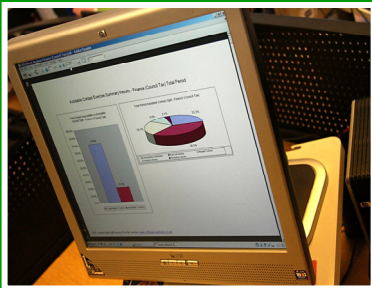
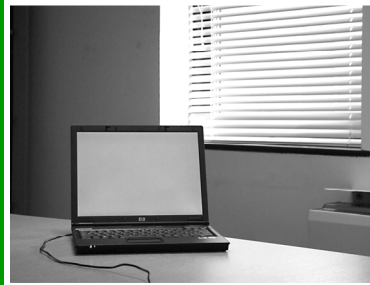




Epping Forest
District Council

2010/11 - 2012/13

Data Quality Strategy



Week 1			
2009	2010		% +/-
570	446		-21.8%
558	530		-5.0%



Action Plan Progress Update 2010/11

Making our district a great place to live, work, study & do business

Data Quality Strategy Action Plan

Key Objective	What actions will we take to achieve this objective?
<p>(1) Complete full review of the Data Quality Strategy and establish a regular programme to review the strategy.</p>	<p>(a) Complete Data Quality Strategy review (b) Submit strategy to Use of Resources (UOR) Working Group and Management Board (c) Submit strategy to Finance & Performance Management Cabinet Committee & Scrutiny Panel (d) Publish revised Data Quality Strategy</p>
<p>(2) Investigate incorporating non KPI, LPI, or NI indicators into the TEN system to assist reporting & bring them within Data Quality & Quality Assurance strategies.</p>	<ul style="list-style-type: none"> • Request all directorates to submit details of any such indicators • Produce draft indicator page in TEN • Publish indicators in TEN
<p>2 (3) Ensure data and information is presented in clear, relevant and understandable way so as to be of most use to the Council's decision makers</p>	<ul style="list-style-type: none"> • Consult with members and executive officers to determine how the current presentation of PI data suits their management, scrutiny, analytical and planning needs. Adapt as necessary and possible to enhance the value of the information used in decision making.
<p>(4) Investigate possibility of including a Data Quality element in the staff induction process</p>	<ul style="list-style-type: none"> • Design single page Data Quality presentation for inclusion in induction process, and consult with HR on whether to include as document or attend inductions
<p>(5) Ensure that all relevant staff have an understanding of PI definitions calculated from data they input /analyse/extract</p>	<ul style="list-style-type: none"> • Identify any training / development requirements highlighted. • Conduct training as required
<p>(6) Ensure that responsibility for data quality is part of job descriptions and the appraisal process.</p>	<ul style="list-style-type: none"> • Ongoing responsibility but directorates will need to check all job descriptions to ensure this is the case.

Data Quality Strategy

SD = Service Directors

PIM = Performance Improvement Manager

CIA = Chief Internal Auditor

Responsibility for Action & Timescale	Progress
PIM (all actions) (a) 30th June 2010 (b) 31st July 2010 (c) 30th September 2010 (d) 31st October 2010	All actions completed by 31 October 2010
PIM (all actions) 31st December 2010 (all actions)	Ongoing - Housing Tenant Selected Indicators were selected as a pilot exercise to demonstrate TEN's capabilities for management indicators but project ended when tenants expressed preference to continue with existing report format. TEN report performance is being explored to enhance usefulness to other service areas.
PIM 31st December 2010	Completed and ongoing—New corporate performance reporting dashboard designed and implemented and used for quarterly presentations to Management Board. Improvements to the content and format of quarterly performance reports have been implemented and are being constantly refined and updated to best meet member needs. The KPIs have been fully reviewed to ensure clear and user friendly indicator descriptions are in place.
PIM 31st January 2011	Not yet implemented. This action will be taken forward with Human Resources.
SD / PIM Ongoing SD / PIM Ongoing	Offer of assistance to users of TEN is regularly included within emails regarding use of system eg. quarterly KPI input. One-to-one TEN usage sessions have been held with members of planning and HR to illustrate uses and potential benefits of TEN
SD Ongoing	Data quality responsibilities in the Housing Directorate have been included within job descriptions prior to new appointments and the further rollout of this practice to all other directorates will now be considered.

