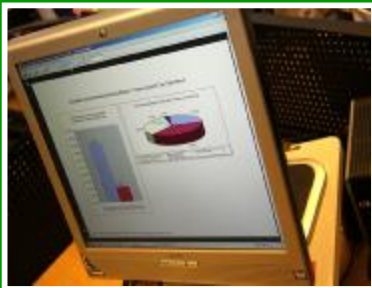




Epping Forest
District Council

2010/11 - 2012/13

Data Quality Strategy



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



Action Plan Progress Update 2011/12

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>	<ul style="list-style-type: none"> (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>(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. No further update for 2011/12.
PIM (all actions) 31st December 2010 (all actions)	There has been limited use of TEN by directorates for collation and reporting of non-corporate performance information, although this facility remains available to all. However, the system continues to be utilised for the recording of performance in relation to a range of (non-KPI) Human Resources measures.
PIM 31st December 2010	Completed and ongoing - The presentation and description of Key Performance Indicators (KPIs) has been kept under review by members and Management Board, and arrangements have been introduced for a more 'interactive' presentation of KPI performance reports to the Board. New KPIs have been reviewed to ensure that clear and meaningful descriptions are in place.
PIM 31st January 2011	This action has not been progressed and is not thought necessary at the present time. This is reflective of the recruitment restrictions currently in place across the Council, but additionally, the Data Quality Strategy already requires Service Directors to ensure that data quality is included within relevant job descriptions and that it is reflected in the annual Performance and Development Review appraisal process as appropriate.
SD / PIM Ongoing SD / PIM Ongoing	The establishment of a user group for TEN has been considered previously, but this is not thought necessary at the present time as awareness sessions to illustrate the uses and potential benefits of the system, have continued to be provided on request by the Performance Improvement Unit.
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.

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Data Quality Strategy Action Plan (continued)

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 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>4 (9) Ensure 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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PIM = Performance Improvement Manager

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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	All actions are ongoing annually, and were fully completed for 2011/12. Refreshed definitions were issued for the Key Performance Indicators (KPIs) for 2011/12, and all KPI returns were checked for accuracy. An audit of the KPIs for 2011/12, undertaken by the Internal Audit Unit, reported 'substantial' assurance.
PIM 31st March 2011	This action has not yet been progressed not and is not thought necessary at the present time. Service Directors are already required to ensure all relevant systems comply with the Data Quality Strategy and must nominate appropriate officers to discharge data quality functions as appropriate.
SD Ongoing	Reasonableness checks in respect of externally provided data are required to be undertaken by Service Directors. Although no data is provided by contractors for Housing KPIs, they do provide performance information for Housing Management Pls, e.g. tenant satisfaction and response times, which are subject to routine challenge and audit by the Housing Directorate
PIM Quarterly Ongoing PIM Quarterly Ongoing	The review of all submitted Key Performance Indicator (KPI) returns at the end of each quarter has continued. An annual audit of KPI submissions is undertaken by the Internal Audit Unit, and the audit for 2011/12 achieved 'substantial' assurance.
PIM 31st December 2010 PIM 31st March 2011	An annual refresh is undertaken of all corporate linkages (Medium Term Aims, Key Performance Indicators (KPIs) etc.) within the TEN Performance Management System. Links are updated within the Corporate Performance Toolkit to give full public access to current objectives and KPIs, alongside timely performance reports.
PIM 31st March 2011	The Performance Improvement Unit has developed a comparative data analysis covering all Essex authorities, compiling comparable positions across the county on range of topics determined by the availability and relevance of datasets. This data analysis and other similar work by the Council and the Local Strategic Partnership is fully shared with partners.

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Data Quality Strategy Action Plan (continued)

Key Objective	What actions will we take to achieve this objective?
(13) Improve the data quality of grant claims to reduce the cost of audit and the number of corrections	<ul style="list-style-type: none">• Review of all claims prior to submission for audit
(14) Improve the efficiency of the audit of the annual accounts	<p>(a) Earlier completion of the external auditors records required list</p> <p>(b) Use of an electronic data store for working papers</p>

Notes:

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Data Quality Strategy

SD = Service Directors PIM = Performance Improvement Manager
 AD (ACC) = Assistant Director (Accountancy); CIA = Chief Internal Auditor

Responsibility for Action & Timescale	Progress
AD (ACC) ongoing	The audit of grant claims for the 2011/12 financial year was completed using less audit time and with fewer amendments
AD (ACC) ongoing AD (ACC) ongoing	The audit of the Financial Statement for 2011/12 commenced earlier and was completed using less audit time than in previous years.

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.

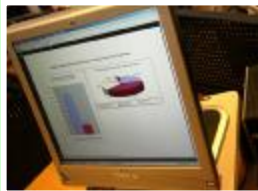
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Week 1		
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