

SPELTHORNE BOROUGH COUNCIL

DATA QUALITY POLICY

1. Introduction

The purpose of this document is to outline the high level principles that collectively come together to form the Council's Data Quality Policy.

2. Background

The Council recognises the importance of reliable information to the delivery of its services. Data quality is crucial and the availability of complete, accurate and timely data is important in supporting service delivery, management, planning and accountability.

3. Roles and Responsibilities

Within the Council roles and responsibility for Data Quality are as follows:

- The Assistant Chief Executive (Policy & Performance) has corporate level responsibility for data quality
- The Policy Officer (Performance Management and Social Inclusion) is responsible for promoting the importance of data quality throughout the organisation
- System Administrators within the Council are responsible for ensuring the systems they manage hold data of an acceptable standard
- It is the responsibility of all staff who manage data to ensure it is of the highest quality

4. Training Associated with Data Quality

Training and Development of staff is key to the achievement of high levels of data quality. The following principles should be met to achieve this:

- All new staff who use Information Systems will receive training in the use of the respective systems
- Only once training has been completed will passwords to these systems be issued
- Awareness workshops will be held in the different areas of Data Quality

5. Quality Assurance and Validation

Within the Council data will be validated using the following methods:

- At the point of collection, staff should validate the data they collect
- Once information is produced for reporting purposes data should be validated for accuracy and consistency

6. Partnerships

In some instances data on which we rely is provided by partner organisations or external agencies e.g. Surrey Police, Surrey County Council.

Where appropriate, data quality should be included in any service level agreements that are agreed with such organisations.

Any doubts about data quality should be raised with these organisations. Responsibility for the verification of data lies with the service receiving and using the data.

7. Improving Data Quality

The drive to improve and maintain the quality of the Council's data is underpinned by a range of initiatives:

- Effective use of PB Views Performance Management System and its available functionality
- Regular validation of data
- Delivery of a number of training programmes
- Achievement of the Councils Data Protection Policy
- Individual commitments to quality (e.g. consultation policy)
- We will comply with all relevant National Data Quality requirements
- Those responsible for certifying data will act as "data champions" in their sections
- Data quality action plan – see Annex 1

8. Summary

This document highlights the Council's commitment to data quality.

Spelthorne Borough Council – Data Quality Action Plan

When	Action
March/April	Service planning workshops and service risk register updates.
March	<p>Reminder to Heads of Service of Data Quality Policy and its importance.</p> <p>Reminder to Data Entry personnel of importance of data quality.</p>
May	Run PB Views Book, check on PIs showing >15% difference to previous return.
April/June	Internal Audit check of selected PIs.
July	Internal Audit review of data quality arrangements.
Quarterly	Reminder to Heads of Service to certify PI information on PB Views.
Quarterly	Report to MAT and Performance Management Committee on key PIs and performance the previous quarter.
Monthly	MAT and Executive Report on Capital and Revenue budget monitoring.