

 <b>Finance &amp; Audit Scrutiny Committee – 13 April 2010</b>		<b>Agenda Item No.</b>  <div style="font-size: 2em; float: right;"><b>6</b></div>
<b>Title</b>	Data Quality Update	
<b>For further information about this report please contact</b>	Jane Davenport Improvement & Performance Tel 01926 456015 <a href="mailto:jane.davenport@warwickdc.gov.uk">jane.davenport@warwickdc.gov.uk</a>	
<b>Service Area</b>	Chief Executive	
<b>Wards of the District directly affected</b>	None	
<b>Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006</b>	No	
<b>Date and meeting when issue was last considered and relevant minute number</b>	28.9.09 Minute 56 Finance & Audit Scrutiny Committee, agenda item 5.	
<b>Background Papers</b>	17.3.09 Minute 867 Audit & Resources Scrutiny Committee, agenda item 9. 2.12.08 Minute 608 Audit & Resources Scrutiny Committee, agenda item 7. 2.9.08, Minute 362 Audit & Resources Scrutiny Committee, agenda item 9.	

<b>Contrary to the policy framework:</b>	No
<b>Contrary to the budgetary framework:</b>	No
<b>Key Decision?</b>	No
<b>Included within the Forward Plan? (If yes include reference number)</b>	No

<b>Officer/Councillor Approval</b>		
With regard to officer approval all reports <i>must</i> be approved by the report authors' relevant director, Finance, Legal Services and the relevant Portfolio Holder(s).		
<b>Officer Approval</b>	<b>Date</b>	<b>Name</b>
Chief Executive	30/3/10	Chris Elliott
CMT	30/3/10	Bill Hunt and Andrew Jones
Section 151 Officer		Mike Snow
Legal		
Finance	30/3/10	Marcus Miskinis
Portfolio Holder(s)	30/3/10	Cllr Mike Doody
<b>Consultation Undertaken</b>		
Please insert details of any consultation undertaken with regard to this report.		
None		
<b>Final Decision?</b>		Yes/No
<b>Suggested next steps (if not final decision please set out below)</b>		

## 1. **SUMMARY**

- 1.1 This report provides an update the Data Quality Strategy and its associated action plan.

## 2. **RECOMMENDATIONS**

- 2.1 That Members note the current position regarding progress in strengthening Data Quality at Warwick District Council and the progress regarding the action plan.
- 2.2 That Members agree the proposed revised action plan for 2010/11 (Appendix A)
- 2.3 That Members note the extract from the 2008/09 Use of Resources Audit Commission report and from the response to the report, both of which went to the Executive on 2<sup>nd</sup> December 09. (Appendix B)

## 3. **REASONS FOR THE RECOMMENDATION**

- 3.1 At the meeting in March 2009, Members of the Audit and Resources Scrutiny Committee agreed monitoring arrangements. These arrangements included a request to receive 6 monthly updates on the progress of data quality at WDC.

## 4. **ALTERNATIVE OPTION CONSIDERED**

- 4.1 None, the report has been specifically requested and is part of the committee's agreed work plan for this meeting.

## 5. **BUDGETARY FRAMEWORK**

- 5.1 There is no impact on the budgetary framework as work in this area falls within core management arrangements and does not call on any specific budget resources.

## 6. **POLICY FRAMEWORK**

- 6.1 The implementation of the Data Quality Strategy and Action Plan are in accordance with the Council's current policy framework and forms a key role in current and future audit and assessment activity.

## 7. **BACKGROUND**

### 7.1 **Action Plan:**

The Data Quality action plan and monitoring arrangements were agreed by the Audit and Resources Scrutiny Committee in March 2009. Since then, the action plan has continued to progress. A copy of the updated action plan – appendix A, details this progress to date. However, for ease the main points are detailed below:

- 7.2 When the data sharing protocol is agreed (action 4), action 6 will be able to progress.

All other actions remain on target, on schedule or in progress.

7.3 **Responsibilities and monitoring arrangements:**

Internal Audit has agreed to monitor Service Areas adherence to data quality arrangements as part of their 3 year rolling audit plan. This will include checks such as sampling of performance data results against data quality templates.

7.4 In addition, Internal Audit carried out a full 'system' audit by the end of 2009. This was to ensure, among other things, the robustness of the monitoring arrangements and that the action plan continues to be relevant.

7.5 Audit & Resources Scrutiny Committee will continue to retain the role of member overview to ensure officers are appropriately challenged and action plans adhered to. Unless there are other significant events to report, the next update report will be provided in September/October 2010.

Action		Responsibility	Timescale	Update
<b>Quality Assurance</b>				
1	All National performance indicators will have clear definition, data sources and calculation method documented within a centrally accessible data quality template	Named Responsible Officer in association with Head of Service	Annually as required following approval of annual indicator set. In year changes as required	On going - this will now form part of Internal Audit checks.
2	All performance indicators will be subject to periodic quality assurance checks (eg 10% sample / monthly random samples) as defined within DQ template. Records of these checks to be stored centrally with Data Quality Templates.	Named Responsible Officer in association with Head of Service	Frequency and scope as determined in individual DQ template according to risk	Ditto
3	Twice yearly reminders to SAMS to underline the need to maintain DQ templates and evidence that quality assurance checks have been undertaken	Improvement & Performance	October 09 & April 10	Completed for October 09 and ongoing.

