REPORT TO:	FINANCE & MANAGEMENT COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	31st AUGUST 2017	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE AND CORPORATE SERVICES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (EXT. 5811)	DOC REF::
SUBJECT:	DATA QUALITY & PERFORMANCE MANAGEMENT	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0   Recommendations

1.1   That progress made against the Data Quality Strategy Action Plan for 2016/17 **(Appendix A)** is noted.

1.2   That Members note the recommendations and responses provided **(Appendix B)** in the Data Quality and Performance Management Report 2016/17.

1.3   That the action plan for 2017/18 in **Appendix C** is approved.

2.0   Purpose of Report

2.1   To offer assurance that adequate processes and levels of control are in place to uphold high standards of data quality.

3.0   Detail

3.1   Two major audits have been undertaken during 2016/17 to ensure a stringent approach to data quality/security:

Public Service Network (PSN) Code of Compliance

3.2   The Council continues to have a work programme in place in order to meet the Government's Public Service Network (PSN) Code of Compliance. This is an on-going task for the Council's IT Service in order to meet a stringent approach to data security and connectivity with other Government departments. As a result, a significant amount of work continues to ensure compliance. This has included:

- A review of all administrator accounts
- Updating of ICT security and service management policies
- Applying the latest security patches on servers/user devices as required
- Replacing unsupported servers/desktop devices within our estate
- Ensuring adequate disaster recovery plans are in place, such as ensuring the back-up of key Council systems, with data files being stored off-site.

The Council is currently working through the latest work programme in liaison with the Government's Cabinet Office. It is expected that the Council will receive its next accreditation in October 2017.

Data quality audit

3.3   An audit of data quality arrangements was completed by the Central Midlands Audit Partnership (CMAP) in January 2017. This assessed performance indicators to evaluate the systems in place for the monitoring and review of data quality.

3.4   The audit considered four higher risk indicators under the Corporate Plan themes of People (PE), Place (PL), Progress (PR) and Outcomes (O). These were:

- PE2.1 Total number of tenancy audits carried out
- PL3.1 Downward trend in fly-tipping incidents
- O3.1 Annual improvements in the energy consumption of public buildings
- PR5.2 Maximise registered food businesses active in the District

The audit focused on activities within the 2016-17 financial year. It should be noted that 'annual improvements in the energy consumption of public buildings' is no longer an indicator in the Corporate Plan Action Plan for 2017/18.

3.5   The report contained 19 recommendations, all of which were considered a low risk. CMAP has offered 'reasonable assurance' that most of the areas reviewed were found to be adequately controlled. They concluded that generally risks were well managed, but some systems required the introduction or improvement of internal controls to ensure the achievement of objectives.

3.6   Members should note there are no adverse implications for the Council's Annual Governance Statement arising from the audit. A response matrix detailing (already completed) actions to address risks has been submitted to and accepted by CMAP. A copy is attached at **Appendix B**. The implementation of these recommendations is followed up by Internal Audit and monitored by the Audit Sub-Committee.

4.0   Financial Implications

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

5.0   Corporate Implications

5.1   Our Data Quality Strategy sets out how we will collect data in order to manage our performance and set priorities. This requires all services to ensure that accurate and reliable data is produced.

6.0 **Community Implications**

6.1 Good data quality ensures decisions regarding services and their performance are made in an accountable and transparent manner. This enables residents and stakeholders to understand the achievements and considerations of the Council.

7.0 **Background Papers**

7.1 CMAP, '*South Derbyshire DC – Data Quality and Performance Management 2016-17.*'