

Data Quality Update

Audit Committee

Date: 23rd June 2009

Author: Director of Partnership & Policy

Parish / Wards Affected: None

Purpose

- To Inform the Audit Committee of the actions taken in response to the recommendations made in the Audit Commission's Data Quality report published in March 2009.

Recommendation

The Audit Committee is requested to

- Note the actions taken in response to the recommendations made in the Audit Commission report.

1. Reasons

- 1.1 At the Audit Committee meeting of 21st April 2009, it was agreed that a report would be bought to update the Audit Committee on progress against the actions taken in response to recommendations made by the Audit Commission. This report provides the requested update.

2. Detail

Over the past 12 months the council has reinforced and further embedded the good practice already in place across the organisation.

The recommendations highlighted in the data quality report have been addressed as follows:

R1 Corporate commitment to data quality should be communicated more widely to staff. This should include highlighting data quality as a key priority for the Council in corporate communications.

We have revised the intranet pages for staff to enhance communications, ensuring all staff are made aware of the importance of data quality, their roles and responsibilities and where they can find further information.

Working with Performance Champions and Internal Audit we have carried out work to refresh and renew our data quality strategy to ensure it is fit for purpose. This revised strategy will be subject to further consultation and development with our partners prior to it being adopted alongside a revised action plan. These will be communicated to staff through the

Data Quality Update

Audit Committee

Date: 23rd June 2009

manager's brief and an item in the weekly all staff communications briefing.

R2 Data quality should be included in the corporate induction process

Data quality has been incorporated into the induction process. All staff that undertake future inductions will have the importance of data quality highlighted to them.

R3 Outstanding recommendations from the 2006/07 data quality assessment should be implemented as soon as possible.

The outstanding actions from the 2006/07 data quality action plan centred on Risk Management arrangements and data quality reviews.

Data quality is considered as part of the council's risk management arrangements and the Council believes that continued initiatives in relation to data quality should be proportionate to risk. Service areas identify high data quality risks or risks with significant data quality implications through their risk management registers and processes. Examples of this are the areas of performance management and customer services.

To manage particular areas of risk, data security is particularly considered within the council's Information Security policy, Data Protection policy and Business Continuity Plans.

Data quality forms part of the internal audit process, which is risk based, and is therefore subject to review periodically. The recently revised risk management strategy delivery plan includes arrangements to enhance quality assurance processes. These will include the assessment of the implications of data quality.

The Information Security Forum has also been set up and will include the data protection officer, freedom of information officer, the risk manager and head of ICT. This forum will address the issues relating to system security and continuity. The first meeting will take place on 19th June. The terms of reference have been included in appendix 2.

Data Quality Update

Audit Committee

Date: 23rd June 2009

Alternative Options

- **Not Applicable**

Risk Management

Financial and Procurement Implications

- There are no direct financial implications arising from this report at this stage.

Legal / Human Rights Implications

- Legal/Human rights considerations have been taken fully into account when compiling this report. Data quality links to the areas of data protection and freedom of information.

Links to Corporate Plans and Policies (in particular to Swindon 2010 Promises)

- Data quality underpins the performance management of our corporate plan and Promises.

Consultees

- The Director of Finance (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

Background Papers and Appendices

- Appendix 1 Data Quality induction document.
- Appendix 2 Information Security Forum terms of reference.