

Classification: Part 1 – Public

Key Decision: No

Gravesham Borough Council

Report to: Performance & Administration Committee

Date: 17 March 2016

Reporting officer: Ben Turner - Corporate Performance Manager

Subject: Data Quality Policy: Review 2016

Purpose and summary of report:

To provide Members of the Performance & Administration Committee with a copy of the draft Data Quality Policy for review.

Recommendations:

Members are requested to:

1. Consider the draft Data Quality Policy attached at Appendix Two, as endorsed by the council's Management Team.
2. Subject to any relevant amendments proposed by the committee, approval of the policy to be taken by the Lead Member for Performance & Administration.

1. Introduction

1.1 The council has had in place robust data quality arrangements for a number of years. Having good quality data is important for a number of reasons, in particular:

- it ensures that the council is making its decisions based upon robust information; and
- it provides assurance that information provided to officers, Members and members of the public is accurate.

1.2 The Performance & Administration Committee considered the current version of the policy at its meeting in November 2011; this was subsequently approved by the Lead Member for Performance & Administration. Since that date minor revisions were made in a review carried out in 2014. The draft Policy at Appendix Two to the report therefore represents the first review undertaken since the adoption of the council's new Corporate Plan in October 2015.

2. Review of the Data Quality Policy

- 2.1 In order to evaluate if the council is effectively achieving against its stated policy commitments, and is ultimately delivering consistently high quality services, the council needs to have a sound performance management process in place. Developed by senior council officers and Cabinet portfolio holders, the council's Corporate Plan presents a new Performance Management Framework (PMF) that forms the basis of reporting corporate performance to council Members and residents.
- 2.2 The council's PMF presents a range of performance information which includes;
- Performance Measures (PM): These are target-based measures identified and established specifically for being essential to the delivery of the Corporate Plan's key objectives e.g. waste recycling rates.
 - Performance Indicators (PI): These represent important contextual performance information related to the Corporate Plan's key objectives. PI's are not target based as the council, whilst having influence over their delivery, does not directly control their outcomes e.g. crime statistics.
- 2.3 In consideration of the new PMF arrangements, the Data Quality policy sets out a review schedule for revisions of the document:

"The Data Quality Policy will be reviewed by the Corporate Performance Team every two years, although further updates will take place during this period as required (such as the introduction of new Corporate Performance indicators and/or responsible officers).

Any full review or re-write of the Data Quality Policy will be reported to the Performance and Administration Committee, with approval by the Cabinet Portfolio Holder for Performance & Administration.

Other minor changes throughout the period will be presented for approval to the Corporate Management Team as required."

- 2.4 To reflect the changes that have recently taken place in relation to the introduction of the new Corporate Plan's Performance Management Framework, and other relevant amendments, it was felt to be prudent to bring the revised Data Quality Policy back to the Performance & Administration Committee for discussion and subsequent approval by the Lead Member, in line with the adopted process outlined in the policy.

3. Background Papers

- 3.1 There are no background papers pertaining to this report.

IMPLICATIONS

APPENDIX 1

<p>Legal</p>	<p>Whilst there are now no statutory performance measures that local authorities are required to report against, there are still a number of other statutory returns that must be completed and returned to individual government departments. As these are a legal requirement, it is important that all information and data reported is accurate and provided on a timely basis.</p> <p>Under the Data Protection Act 1998 the council has a legal responsibility to ensure that the information it holds relating to its customers is accurate and held in a safe and secure manner. These requirements form an integral part of the Data Quality Policy.</p>														
<p>Finance and Value for Money</p>	<p>The council uses the information it holds as a basis for its decisions. Good quality data is therefore important in ensuring sound and robust decision-making, particularly around financial decisions given the finite resources available to the council.</p>														
<p>Risk Assessment</p>	<p>It is important that the quality of the information held by the council meets the seven principles of good data quality as set out in the Policy. Poor quality data can:</p> <ul style="list-style-type: none"> • undermine accountability and damage public trust • weaken frontline service delivery • lead to financial loss and poor value for money • leave the vulnerable at risk • undermine partnership working • undermine the relationships between local public bodies and central government • lead to ineffective regulation of services. <p>It is therefore imperative that the quality of data maintained and reported by the council is good.</p>														
<p>Equality Impact Assessment</p>	<table border="1"> <thead> <tr> <th colspan="3" data-bbox="405 1346 1525 1413">Screening for Equality Impacts</th> </tr> <tr> <th data-bbox="405 1413 783 1480">Question</th> <th data-bbox="783 1413 1145 1480">Answer</th> <th data-bbox="1145 1413 1525 1480">Explanation</th> </tr> </thead> <tbody> <tr> <td data-bbox="405 1480 783 1805"> <p>a. Does the decision being made or recommended through this paper have potential to cause adverse impact or discriminate against different groups in the community?</p> </td> <td data-bbox="783 1480 1145 1805"> <p>No</p> </td> <td data-bbox="1145 1480 1525 1805"> <p>The report sets out the requirements for ensuring <u>all</u> data is accurate, timely etc. therefore has no equalities issue.</p> </td> </tr> <tr> <td data-bbox="405 1805 783 2042"> <p>b. Does the decision being made or recommended through this paper make a positive contribution to promoting equality?</p> </td> <td data-bbox="783 1805 1145 2042"> <p>N/A</p> </td> <td data-bbox="1145 1805 1525 2042"> <p>--</p> </td> </tr> </tbody> </table>			Screening for Equality Impacts			Question	Answer	Explanation	<p>a. Does the decision being made or recommended through this paper have potential to cause adverse impact or discriminate against different groups in the community?</p>	<p>No</p>	<p>The report sets out the requirements for ensuring <u>all</u> data is accurate, timely etc. therefore has no equalities issue.</p>	<p>b. Does the decision being made or recommended through this paper make a positive contribution to promoting equality?</p>	<p>N/A</p>	<p>--</p>
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	c. What steps are you taking to mitigate, reduce, avoid or minimise the impacts identified above?	N/A	--
<i>In submitting this report, the Chief Officer doing so is confirming that they have given due regard to the equality impacts of the decision being considered, as noted in the table above</i>			
Corporate Plan	The Corporate Plan 2015-19 sets out the key performance measures and indicators which are to be reported to both Members and the local community. The Data Quality Policy sets out the arrangements for ensuring this data is accurate, of a high quality and reported on a timely basis.		
Crime and Disorder	The Data Quality Policy covers all of the data that the council retains or is provided by the council, including information from third parties. Therefore this will cover the quality of the data reported to and through the Crime and Disorder Reduction Partnership and from Kent Police.		