

29 JUNE 2009

REPORT OF THE DEPUTY CHIEF EXECUTIVE/DIRECTOR OF CORPORATE SERVICES

DATA QUALITY ACTION PLAN AND PROGRESS REPORT

1. Executive summary

- 1.1 The purpose of this report is to provide Audit and Risk Management Committee with Wirral's Data Quality Action Plan and progress against actions within the plan at the first quarter.

2. Background

- 2.1 In 2008 the Audit Commission carried out an assessment of the Authority's data quality arrangements for 2007/2008. These findings were reported to Audit and Risk management committee on January 26th 2009. It was agreed by Cabinet on April 9th 2009 that a comprehensive Data Quality Action plan would be developed and reported to Corporate Improvement Group and Audit and Risk Management committee on a quarterly basis.

3. Data Quality Action Plan

- 3.1 The Data Quality Action Plan has been developed to address the Audit Commission's recommendations. This action plan also includes recommendations made by the council's own internal audit function during 2007/08 and any outstanding recommendations made by the Audit Commission in 2006/07 where appropriate.
- 3.2 There are several key issues / risks which have been identified in the Data Quality Action Plan and which will need to be controlled throughout the implementation of the action plan. These are:
- Failure to complete performance indicator reviews will lead to the inability to identify common data quality issues and address them accordingly;
 - Communication of key messages needs to be cascaded through departments effectively for the data quality action plan to be successful;
 - Failure to implement recommendations from either Internal Audit or Audit Commission will result in more issues being identified in the PI reviews;
 - Failure to fully embed the data quality policy will result in a disparate application of this guidance across the council.

4. Action plan progress at the First Quarter

4.1 The following table shows relevant actions from the Data Quality Action plan and progress made against them as at 15th June 2009:

| Action | Date | Status |
|--|--|-------------|
| Refresh Terms of Reference for Performance Management Group and Corporate Improvement Group | March 2009 | Completed |
| Refresh Data Quality Policy | Awaiting sign off. | In Progress |
| Complete performance indicator (PI) reviews for national indicator set and local indicators | Deadline for NI set: 26 th June 09 | In Progress |
| Analyse PI reviews; escalate issues to Internal Audit; develop 'Common Themes' action plan including the development of a PI for monitoring PI reviews | Awaiting completion of PI reviews in June 09. | July 09 |
| Quarterly reporting on Data Quality Action plan and cascading messages through Departmental Management Teams | 1 st Report June 09 | In progress |
| Create Partnership Data Quality Agreement and make available on LSP website | Due for sign off by LSP Executive on 8th July 09. | In Progress |
| Evaluation of all Council systems used to calculate PIs and the implementation of any Internal Audit recommendations | This will be done through the PI reviews conducted in June 09. | In Progress |
| Chief Officers are requested to ensure that data quality features in KIE reviews for all responsible and calculating officers. | April 2009 | Completed |
| Support the roll out of the Data Quality Workshop, and identification of communication channels and best practise to share from each department. | Workshops held Mid-June 2009. | Completed |
| Analyse scrutiny & cabinet dates and consider the possibility of making reports available earlier via the virtual server. | March 2009 | Completed |
| Review previous Internal Audit Reports to ensure any previous recommendations have / will be carried out | March 2009 | Completed |

5. Data Quality Assessment 2008/09

- 5.1 The Use of Resources element of the Council's organisational assessment of CAA will be partly informed by an assessment of our data quality arrangements for 2008/09. The assessment will consider how well the council is managing its resources to deliver value for money, and how well the Council is managing its resources to deliver better and sustainable outcomes for local people. Data quality will feed into the Key Line of Enquiry (KLOE) 2.2 "Data Quality and Use of Information" under the "Governing the Business" theme.
- 5.2 The KLOE will focus upon whether the Council produces relevant and reliable data and information to support decision making and manage performance. It will specifically look at whether the council:
- Produces relevant and reliable data and works with partners to ensure the quality of partnership data;
 - Understands the needs of its decision makers and provides them with information that is fit for purpose and is used to support decision making;
 - Ensures data security and compliance with relevant statutory requirements; and
 - Monitors performance against its priorities and targets, and addresses underperformance.

6. Financial implications

- 6.1 There are no immediate financial implications for Wirral resulting from this report.

7. Staffing implications

- 7.1 There are no staffing implications for Wirral resulting from this report.

8. Equal Opportunities implications

- 8.1 There are no equal opportunities implications for Wirral resulting from this report.

9. Community Safety implications

- 9.1 There are no community safety implications for Wirral resulting from this report.

10. Local Agenda 21

- 10.1 There are no environmental implications for Wirral resulting from this report.

11. Planning implications

- 11.1 There are no planning, land use etc. implications for Wirral resulting from this report.

12. Anti-poverty implications

- 12.1 There are no implications for people from deprived communities in Wirral resulting from this report.

13. Social inclusion implications

- 13.1 There are no implications that will potentially exclude individuals or groups from accessing services resulting from this report.

14. Local Member Support implications

- 14.1 There are no local member support implications arising from this report.

15. Background Papers

- 15.1 The following background papers were used in the preparation of this report:-
- Data Quality Report – Audit 2007/2008 - Audit Commission (Jan 2009)
 - Data Quality Report – Audit and Risk Management Committee 26th January 09
 - Data Quality Report – Cabinet 9th April 2009.

16. Recommendations

- 16.1 Audit and Risk Management Committee note the progress against the Data Quality Action Plan at the first quarter.

J. WILKIE

Deputy Chief Executive/Director of Corporate Services

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