

## Corporate Development Unit

### Data Quality arrangements Action Plan for improvement May 2007

Area for Improvement	Work already completed	Further action required	Officer responsible	To be completed by
<b>Governance and Leadership</b>				
Develop the role of members more and identify one with clear responsibility for data quality	Performance Management Workshops have taken place for both Senior Managers (May 06) and Members, clarifying roles and responsibilities (March 07)  Executive Member for Improvement has Data Quality responsibility included in terms of Reference	Introduce standard system for regular reporting of Performance during Executive Member/Head of Service briefings	Mary Readman Karen Daghish	June 2007
		Identify any further personal development needs and implement training/skills development where necessary	Karen Daghish/ Stephen Gwilym	August 2007
Formalisation of data quality objectives		To be included within the Data Quality Policy	Joy Brindle/ Mary Readman	August 2007
Lack of consideration of data quality in corporate risk assessment – missing importance of good data quality for decision making		Carry out a Corporate Risk Assessment	Mick Devine/Mary Readman/Karen Daghish	August 2007
		Include Data Quality in Corporate Risk Register	Stuart Wardle/Mary Readman	August 2007

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<b>Policies and procedures</b>				
The lack of a data quality policy/ strategy with corresponding milestones, targets and responsibilities		Produce and implement a Corporate Data Quality Policy with detailed action plan.	Joy Brindle/ Mary Readman	August 2007
Gaps in formalised procedures	Users guide already in place, internal audit schedule is being undertaken, audit reports, PI year end check list Published procedures/guidelines for data collection	Check that all employees involved with data quality have access to updated guidance, as part of audit programme	Karen Daghish	September 2007
<b>Systems and processes</b>				
Procurement of Performance Management System to improve data collection process	Use of Reserves identified to fund the new system	Procure new system, based on agreed specification and in accordance with Council's Procurement process	Mary Readman/ Karen Daghish	October 2007
Improve management framework for data sharing and ensure it is fully communicated		Review existing documents and raise awareness	Mary Readman/Karen Daghish	August 2007
Extend protocols for data sharing.	County Durham agreement/policy between the County & 7 districts (E-govt)	Agree and implement a data sharing protocol for the LSP.	John Murphy/Mary Readman	August 2007
	Existing protocols (eg Benefits/EDH/Supporting People)	Check existing protocols and identify any gaps	Karen Daghish	September 2007

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Address weakness in security of data outlined in recent Audit Commission report	<p>There have been 3 inspections carried out on Security data.</p> <p>(1) Financial Management Systems. Areas for improvement in relation to general security were identified</p> <p>(2) A survey was conducted by the Audit Commission on general awareness of security/data protection issues. This highlighted areas for improvement</p> <p>(3) Data Quality Audit in relation to BVPI's</p>	<p>Implement action plan to address areas for improvement</p> <p>Karen to compile complete list of actions to be monitored for progress</p>	<p>(1) and (2) Barry Nicholson</p> <p>(3) Joy Brindle/Mary Readman/ Karen Daghish</p>	Progress checks to be carried out in August 2007
Lack of an agreed Business Continuity Plan and the potential impact on data	Business Continuity Plan adopted in February 2007	Issue of addressing the potential impact on data to be cross checked by Karen and Anne	Anne Carr/Karen Daghish	August 2007
Ensure the robustness of data by carrying out checks of each PI	Audits have been carried out over the course of the year. An audit schedule and reports have been produced and are available.	Identify issues from audit and address. Monitor effectiveness of agreed actions by carrying out follow – ups	Karen Daghish	Ongoing programme

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Stage 3 Spot check (Aug 06) highlighted weaknesses in the arrangements for monitoring non-decent homes.	EDH have improved their database and implemented cross checks	Council to monitor effectiveness of implemented changes to data collection system	Karen DGLISH	June 2007