| REPORT TO: | FINANCE and MANAGEMENT COMMITTEE | AGENDA ITEM: 10 |
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| DATE OF MEETING: | 19th JUNE 2014 | CATEGORY: DELEGATED |
| REPORT FROM: | DIRECTOR OF FINANCE and CORPORATE SERVICES | OPEN |
| MEMBERS' CONTACT POINT: | KEVIN STACKHOUSE (01283 595811) Kevin.stackhouse@south-derbys.gov.uk | DOC: |
| SUBJECT: | DATA QUALITY ANNUAL REPORT 2013/14 and ACTION PLAN 2014/15 | REF: |
| WARD(S) AFFECTED: | ALL | TERMS OF REFERENCE: FM 14 |

## 1.0 Recommendations

1.1 That the Committee note the progress made against the Data Quality Strategy Action Plan 2013/14 attached at **Appendix 1.**

1.2 That Members approve the Action Plan 2014/15 attached at **Appendix 2**.

## 2.0 Purpose of Report

2.1 To note progress made against the Data Quality Strategy Action Plan 2013/14.

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 an annual Action Plan.

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 annual Audit Plan.

Progress made during 2013/14

3.3 Progress against data quality action plan is shown in detail in Appendix 1. Outlined overleaf are some of the key outcomes achieved in data quality during 2013/14.

3.4   In April 2013, a data quality audit follow-up exercise was undertaken by Northgate's Policy & Communications Team on any new or existing KPIs that were considered to present a medium risk of miscalculation or 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   Following, the Government's introduction of the Public Service Network (PSN) Code of Compliance last year, 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 GCSX e-mail accounts
- updating of ICT security and service management policies
- applying the latest security patches on servers as required
- 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 April 2014, 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 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 an element within the Council's Leadership and Development Programme.

Data Quality Self Assessment Audit

3.10  In May 2013, CMAP carried out a follow up audit exercise on the KPI self-assessment process previously conducted in 2012/13 and any new or existing KPIs which were considered to be of a medium risk or higher.

3.11  The Government requires Council's 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.

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

3.13  The audit report contained one recommendation: 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.

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

3.15 Following the audit, steps were taken to address the issues raised in the audit process in relation to *LM 08– Reduction in energy consumption from the Council's own operational centres,* where the calculation of this KPI had been inaccurately reported during Quarters 1 to 3 in 2013/14. A recalculation of this indicator has been reported to the Housing and Community Committee on 13 June 2014 as part of the year end performance report.

### Action Plan 2014/15

3.16 Detailed actions on data quality for 2014/15 are shown in Appendix 2. Some of the key actions included are outlined below.
- Undertake a data quality self–assessment follow up exercise on any new or existing KPIs that are considered to be of medium risk or higher.
- CMAP to carry out an audit on those KPIs that are considered to be of medium risk or higher.

3.17 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,*' (January 2014)