

| Report of | Meeting | Date |
|-----------------|----------------------|------------|
| Chief Executive | Governance Committee | 20/06/2012 |

DATA QUALITY POLICY 2012/13

PURPOSE OF REPORT

1. This report presents the council's refreshed Data Quality Policy, which has received approval via Executive Member Decision by the Executive Member for Resources, Policy and Performance and summarises the key changes from the previous policy.

RECOMMENDATION(S)

2. That the refresh of the Data Quality Policy be noted and, if appropriate, feedback provided.

EXECUTIVE SUMMARY OF REPORT

3. The council's Data Quality Policy has been reviewed to ensure it aligns to the council's new data quality strategy and reflects the organisations increasing reliance on data from IT systems.

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|----------------------------------------------------------|-----|-----------|
| Confidential report Please bold as appropriate | Yes | No |
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REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

4. Being able to rely on quality data is key to effective decision-making, governance and the allocation of resources. It is therefore essential that the council has a robust data quality policy.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

5. None

CORPORATE PRIORITIES

6. This report relates to the following Strategic Objectives:

| | | | |
|-----------------------------------------------------------------------------------------------------|--|------------------------------------------------------|---|
| Strong Family Support | | Education and Jobs | |
| Being Healthy | | Pride in Quality Homes and Clean Neighbourhoods | |
| Safe Respectful Communities | | Quality Community Services and Spaces | |
| Vibrant Local Economy | | Thriving Town Centre, Local Attractions and Villages | |
| A Council that is a consistently Top Performing Organisation and Delivers Excellent Value for Money | | | x |

BACKGROUND

7. The council's existing data quality policy has been refreshed to align with the themes of the council's Data Quality Strategy and the key data quality issues facing the council in 2012. The key change introduced is an increased focus on assuring the quality of systems data.

SUMMARY OF CHANGES

8. Systems such as CRM, IDOX, Sharepoint and Academy are increasingly being used to inform decision-making, therefore ensuring the data in them is accurate at source is essential. In response and in line with the Data Quality Strategy the scope of the Data Quality Policy has been extended to cover systems data as well as performance data.
9. To support this, a greater role will now be taken by the Information Team in CIT who will act as overall custodian to systems data, in much the same way that Policy & Communications oversee performance data.
10. Each key electronic system will have a named officer responsible for the quality of data and a Systems Quality Checklist has been developed to support this.
11. The role of Audit in data quality has also been expanded from auditing performance indicators to include systems audits.

IMPLICATIONS OF REPORT

12. This report has implications in the following areas and the relevant Directors' comments are included:

| | | | |
|------------------------------------------|---|----------------------------------------|----|
| Finance | | Customer Services | |
| Human Resources | | Equality and Diversity | |
| Legal | | Integrated Impact Assessment required? | No |
| No significant implications in this area | x | Policy and Communications | |

COMMENTS OF THE STATUTORY FINANCE OFFICER

13. There are no additional financial implications associated with the changes outlined in the report.

GARY HALL
CHIEF EXECUTIVE

COMMENTS OF THE MONITORING OFFICER

14. The issue of data quality is an important one for any decision making body. The proposed changes and improvements should enable the Council to discharge their statutory functions to a higher level.

CHRIS MOISTER
HEAD OF GOVERNANCE

There are no background papers to this report.

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| David Wilkinson | 5248 | 19/06/12 | DQ Policy Gov Report |
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