Audit and Performance Committee 5 March 2009

Report of Head of Performance

Annual Data Quality Review Report

1 Purpose of Report
1.1 The purpose of this report is to seek the committee’s approval of the delivery of the Council’s Data Quality Action Plan (attached).
1.2 This report relates to the Council’s objective of ‘Delivering efficient and responsive services’.

2 Executive Summary
2.1 The Data Quality Action Plan has been prepared to raise the Council’s current level of data quality arrangements from Level 2 as described in the Audit Commission’s Key Line of Enquiry (KLOE) 2008 for Data Quality to Level 3. Data quality is of prime importance in the area of performance measurement where reliable information is critical to the Council’s sound management of its resources.

3 Proposed Action:
3.1 The Committee is invited to consider the delivery Council’s Data Quality Action Plan and to RESOLVE its agreement with the plan.

4 Background
4.1 The Council’s external auditors (KPMG) as part of their annual audit duties inspect and rate the Council’s arrangements for ensuring good data quality. The Audit Commission’s KLOE for Data Quality is used to rate the level of data quality being achieved by the Council (see attached KLOE for Data Quality 2008).
4.2 The Council’s internal auditors (Consortium Audit) also assess the Council’s data quality arrangements as part of their annual audit plan.
4.3 The level the Council’s data quality arrangements are assessed to form part of the Council’s overall Use of Resources assessment.

5 Discussion
5.1 Good Data Quality is defined as having six key principles, namely:
   (a) **Awareness**: everyone recognises the need for good data quality and how they can contribute to this;
   (b) **Definitions**: everyone knows which PIs are produced from the information they input and how they are defined;
   (c) **Input**: there are controls over input, especially that information is input on
an ongoing basis; rather than stored up to be input later;
(d) **Verification:** there are verification procedures in place as close to the point of input as possible;
(e) **Systems:** are fit for purpose and staff have the expertise to get the best out of them;
(f) **Output:** performance indicators are extracted regularly and efficiently and communicated quickly; and
(g) **Presentation:** annual performance indicators are presented, with conclusive evidence, in such a way as to give an easily understood and accurate picture of our performance to external inspectorates and the public.

5.2 The Data Quality Action Plan is intended to put in place a series of systems and controls to ensure that the six principles of good data quality are adhered to and to provide the necessary documentary evidence of the Council’s compliance.

5.3 The Data Quality Action Plan is designed to take the Council’s current Data Quality Strategy (see attached) as a sound basis for improving its data quality arrangements.

5.4 It is intended that a new Data Quality Strategy will be put in place that takes account of the changes in the national reporting of performance data.

(a) The Best Value Performance Indicator (BVPI) reporting regime ended and the new National Indicator (NI) regime began in April 2008.

(b) The new Comprehensive Area Assessment (CAA) inspection regime commencing in April this year will result in the Council’s performance data being aggregated with it’s other Local Area Agreement (LAA) partners. This places an added burden on the Council to ensure that performance data shared with partners is of a uniformly high standard within the LAA.

5.5 It should be noted that the benefits of an improved Data Quality Strategy apply to all performance data collected by the Council which includes local performance indicators presented to Council on a quarterly basis.

6 **Legal Powers**

6.1 Local Government Act 1972

7 **Financial and Value For Money Implications**

7.1 Effective management of urgent and important activities ensures value for money and optimum deployment of resources.

8 **Risk Analysis**

<table>
<thead>
<tr>
<th>Nature of risk</th>
<th>Consequences if realised</th>
<th>Likelihood of occurrence</th>
<th>Control measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Targets not achieved</td>
<td>Improvements not delivered in time or to required quality</td>
<td>Low</td>
<td>Annual scrutiny and review of the plan by leading officers</td>
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<tr>
<td>Targets not appropriate</td>
<td>Improvements not effective or appropriately targeted</td>
<td>Low</td>
<td>Annual scrutiny and review of the plan by leading officers and the A &amp; P committee.</td>
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<tr>
<td>Resources not deployed to match priorities described in the plan</td>
<td>Improvements not delivered in time or to required quality</td>
<td>Medium</td>
<td>Review of medium term financial strategy to be used to inform resource allocation.</td>
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**9 Implications for Resources**

9.1 Delivery of benefits and outcomes detailed in the plan should lead to efficiencies and increase in the likelihood of attracting resources from stakeholders.

**10 Implications for Stronger and Safer Communities**

10.1 Delivery of benefits and outcomes detailed in the plan should increase the effectiveness of efforts aimed at forging safer and stronger communities.

**11 Implications for Equalities**

11.1 Delivery of benefits and outcomes detailed in the plan should result in better outcomes for all people and communities served by the Council.

**12 Author and Contact Officer**

Graham Stoppani, Head of Performance

**13 Consultees**

**14 Background Paper**

14.1 Internal and External Audit Reports