

No	Action	How	Who	When	Priority	Traffic Light
1a	Ensure that responsibility for data quality is part of job descriptions	Departments will need to check and rectify any gaps. Revised JD's to be seen by CCPP team.		By Q2 2007	M	
Current Position and planned actions						
1a.1	Advice from HROD to defer modifications to job descriptions until after the implementation of JE is being followed, so it is now planned to re-start this action in Q2 2008/09.					
1a.2	Summer 08 - Due to delays in implementing JE this may need to be deferred to Q3 2008/09					
1a.3	14/10/08 – this is therefore unlikely to be before 2009, revisit in new year after JE has been implemented.					
1a.4	10/12/08– no change to above					
1a.5	01/02/09 – review this action in summer 2009 following implementation of Job Evaluation					
1a.6	13/05/09 – no change to the above					
1a.7	Oct 09 – deferred pending Shared Services implementation					
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). Undertake an audit to ensure that:- a) PI owners have documented procedures. b) Review asample of procedures to review to ensure that they are fit for purpose	PI data quality lead J Outhwaite Senior Policy & Performance Officer	By end Q3 2007/08 March 08	H	

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Current Position and planned actions						
5.1	Training in the use of the procedure note was included in the Data Quality awareness training course.					
5.2	PI procedure notes will be compiled for all new NI's that relate to District Councils plus all local indicators that will be corporately reported (these will be defined in the Council Plan) from 2008/09 onwards. It is planned to complete the procedure notes by the end of March 2008.					
5.3	PI procedure notes were completed during Q1 2008, with a small number of exceptions, which relate to NI's where there is still uncertainty about the definition and/or method of data capture					
5.4	10/12/08 Following the report to Leaders' Group (Dec 08) on estimated outturn the use of procedure notes will be extended to include all local PI's – including those reported only at DMT. In addition existing PI procedure notes will be reviewed for completeness. To be completed by end September 2009					
5.5	May 09 – This will be actioned following completion of year end work. A PCG will take place in July at which this will be discussed					
5.6	Oct 09 – July PCG had to be cancelled. Raised at Oct PCG, PCG members tasked with writing procedure notes for local PI's by end of March 2010. J Outhwaite to chase in early 2010					
11	Ensure that all PI's have a nominated person and deputy responsible for data quality	Data gathering exercise	Heads of Service supported by CCPP team	Mar 07 and updated regularly	H	
Current Position and planned actions						
11.1	List of PI owners and deputies has been compiled. All PI owners and deputies will attend the Data Quality Awareness course. However due to the significant changes in National Indicators introduced by DCLG the list of PI's and owners/deputies need to be revised. This will be done by end March 2008					
11.2	Summer 08 - PI owners & deputies list has been updated					
11.3	10/12/08 – In recognition of the significant changes expected in the 2009/10 corporate PI set and in some NI ownerships (e.g. climate change PI's) the PI owners and deputies list will be reviewed in conjunction with the action to review PI procedure notes at 5) above. For completion by September 2009					

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12	Undertake an annual risk assessment of PI's. Develop an appropriate programme of improvement	Council risk methodology	CCPP team with PI data quality leads. Relevant PI data quality leads	Sep to Oct each Year Ongoing	H	
Current Position and planned actions						
12.1	There were no problems reported by the external auditors in their audit of selected PI's. There were no changes to BVPI definitions during the year and no problems arose during the preparation of PI certificates. Hence there were no PI's judged to be 'at risk' in 2007/08					
12.2	Summer 08 - The position for 2008/09 is likely to be somewhat different – with the introduction of the new National Indicator set. The action numbered A1 will address this in 2008/09					
12.3	14/10/08 noted that the recent report to CMT about at risk NI's has also supplemented this					
12.4	10/12/08 Noted that the PI clinics referred to in 5) above will address this for 2008/09					
12.5	10/12/08 Undertake risk assessment in 2009/10 by end Q2 and develop improvement programme (links to item 5.8 above).					
12.6	10/12/08 Risk assessment as per 12.5 to be reviewed in light of any local/national audit findings, NI FAQ's etc arising from experience of calculating 2008/09 outcomes					
12.7	Oct 09 External audit of NI's in summer 09 identified a problem with 2 indicators not having sufficient records kept to prove the result (although there was no suggestion the results were incorrect). As a consequence PI owners have been tasked to review their PI procedure notes to ensure adequate records are being kept. This will be taken into account in the formal reviews (see item A1)					
Current Position and planned actions						
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 CCPP team	April 07 and ongoing	M	
Current Position and planned actions						

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13.1	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.					
13.2	Reporting of errors to CMT and Leader's group has increased the focus on data quality and reduced the number of errors identified/corrected at the corporate centre					
13.3	HB to review timing of DMT's and standard agendas and HB to visit each Depts DMT after June					
A1	Undertake a formal programme of data quality review that challenges both the integrity of data and compliance with departmental procedures.	Development of a programme of reviews, based on risk assessment. Approval of review programme. Undertake reviews and record outcomes. Review outcomes of reviews and report to those charged with governance	J. Outhwaite (Senior Policy & Performance Officer) H. Bennett (Assistant Chief Executive) J. Outhwaite (Senior Policy & Performance Officer) H. Bennett (Assistant Chief Executive)	Jun. '08 Jun. '08 Mar. '09 Mar. '09	H	
Current Position and planned actions						
A1.1	Following the implementation of the new National Indicator set in April 2008 the risk assessment will be completed and the reviews scheduled					
A1.2	Summer 2008 Risk assessment completed in June. It is now planned to undertake the audit in Q2/Q3. A list of NI's to be audited has been drawn up, based on a risk assessment, and approved by the Assistant Chief Executive					
A1.3	14/10/08 PI clinics that will be undertaken following report on 'at risk' NI's to CMT (Oct 08) will form a basis for the audit referred to above					

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A1.4	10/12/08 Performance clinics referred to above have been held or are arranged					Blue
A1.5	10/12/08 Review programme for 2009/10 to be determined by end Q1 and implemented during the year					Green
A1.6	Oct 09 J Outhwaite to undertake reviews in Q3 and Q4					Green
A6	Review requirements to meet KLOE 3.2 (Information systems) with Internal Audit	Meet with Internal Audit	H Bennett and J. Outhwaite	Q1 2009/10	M	Red
A6.1	Above action deferred until Q3 due to vacancies & absence in both teams					Green