

Report of	Meeting	Date
Assistant Chief Executive (Policy and Performance)	Audit Committee	26 th June 2008

DATA QUALITY UPDATE ON PROGRESS

PURPOSE OF REPORT

- To provide an update on progress in terms of Data Quality to members of the Audit Committee

RECOMMENDATION(S)

- That the report be noted

EXECUTIVE SUMMARY OF REPORT

- The report sets out the progress made to date against the Audit Commission's Data Quality Key Lines of Enquiry (KLOES).
- The Council has made significant progress in terms of its data quality arrangements, particularly focusing on strengthening processes around the Community and Corporate Strategies and with regards to external reporting. This will provide an excellent platform for the introduction of the national indicator set in 2008/09, which will replace BVPIs.

CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the Central Lancashire sub-region		Develop local solutions to climate change.	
Improving equality of opportunity and life chances		Develop the Character and feel of Chorley as a good place to live	
Involving people in their communities		Ensure Chorley Borough Council is a performing organization	✓

BACKGROUND

- Good quality data is an essential ingredient for reliable performance and financial information. The Council's data quality arrangements address a set of standards produced by the audit commission (also known as Key Lines of Enquiry, or KLOES)

6. As increasing emphasis is placed upon performance information by external stakeholders, in the light of the commitment to reduce the burden of inspection placed upon Local Authorities, we are increasingly required to provide assurances that the quality of the data which underpins this process is high and that reported information accurately reflects actual performance. Most importantly, good quality data, produced in a timely manner, which feeds the performance management framework, allows members and officers to make informed decisions about policy and the allocation of resources. This ultimately, drives excellent and improving services for our customers and communities.
7. The Audit Commission provide an annual update on the Council's data quality arrangements and the progress made by the Council. Detailed below is an update on the progress made by the Council against each of the Key Lines of Enquiry over the last twelve months, this information will be used by the Audit Commission to direct their on site audit activity in the second quarter of 2008/09.
8. The Council will publish outturns for all Best Value Performance Indicators (BVPs) on the 30th of June 2008. Internal Audit and Policy and Performance are currently working to identify and audit any high-risk indicators to ensure that all performance data submitted to the Audit Commission is as accurate and robust as possible. Following this the Audit Commission will come on site and audit a number of indicators to ensure that our data quality and audit arrangements and that the data being used to assess the performance of the Council is good quality.

DATA QUALITY UPDATE

9. Detailed below are the data quality KLOEs which the audit commission will use to judge our performance in delivering data quality, together with an update on the progress made against each of these KLOEs over the last twelve months.

KLOE	Progress/changes during 2007/08
1. Governance and leadership	
1.1 Responsibility for data quality is clearly defined.	<p>Performance agreements have been updated these set out responsibility for data quality at senior officer and member level.</p> <p>Discussions in performance round tables address specific data quality issues such as the quality of third party data from the Registered Social Landlord to which the Council transferred its housing stock.</p> <p>Questions asked include:</p> <ul style="list-style-type: none"> • What action has been taken to ensure that the appropriate information is received from CCH in a timely manner? • What action is being taken to ensure that the promises made during the stock transfer are being met and to ensure that other performance issues are highlighted and tackled?

	<p>Performance checklists have been completed for 2007/08 for all BVPIs, Corporate Strategy Indicators and Community Strategy indicators, these outline responsibilities for data quality on an indicator-by-indicator basis at middle and senior manager level.</p> <p>The Data Quality Strategy has been updated, this document sets out clearly roles and responsibilities for data quality at all levels.</p>
<p>1.2 The council has clear data quality objectives and these are formally documented.</p>	<p>The Data Quality strategy has been revised and the policy component developed as a separate document to provide more detail for service areas on requirements for each stage of data collection, collation and reporting.</p> <p>Detailed arrangements for ensuring the quality of data for third parties have been set out in the Data Quality strategy and a third party data sharing protocol developed.</p> <p>Third party reporting is now a key element of the procurement framework and guidance is incorporated in to procurement and key partnership documentation and templates.</p> <p>Briefings have been given to strategy group and key officers on arrangements for third party reporting.</p> <p>Meetings have been held with directors to identify all instances of third party reporting and these have been mapped across the organisation.</p> <p>All Corporate Strategy, Community Strategy and CPA indicators are now incorporated into the risk assessment which guides internal audit activity. Risk categories around the strength of Data Quality protocols and use of third party data have been added to the risk matrix and have a significant weighting in terms of focusing the activity of internal audit.</p> <p>A commitment to Data Quality is made in the Council's Annual Report 2007/08.</p> <p>The Council has developed a Participation and Consultation toolkit, which sets out standards and guidance for collecting, analysing and presenting data through consultation.</p> <p>Third party reporting is now a key element of the procurement framework and guidance is</p>

