

DATA QUALITY STRATEFGY ACTION PLAN PROGRESS UPDATE OCTOBER 2007

APPENDIX 1

No	Action	How	Who	When	Priority		Traffic Light
1	Ensure that responsibility for data quality is part of job descriptions and the PDR process.	Departments will need to check and rectify any gaps. Revised JD's to be seen by CCPP team. HR to audit PDR's for a sample of nominated employees in 2008	Departments, CCPP	By Q2 2007 and incorporated into PDR's in 2008	M	HoS and Performance Champions Group made aware of the requirement, but as yet no checks have taken place. The internal audit of the DQS currently underway will make some spot checks and further recommendations are expected in their report	
2	Develop and deliver awareness training and more specific training for staff responsible for data quality	Awareness seminars and training sessions scheduled in training plan	Communications, Policy and Performance team with HR	Quarter 2 2007/08 onwards	M	Trainer appointed and course specified. Detail course content currently being developed Awareness training now scheduled for November to a target audience of approx 70 staff. Course booking underway.	
3	Ensure that, when making submissions on nationally reported PIs, the definition has been followed.	This will be achieved by completion and review of PI certificates	All PI compilers and those responsible for PI data quality	April 07 to June 07, thereafter January to June in subsequent years	H	PI certificates completed and signed off for 2006/07 Best Value PI's as well as (for the first time) those local PI's that are corporately reported. Certificates were subject of a QA process and some PI's have been reviewed by the external auditor.	COMPLETED

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4	Ensure that all local PI's (whether reported corporately or not) have specific definitions and counting rules.	<p>PI certificate format will be reviewed/amended as necessary for local PI's.</p> <p>Certificates will be used for local PI's for 2007 onwards</p>	<p>Performance Plus sub-group</p> <p>All PI compilers and those responsible for PI data quality supported by Communications, Policy and Performance team</p>	<p>End Jun 07 Corporately reported PI's.</p> <p>End Sep 07 others</p> <p>thereafter January to June in subsequent years</p>	H	<p>Corporately reported local PI's had PI certificates completed by end June.</p> <p>Following publication of the action plan it was decided that in future the PI certificate would be split into two parts – the PI procedure note (see next action) would contain the definition (see next action) and an abridged certificate would be used to sign off performance results at year end.</p>	<p align="center">COMPLETED</p> <p align="center">C/F TO ACTION 5</p>
5	Ensure that all PI's have a documented procedure for the gathering of PI data and calculation of the PI	Guidance will be provided by CCPP team (in conjunction with ICT).	PI data quality lead	By end Q3 2007/08	H	A PI procedure note pro-forma has been developed with the involvement of the Performance Champions Group. The awareness training will include training on the procedure note. It has been decided to delay commencement of procedure not writing until after the training in order to ensure a better quality is achieved. The recent announcement by DCLG to replace all BVPI's with new indicators from April 2008 means that the implementation of this action needs to be reviewed and re-timed (as there is no point in now documenting procedures for PI's that are to be defunct.	

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6	Ensure that all relevant staff have an understanding of PI definitions calculated from data they input/analyse/extract	Training (where this is not already the case)	Departmental PI data quality leads	Ongoing	H	Importance of data definitions discussed at Performance Champions Group. Data Quality awareness training will re-enforce this	
7	Ensure that data provided by external contractors meets requirements for reporting performance.	Depending on individual circumstances this might be achieved by making provision in contracts or by direct action such as documented spot checks	Performance managers/officers; Communications, Policy and Performance team; Internal Audit (as part of appropriate scheduled audits)	Ongoing	M	As yet no action has been taken on this recommendation. Internal Audit are currently undertaking an audit of the DQS and action plan and recommendations are expected in their report	
8	Ensure that all future contracts specify requirements of contractors to provide performance data	Procurement procedures to be reviewed and revised if necessary	Procurement team supported by Communications, Policy and Performance team	Quarter 2 2007	M	As yet no action has been taken on this recommendation. Internal Audit are currently undertaking an audit of the DQS and action plan and recommendations are expected in their report	
9	Ensure that the council has a programme of data validation to support accurate performance reporting.	Programme to be implemented by PI data quality leads, with central record kept by the P&I team	Communications, Policy and Performance team; performance managers/officers Internal Audit (as part of appropriate scheduled audits)	July 07 and ongoing	M	As yet no action has been taken on this recommendation. Internal Audit are currently undertaking an audit of the DQS and action plan and recommendations are expected in their report	
10	Ensure that data controls are robust.	Specific measures will depend on the system and will be the	All PI compilers and those responsible for PI data quality supported by	July 07 and ongoing	M	The Internal audit of the DQS will make spot checks on this, further recommendations are expected I that report	

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		responsibility of the data quality lead for each system to address.	Internal Audit & Communications, Policy and Performance team				
11	Ensure that all PI's have a nominated person and deputy responsible for data quality	Data gathering exercise	Heads of Service supported by Communications, Policy and Performance team	Mar 07 and updated regularly	H	List of PI owners and deputies has been compiled. All PI owners and deputies will attend the Data Quality Awareness course	
12	Undertake an annual risk assessment of PI's.  Develop an appropriate programme of improvement	Council risk methodology	Communications, Policy and Performance team with PI data quality leads.  Relevant PI data quality leads	Sep to Oct each Year  Ongoing	H	As yet no activity has taken place on this. The internal audit of the DQS is expected to make further recommendations on this.	
13	Ensure that appropriate scrutiny of PI's is undertaken at, for instance, DMT's, prior to submission of performance information to CMT	Visits and briefings at DMT's	DMT's visited/supported by Communications, Policy and Performance team	April 07 and ongoing	M	Assistant Chief Executive has visited all DMT's. Senior Policy & Performance Officer has visited some DMT's. Senior Policy & Performance Officer scrutinises all PI data priori to submission to CMT and feeds back to Departments. Data quality has risen steadily over the past few months.	

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14	Ensure that PI certificates are completed for all PI's	Guidance already issued – implemented in 2006 supported by workshops	All PI compilers/reviewers and PI data quality leads supported by Communications, Policy and Performance team	April 07 – June 07 and subsequent years	H	PI certificates completed and signed off for 2006/07 Best Value PI's as well as (for the first time) those local PI's that are corporately reported. Certificates were subject of a QA process and some PI's have been reviewed by the external auditor	