

Data Quality Action Plan

Recommendation	Priority 1 = Low 2 = Med 3 = High	Responsibility	Agreed	Comments	Completion Date	Progress
Completeness checks						
R1 Ensure explanations for variances and documentation of non-BVPI figures are readily available for audit.	2	Elaine Wright Simon Martin	SMB	1. Review BVPI Clinic template to include reasons for variation from target.	30 Nov 2006	Template reviewed and agreed at SMB 27 Nov 2006
				2. Review and improve BVPI Clinic to include 6 monthly monitoring of local PIs	1 March 2007	
				3. Incorporate a 6 month check on some local PIs in the Internal Audit plan	31 Mar 2007	
Governance and leadership						
R2 Incorporate the Data Quality Policy within the Corporate Business Strategy.	2	Jo Wilkinson	SMB	Make reference to Data Quality Policy when Corporate Business Strategy next reviewed	31 March 2007	

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R3 Review staff awareness of data quality issues.	3	Heads Simon Martin Corporate Policy Unit	SMT	<ol style="list-style-type: none"> 1. SMT to raise awareness of Data Quality Action Plan and agreed SMB Clinic procedure 2. Heads of Service to cascade information 3. Carry out awareness sessions with responsible BVPI owners and Internal Audit 	<p>31 Mar 2007</p> <p>31 March 2007</p> <p>31 Mar 2007</p>	
Policies						
R4 Appoint champions within each area to raise the importance of data quality.	2	SMB agree approach Chief Executive to agree officers	SMB	<ol style="list-style-type: none"> 1. Determine role and scope of Data Quality Champions 2. Assign appropriate officers 	<p>30 Nov 2006</p> <p>31 Jan 2007</p>	Role of Data Quality Champions agreed at SMB 27 Nov 2006. Appropriate Officers to be advised by 5 Jan 2007

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R5 Review and update the policy annually taking account of internal and external requirements.	2	Corporate Policy Unit	SMB PPIG	Review date set to July 2007	31 July 2007	
Systems and processes						
R6 Ensure procedure manuals are produced for all business critical systems which are provided to responsible officers.	3	Henry Lewis Heads of Service	SMB	Pericles has online manual with user help and job help integrated into the system. Business critical systems will be reviewed to ensure manuals available	31 Mar 2007	
R7 Incorporate a detailed scenario plan for performance information systems in the Council's IT Business Continuity Plan.	2	Henry Lewis	SMB Executive (Sept 2006)	Plans to implement measures to improve IT Business Continuity were agreed at Executive. All major systems will be addressed. Measures will be in force by next summer.	31 Aug 2007	

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People and skills						
R8 Undertake a data quality skills audit to ensure all staff are familiar with respective roles and responsibilities and training/development areas have been identified.	1	Corporate Policy Unit Service managers D Williams	SMB	1. Introduce a data quality competency checklist 2. When completing PDMs for staff responsible for data, all managers are to establish level of competency in data quality/training requirements 3. Incorporate into the wider, phased programme for Council Competencies Framework that has commenced with senior managers	31 Mar 2007 31 Mar 2008 Initial cascade by 31Mar 2007 Further cascade by 31 Mar 2008	

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R9 Establish effective communication networks to update staff on changes in data quality procedures, guidance and systems.	3	All PI owners, Service Managers and Champions	SMB	<ol style="list-style-type: none"> Incorporate into the role of Data Quality Champion Ensure Data Quality Policy on Intranet Establish a regular performance page in 'Link' 	<p>30 Nov 2006</p> <p>1 Dec 2006</p> <p>28 Feb 2007</p>	<p>Data Quality Role agreed at SMB 27 Nov 2006.</p> <p>Verified Data Quality Policy available on Intranet.</p>
Data use						
R10 Ensure that all data returns are supported by sufficient and appropriate evidence.	3	All PI owners and Internal Audit	SMB	<ol style="list-style-type: none"> Send reminder to all PI owners of the need to ensure sufficient, appropriate evidence is available for all data returns 6 month check on some local PIs in the Internal Audit plan 	<p>31 Dec 2006</p> <p>31 Mar 2007</p>	<p>Reminder sent to Pi owners and Data Quality Champions early January 2007 to coincide with quarterly data collection</p>

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BV184a Non-decent homes						
R11 Investigate the asset management database so that reports can be generated to support the calculation of the BVPI.	3	Housing Monitoring Officer	SMB	Some information is already available in this regard. Further work is to be undertaken after clarification of reports' exact requirements.	31 March 2007	
R12 Provide a clear audit trail of reviews, checks and approvals being undertaken on the BVPI prior to finalising the outturn data.	3	Housing Monitoring Officer	SMB	Asset Manager to produce clear review procedures prior to out turn.	31 March 2007	

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BV183a Temporary accommodation B&B						
R13 Establish a policy for recording tenancy commencement and departure dates that is applied consistently across the Housing department.	2	Richard Protheroe	SMB	B&B use is an exception , once in 10 years, but a policy will be developed in anticipation of any future use.	31 Dec 2006	Email reminder sent to Richard Protheroe 11/12/06

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BV109a-c Planning applications						
R14 Ensure that all planning applications are date stamped upon receipt by the Council. The date that the 'clock starts' should be the date that the application is received in the Council's post room and not received within the department.	2	Martin Fitch	SMB	1. Review Post Room procedures to ensure that all items of post are opened and date stamped on the day of receipt 2. Review D.Control procedures to ensure that any applications handed in directly to Planning are stamped with the date of receipt	31 December 2006	Email reminder sent to Martin Fitch 12/12/06