	incorporated in to procurement and key partnership documentation and templates. This is reflected in the Data Quality strategy and policy statements.
1.3 The council has effective arrangements for monitoring and review of data quality.	<p>The Council has also developed at data quality action plan to ensure that Data Quality objectives are delivered on a timely basis.</p> <p>Examples of best practice in securing Data Quality are shared with all through briefing and workshop sessions and are made available on the Loop.</p> <p>Data Quality has been incorporated into the annual governance statement, strategic risk register and directorate level business assurance statements.</p>
2. Policies and procedures	
2.1 Organisational policy for data quality has been defined and is supported by a current set of operational procedures and guidance.	<p>A new dialogue has been developing which identifies new starters with Data Quality responsibilities. These are then flagged up to policy and performance who then identify training needs.</p> <p>Data Quality policies and procedures have been reviewed and reissued (this takes place on an annual basis as a minimum). Staff are fully engaged in and consulted upon updates as are key external bodies (e.g. Community Leisure Services)</p>
2.2 Policies and procedures are followed by staff and applied consistently throughout the organisation.	<p>All staff have access to and have been briefed on the data quality strategy, with additional briefings and workshops held in 2007/08 for all staff involved in data quality setting out updates to the Data Quality procedures and policies and delivering training regarding the requirements around third party reporting.</p> <p>All staff with responsibility for performance indicators have completed and returned protocols setting out Data Quality arrangements and have signed year end checklists detailing year end outturn and setting out reasons for significant variations.</p> <p>All guidance, policies and strategies are published on the intranet, where they are available to staff. The intranet can also be used to communicate any changes to policies that staff need to be aware of.</p>
3. Systems and processes	
3.1 There are appropriate systems in place for the collection, recording, analysis, and reporting of the data used to monitor performance.	The Council has in place a number of mechanisms for performance reporting, including performance plus, year-end checklist, detailed procedures and audit files. System output in monitored on a quarterly basis and a risk matrix is used to identify and address areas of high risk (including external reporting, new staff and significant variations).

<p>3.2 The council has controls in place to ensure that information systems produce the quality of data needed to report on performance and to keep top management aware of necessary action in relation to data quality.</p>	<p>The Council has developed detailed procedures for all Community and Corporate Strategy Indicators. The Council has improved the survey packs issued to Neighbourhood Officers at the start of each BVPI199 survey period and includes:</p> <ul style="list-style-type: none"> • Guidance on the number of transects by land use type they will have to review in their neighbourhoods within that survey period. • A reminder of the need to ensure even distribution of reviews throughout the week and avoid weekends. <p>Arrangements for securing good quality data as set out in the data quality policy, are in place for instances of data sharing.</p>
<p>3.3 Security arrangements for performance information systems are robust, and a business continuity plan is in place.</p>	<p>As part of an overarching review of the use of technology (an element of the Business Transformation Programme) the possibilities for integrating the performance management system with service based systems will be addressed.</p> <p>A Business Continuity plan for Performance Plus is now in place, which sets out continuity arrangements for the performance management system. A detailed risk assessment of the Council's performance management system has been undertaken (including scenario planning).</p>
<p>3.4 Standards are specified for shared data or data supplied by third parties.</p>	<p>Detailed arrangements for ensuring the quality of data for third parties have been set out in the data quality strategy and a third party data sharing protocol developed which is available on the Loop.</p> <p>Third party reporting is now a key element of the procurement framework and guidance is incorporated in to procurement and key partnership documentation and templates. Data sharing arrangements are detailed in key contractual arrangements e.g. waste management contract.</p> <p>The Council's lead officer for partnership has received training on Data Quality and third party performance reporting.</p>
<p>4. People and skills</p>	
<p>4.1 The council has communicated clearly the responsibilities of staff, where applicable, for achieving data quality.</p>	<p>As part of personal development reviews for relevant staff data quality objectives that link to the objectives defined in the data quality strategy are identified and an assessment of progress/performance against these objectives is included in subsequent reviews. Data Quality is</p>

	<p>incorporated into relevant officers Performance and Development Objectives and into the business improvement plan for the policy and performance directorate</p> <p>Responsibility for Data Quality is identified through the induction process and new employees are provided with briefings and training on data quality. Staff within directorates identify data quality risks and undertake Data Quality checks on high risk data on a quarterly basis.</p>
4.2 The council has arrangements in place to ensure that staff with data quality responsibility has the necessary skills.	A new dialogue has been developing which identifies new starters with data quality responsibilities. These are then flagged up to policy and performance who then identify training needs. This process is also reflected in the managers guide to the induction process and all staff with data responsibilities are referred to policy and performance for training in the Council's policies and procedures.
5. Data use and reporting	
5.1 The council has put in place arrangements that are focused on ensuring that data supporting performance information is also used to manage and improve the delivery of services.	The Council continues to deliver strong data use and reporting arrangements senior members and officers use data to drive improvement through quarterly performance reports, business plan monitoring statements and performance round tables.

CONCLUSION

10. The Council has made significant progress in terms of its data quality arrangements, particularly focusing on strengthening processes around the Community and Corporate Strategies and with regards to external reporting. This will provide an excellent platform for the introduction of the national indicator set in 2008/09, which will replace BVPIs.

An update will be provided to the Audit Committee once the audit commission has reported its findings with regards to the Council's data quality arrangements in late 2008.

IMPLICATIONS OF REPORT

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

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		No significant implications in this area	✓

LESLEY-ANN FENTON
ASSISTANT CHIEF EXECUTIVE (DIRECTOR OF POLICY AND PERFORMANCE)

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Sarah Dobson	5325	29 th May 2008	***