1 In June 2012, this Committee adopted a revised Data Quality Strategy and agreed an annual Action Plan, which is refreshed annually.
- 3.2 An audit of the Council's data quality arrangements was completed by CMAP in May 2015.

### Progress made during 2014/15

- 3.3 Progress against the data quality action plan is shown in detail in **Appendix 1**. Outlined are some of the key outcomes achieved in data quality during 2014/15.

3.4 Following, the Government's introduction of the Public Service Network (PSN) Code of Compliance, a more stringent approach to data security and connectivity is now required. As a result, a significant amount of work has been undertaken to ensure compliance. This work has included:

- a review of all accounts with administrator privileges
- 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 ensuring the back-up of key Council systems are undertaken on a daily basis, with the data files being stored off-site.

In March 2015, 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.

3.5 Data quality continues to be embedded into the organisation as part of the Council's Corporate Risk Register; along with job descriptions and person specifications being reviewed for those Officers who have responsibility for managing and reporting data. Furthermore, data quality is a key element within the Council's Leadership and Development Programme.

#### Data Quality Self Assessment Audit

3.6 During 2013/14, CMAP reassessed the performance indicators identified as high or medium risk during the previous assessment in 2010/11. This accounted for 16 of the Council's 40 Performance Indicators. It was agreed that during 2014/15 service areas would conduct self assessments of the indicators not previously evaluated (excluding proxy measures, as there are no tangible systems to review). This left 9 indicators for self-assessment, in addition to the 11 self assessments undertaken in 2013/14 (to cover the reporting systems for 16 indicators).

3.7 From the 20 self-assessments, as outlined in the 2014/15 Data Quality Audit Report, 15 of the reporting systems were evaluated as being low risk by CMAP. This shows suitable controls are in place to ensure the completeness and accuracy of the data and that calculations are in line with the required definition.

3.8 The Government requires 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 CMAP.

3.9 The remaining 5 self-assessment returns demonstrated that, whilst there were controls in place, there were indications these were not sufficiently robust. The measurement processes for the following indicators were considered to present a medium risk of miscalculation or error:

- LM 05 - Number of cultural activity participants.
- SM 09 - Effectiveness of Local Authority actions to reduce the effects of fly tipping.
- GM 07 - Speed of planning determinations.

- LM 08 - Reduction in energy consumption from the Council's own operational centres.
- LM 02 - Number of Leisure Centre participants.

- 3.10 Two 'Medium Risk' reporting systems – LM05 and GM07 – were identified to benefit from a specific indicator audit.
- 3.11 Seven recommendations were made. As a result, steps are being taken to address the issues raised in relation to *LM 05 – Number of cultural activity participants*, where a more robust checking process is required to ensure data integrity.
- 3.12 In relation to *GM 07 – Speed of Planning Applications*, concerns about the time taken to upgrade the iLap Planning Database and the interim checking arrangements have been mitigated by new software being installed. The definition for the Speed of Planning Applications indicator's been upgraded, while the procedure for calculating the performance figure is being documented to offer greater resilience.
- 3.13 In light of the findings, the Council's Data Quality Strategy Action Plan for 2015/16 has been updated accordingly.

### **Action Plan 2015/16**

- 3.14 Detailed actions on data quality for 2015/16 are shown in Appendix 2.
- 3.15 It is expected the achievement of this action plan will enable the Council to show 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 Council's *Data Quality Strategy* sets out how it will collect data in order to manage its performance. It will also support the production of management information for the Council's priorities.
- 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 in the *Data Quality Strategy* 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 2014/15.'