

Stevenage Borough Council  
Data Quality Action Plan 2010/11

	Recommendation	Priority 1 = Low 2 = Med 3 = High	Responsibility	Data Quality Objective	Action	Comments	Deadline and / or Completed
<b>Audit Commission Recommendations following audit of 2007/08 data quality</b>							
R8	In respect of void re-let times, some general recommendations for collection of data are: <ul style="list-style-type: none"> <li>- Retain all work orders for major works projects to be used as an audit trail; and</li> <li>- Record all information about major works and other work carried out on the Northgate system.</li> </ul>	1	Head of Strategic Housing	To ensure that our data quality arrangements are in line with the Council's policy on records management.  To ensure that we have the right controls in place so that we achieve what is expected of us.	Stevenage Homes is due to have a further audit on BVPI 212 as agreed by Stevenage Borough Council on 2009/10 data, which should evidence that the record keeping is now robust.	It has been agreed with Stevenage Homes that the Council's internal audit service will audit the National Indicators that they calculate on the Council's behalf.  All NIs are formally risk assessed on an annual basis for inclusion within the Internal Audit testing programme. This includes the NIs calculated on behalf of the Council by Stevenage Homes.	August 2010 COMPLETED
<b>Outstanding actions carried forward following audit of 2006/07 data quality</b>							
R11	Consider the number and skills of staff in respect of data quality when undertaking workforce planning.	1	Head of Human Resources	To ensure that we put in place the right resources, and in particular have the right people with the right skills, so that we have accurate and timely performance information	The Council's adopted Workforce Development Plan will be reviewed following the revision of the Council's People Strategy. The updated Workforce Development Plan will incorporate generic data quality requirements, based on identified skill levels.	The immediate need to incorporate generic Data Quality requirements in the Workforce Development Programme has been superseded by the implementation of Single Status, during which the job roles for each of the 400+ posts in the Council were considered and updated where necessary. As a consequence, where appropriate, all generic requirements will have been considered, to include Data Quality.  The ongoing accuracy of job descriptions and person specifications in relation to people's job roles is the responsibility of all Heads of Service.	December 2009  To be completed January 2011 COMPLETED
<b>Recommended actions from Internal Audit of National Indicators 2009/10</b>							
R22	It is recommended the Performance and Improvement Officer signs and dates each data quality checklist after it has been received and reviewed.  Performance & Improvement Manager Comment: Due to the numbers of checklists, it is not feasible for the Performance and Improvement Officer to sign individual checklists.	1	Performance & Improvement Officer	To ensure that our data quality arrangements are in line with the Council's policy on records management.  To ensure that we have the right controls in place so that we achieve what is expected of us.	A schedule of review is being compiled and a review date added to the checklist template. 2008/09 checklists will be reviewed by December 2009, 2009/10 will be reviewed by September 2010. A record of review will be maintained.	A schedule of review was compiled in March 2010 and all data quality checklists are subject to periodic review. The frequency of review is determined according to data quality status as follows:  * 3 monthly ** 6 monthly *** annually	September 2010 COMPLETED