3

Data Quality Strategy Action Plan (continued)

4

Key Objective	What actions will we take to achieve this objective?
<p>(7) Ensure that, when making submissions on nationally or locally reported PIs, the definition has been followed.</p>	<ul style="list-style-type: none"> (a) Check all indicators have definition available as a pdf on TEN (b) Email all directorates reminding them of location of definitions and need to follow requirements (c) Quarterly check of all PI submissions at time of PI report completion (d) Annual audit of performance indicators for accuracy and data quality
<p>(8) Ensure that all systems are identified and that there is a data quality lead for each system</p>	<ul style="list-style-type: none"> • Electronic survey of all directorates to ascertain what systems exist, what data they produce and who is the data quality lead for that system.
<p>(9) Ensure that data provided by external contractors meets requirements for reporting performance</p>	<ul style="list-style-type: none"> • Reasonableness check to be undertaken in relation to all data provided by external bodies for the purpose of reporting the Council's performance.
<p>(10) Improve and strengthen the quality control processes applied to the PI outturn reports ensuring they are fully checked before submission to scrutiny.</p>	<ul style="list-style-type: none"> • Review all submitted PI returns at the end of each quarter • 2nd & 3rd level of review to be put in place for the PI outturn report to minimise errors.
<p>(11) Ensure Corporate Objectives, Medium Term Aims, & Sustainable Community Strategy goals are entered into TEN to assist strategic monitoring and reporting.</p>	<ul style="list-style-type: none"> • Full refresh of all corporate linkages within the TEN system. • Once complete all relevant officers / members to be notified that these linkages exist and training provided where necessary to use to best advantage.
<p>(12) Ensure data quality is achieved in all data shared with our key partners</p>	<ul style="list-style-type: none"> • Work with One Epping Forest to achieve uniform approach to and agreed protocol for data quality in all shared data

Data Quality Strategy

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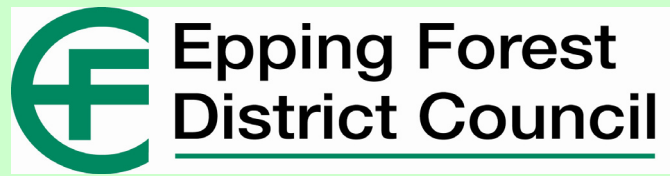
Responsibility for Action & Timescale	Progress
(a) PIM 30th June 2010 (b) PIM 30th June 2010 (c) PIM Quarterly Ongoing (d) CIA 30th July 2011	<p>All actions are ongoing annually. Refreshed definitions were sought and issued for the new set of Key Performance Indicators for 2011/12 to allow for any necessary review and amendment.</p> <p>All KPI returns continue to be checked and logged and any relevant issues around completion highlighted to responsible officers. The annual audit of performance indicators has recently been undertaken by Internal Audit and has achieved 'substantial assurance'.</p>
PIM 31st March 2011	Action not yet progressed. To be taken forward during 2011/12.
SD Ongoing	Reasonableness checks in respect of externally provided data are required to be undertaken by Service Directors.
PIM Quarterly Ongoing PIM Quarterly Ongoing	Ongoing quarterly. No errors, mistypes or inconsistencies Highlighted in KPI report to members for Q1 2011/12.
PIM 31st December 2010 PIM 31st March 2011	Partially completed and ongoing. New KPIs, Medium Term Aims, Cabinet Key Objectives and Sustainability Strategy Objectives all now linked on TEN. Further updates required to update all officer and member links will continue throughout the year. Links have been created in an online Corporate Strategy Guide to give public access to the most recent TEN performance reports.
PIM 31st March 2011	An information sharing agreement is in place regarding sharing of Performance Indicator data with other Essex Local Authorities. A draft Data Quality and Data Sharing Protocol has been developed for Discussion with the Local Strategic Partnership

5

Data Quality Strategy

For further information concerning any of the content of this strategy update, please contact the Performance Information Unit at Epping Forest District Council.

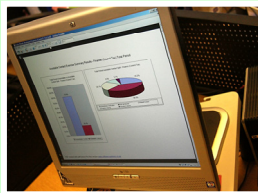
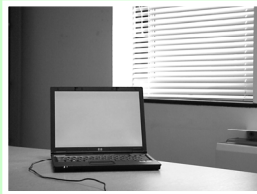
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