Data Sharing (Third Parties)				
4	Complete development of Data Sharing Protocol for the council which will clearly identify data quality arrangements and communication channels for data which is supplied by the council	WCC to lead supported by Improvement & Performance	April 2010	A task and finish group has been working on the Warks Data Sharing Protocol and sign off arrangements. A final version will be agreed by the Public Services Board during April 2010.
5	Work with key Strategic Partners to sign up to joint data sharing protocols and establish data sharing channels to ensure quality assurance	WCC to lead supported by Policy & Performance	Timescale to be confirmed	When the final approved version of the Data Sharing Protocol is available, we will comply with data quality arrangements as and when approached.
6	Ensure revised Partnership Strategy reflects and refers to data sharing protocol and data strategy and work with existing and new partners to sign up to them	Improvement & Performance in association with Partnership Team	Timescale to be agreed	Subject to actions 4 and 5.

Training & Support				
7	Current staff will discuss data quality responsibilities and training needs via the revised appraisal process. This will lead to revisions to job descriptions where necessary and further support and guidance as required	Line Managers undertaking appraisals. Improvement & Performance Team to offer support	As part of annual appraisal and 6 monthly review cycle. Training / support as required	HR will include awareness of DQ responsibilities in the planned appraisal refresher training. Where the post holder has specific responsibilities within defined Data Quality arrangements these are to be discussed and any issues or training needs highlighted and passed through to Improvement & Performance to be resolved.
8	New staff will be made aware of the Data Quality Strategy via induction process and have their responsibilities communicated via job description, data quality template and induction period. Where training and support is required this will be provided	Line managers in drawing up Job Descriptions HR for corporate induction Line Manager for individual induction Improvement & Performance to provide support as required	As and when new staff are appointed or existing staff redeployed	Completed. Data quality strategy now included in induction package training for all new staff.
9	Heads of Service to receive updated guidance information and support via annual cycle of service planning discussions with Improvement & Performance	Heads of Service and Improvement & Performance	January – March annually	On going and on schedule

<b>Monitoring &amp; Review</b>				
10	Internal Audit will develop and deliver a 3 year plan. This will include reference to the completeness and adherence to data quality arrangements and service area sampling for data quality	Internal Audit Team	As detailed within annual audit plan	On schedule (subject to approval by Finance and Audit Committee)
11	External audit of arrangements will be undertaken as part of annual external audit plan	External auditors	June - September	Audit carried out
<b>Reporting</b>				
12	Performance data subject to data quality arrangements listed above will be reported within quarterly performance cycle as appropriate to each measure	Improvement & Performance to co-ordinate composite report	As per annual performance reporting calendar	On schedule
13	Audit & Resources Scrutiny committee to receive update report every 6 months on progress with action plan, proposed development of strategy and any changes or improvements necessary	Improvement & Performance to co-ordinate and compile reports	September/October and March/April committee meetings annually	On schedule
14	Audit & Resources to receive outcome of annual external audit and proposed new action plan as part of March update.	Improvement & Performance to co-ordinate and compile reports	March committee meetings annually	On schedule. Next report due March 2011.

**Extract from Audit Commissions Report – Use of Resources 2008/09**

Table 4 Theme 2 - governing the business
Theme 2 score 2
Key findings and conclusions
Data quality arrangements are adequate, with scope to improve arrangements with partners. However, underlying data is not as robust as it could be, which undermines its reliability. Also, forecasting year end performance could be improved to allow Members to assess the likely deviation from target and the effectiveness of correcting actions.

**Extract from Use of Resources Action Plan**

Issue	Action	Responsible Officer	Timescale	Update March 2010
<b><i>KLOE 2.2 data quality and use of information</i></b>				
• Improved and extended testing of systems and processes for data quality.	As set out in Data Quality Action Plan. This is now integrated in to the Internal Audit Plan	IPM/A&RM	Ongoing	Improved and extending testing commenced in 2009 as part of the Internal Audit of Performance Management. Regular ongoing testing covering all parts of WDC is included in the internal audit work plan
• Identify all partners with whom data is shared and ensure agreed standards are in place.	Also set out in DQ Action Plan. Phase 1 progressing with LSP partners through Warks Performance Managers Group. Phase 2 to follow looking at other partners	IPM	Phase 1 by Jan 2010	Warks Performance Managers Group have developed a draft protocol to be used by all organisations involved with Public Service Board. This is due to be agreed at the next PSB. Following this we will implement it for all PSB partners and commence discussions with other LSP partners (and other with whom we regularly share data.
• More robust checking of the data supporting performance indicators before these are reported to Members.	As set out in Data Quality Action Plan. This is now integrated in to the Internal Audit Plan	IPM	Ongoing	Ongoing



<ul style="list-style-type: none"> <li>• Link performance reports and measures to Corporate priorities.</li> </ul>	<p>This is already done to some degree through the reports on Corporate Strategy. To build on this we would need to show how all existing measures link to Corporate Strategy (a hierarchy of measures). However it is not intended to do this at present as the Corporate Business Plan is in development and the way we use measures is being reviewed</p>	IPM	Revisit in May 2010 as part of service planning framework	As part of CBIP we are reviewing our measures and the process for using and reporting progress. This will be taken in to account as part of this review
<ul style="list-style-type: none"> <li>• Include forecast outturn to enable Members to assess the sufficiency of mitigating actions where targets are likely to be missed</li> </ul>	<p>Propose no action. Role of targets is being reviewed and forecast outturns are almost always guesses which are just as likely to mislead as inform</p>	IPM	No action	Proposed no action. As part of CBIP we are reviewing our measures and the process for using and reporting progress. This will not be target based