

Data Quality Action Plan 2007/08

Key

HR = Human Resources
 IGG = Information Governance Group
 ITU = Information Technology Unit
 PMG = Performance Management Group

PPlus = Performance Plus Information System
 SIT = Service Improvement Team
 SPG = Strategic Performance Group
 CMT = Corporate Management Team

OBJECTIVE 1: GOVERNANCE AND LEADERSHIP

At a senior level, putting in place arrangements to scrutinise the quality of data we use to demonstrate our performance

Areas for Improvement	Action	Whom	When	Status
Actively promote corporate commitment to data quality.	1. Publicise new Data Quality Strategy, Action Plan and results of Data Quality Review on the intranet / internet.	SIT & Communications	Nov 2007	
	2. Communicate and seek agreement from SPG and CMT (where appropriate) for new initiatives and changes requiring reprioritisation of resources.	SIT	Ongoing	In Progress
	3. Accountabilities for data quality communicated, reviewed and reinforced throughout all key stages of responsibility (as outlined in the DQ Strategy).	SIT / PMG / SPG / CMT	Ongoing	In Progress
Provide evidence how formal reports on data accuracy are produced and used and best practice is shared	4. Best practice regarding data quality procedures shared at PMG Meetings and provided at inspections as	PMG	Ongoing	In Progress

across the Council to demonstrate excellent performance.	required.			
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OBJECTIVE 2: POLICIES				
Making clear what is expected from our staff and Members in terms of the standard of data quality				
Areas for Improvement	Action	Whom	When	Status
Demonstrate how data quality champions have promoted data quality, reviewed and reported on compliance, how they rectify non compliance and can demonstrate the impact they are having as a result.	5. Data Quality Action Plan regular agenda item at PMG meetings, monitoring progress, sharing best practice, reviewing progress and identified issues eg. non-compliance.	SIT / PMG	Ongoing	In Progress
	6. PPlus will be reviewed annually in relation to progress with roll out in service areas, successes and areas for improvement, compliance issues. Results reported to SPG and CMT for action where appropriate.	SIT	Nov-Dec 2007	
	7. PMG members to record major incidence of non-compliance in line with current work activities and report to DMTs and PMG meetings where appropriate. Minutes of meetings submitted as evidence to inspections as required.	PMG	Ongoing	

OBJECTIVE 3: SYSTEMS AND PROCESSES

Putting in place easy to follow systems and procedures to ensure the highest possible data quality, particularly where information is shared with partners

Areas for Improvement	Action	Whom	When	Status
Establish regular reviews of controls in place for key systems.	8. Map major performance information systems used across council and identify system owners / managers.	SIT / PMG / IGG		
	9. Establish annual timetable for testing performance information systems across the council to ensure data quality. Major systems failures to be reported to DMTs and PMG. Process to be reviewed annually.	PMG / Systems managers		
Ensure business continuity arrangements and testing are formally documented.	10. Working group established to review business continuity arrangements across the council.	IGG / ITU	March 2007	
Demonstrate how information received from third parties is validated.	11. Map all instances of data sharing with partners across council.	SIT / PMG		
	12. Identify Service Level Agreements in place for data sharing arrangements and identify gaps.	SIT / PMG		
	13. Develop standard process for validating and verifying information both internally and externally, from point of entry to sign off at highest level. Review process at PMG meetings with minutes submitted as evidence to inspections as required.	SIT / PMG		

Culture - IPF Cost per library visit This indicator was reserved as a result of an insufficient audit trail to cover the visitor numbers and financial expenditure figures.	14. Audit of data collection procedures across libraries regarding number of people visiting library. Identify inconsistencies. Where inconsistencies are found E&C performance officers to help library staff to enter data correctly onto spreadsheet.	E&C & Libraries	Oct / Dec 2007	In progress
	15. Change to new daily system of data entry.		Oct / Dec 2007	Done
	16. Continue with training established at beginning of year for library staff which covers procedures for data entry and use of spreadsheets.		March 2007 – March 2008	In progress
	17. Reconcile cost of purchasing with financial systems. Make required system changes.		Oct / Dec 2007	In progress
	18. Conduct audit of all library indicators.		Oct / Dec 2007	In progress
Housing - BVPI212 Average re-let times This indicator was reserved because the parameters set up within the system used to calculate the outturn could not record the appropriate data.	19. Develop action plan based on recommendations of DQ review.	BHP / Housing Performance & Information Team	Dec / Jan 2007	In progress
	20. Re-evaluate systems and procedures for collecting BV212 with Housing Performance Manager and identify appropriate actions to address areas of weakness.		Dec / March 2007	In progress
	21. Implement new system and re-calculate 06/07 figure ensuring accuracy.		Dec / March 2007	
	22. Monitor and review new arrangements and report progress to Housing DMT and BHP management.		Dec / March 2007	

	23. Continue with regular quarterly meetings to ensure systems are in place and indicator is calculated correctly.		Ongoing	In progress
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OBJECTIVE 4: PEOPLE AND SKILLS

Putting the right resources in the right place, in particular having people with the right skills, to ensure we have accurate performance information

Areas for Improvement	Action	Whom	When	Status
Review corporate arrangements regarding data quality training.	24. Employees with data quality responsibilities have included in their job descriptions, data quality roles and responsibilities as a core competency for assessment	SIT / ITU / HR		
	25. Training on performance management including data quality is provided in corporate HR programme.	SIT / HR		
	26. Identify further training requirements (outside core offer) for staff with responsibilities for data quality and provide on an as needs basis.	SIT / PMG	Systems Audit Training – 30 th Nov	

OBJECTIVE 5: DATA USE AND REPORTING

Having the right check points in place to ensure we meet what is expected of us in time

Areas for Improvement	Action	Whom	When	Status
The Council should ensure that verification checks are undertaken consistently before information is submitted externally and used in reports to managers and members.	27. Refer to action item 13.	SIT, PMG, IGG	April 2008	

OBJECTIVE 6:

Ensuring that data is stored, used and shared in accordance with the law including the Data Protection Act and Freedom of Information Act.

Areas for Improvement	Action	Whom	When	Status
	28. Finalise Information Governance Strategy	SIT, ITU, IGG	April 2008	In progress
	29. Ensure performance information is appropriately identified and stored through the Data Migration Project.	SIT and ITU	Spring 2007	In progress
	30. Ensure performance information is appropriate identified and classified through the Information Asset Register.	SIT and ITU	Spring 2007	In progress

