

## NORTH LINCOLNSHIRE COUNCIL

### AUDIT COMMITTEE

#### DATA QUALITY UPDATE

#### 1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To provide a position statement on the current status of the data quality action plan and improvements which have been implemented as a result of this work.
- 1.2 Key points are:
- The council is able to demonstrate a positive trend of improvement in data quality
  - The data quality action plan was updated in November 2011 and is regularly monitored
  - 43% of priority performance indicators have now been audited
  - Findings from the audits indicate that data quality is robust

#### 2. BACKGROUND INFORMATION

- 2.1 Public bodies are accountable for the money they spend. The financial and performance information they use to account for their activities, both internally and externally to their users, partners, commissioners, and to government departments and regulators, must be based on good quality data.
- 2.2 The key to better information to support decision making and accountability lies with actions the council takes to embed a culture that values the quality of the data that underpins information. It is vital for any organisation that aspires to perform well.
- 2.3 Between 2005/06 and 2007/08 the council was subject to an audit of its data quality arrangement by the Audit Commission. The assessments looked at how we perform in data quality under various headings:
- Governance and Leadership
  - Policies
  - Systems and Processes
  - People and Skills
  - Data use and Reporting
- 2.4 At the end of each assessment a judgement was made based on the following scoring mechanism:
- 4 - Well above minimum requirements - performing strongly
  - 3 - Consistently above minimum requirements - performing well

- 2 - At only minimum requirements - adequate performance
- 1 - Below minimum requirements - inadequate performance

- 2.5 The council was assessed as **performing adequately** in 2005/2006 and following improvements in data quality arrangements this improved to **performing well** in 2006/2007. The findings of the 2007/08 assessment gave us a judgement of **performing well – consistently above minimum requirements**.
- 2.6 From 2008/09 onwards under the revised Code of Audit Practice, the introduction of CAA and revised Use of Resources assessment, data quality was no longer looked at as a separate study, but became a specific area of the assessment which focused predominantly on arrangements for using fit-for-purpose information and securing data quality. The Audit Commission assessment of our arrangements for 2008/09 was **Performing Adequately**. The recommendations from this assessment were incorporated into the Data Quality action plan, and addressed prior to the 2009/10 judgement.
- 2.7 Central Government subsequently abolished the Use of Resources Assessment. However a 2009/2010 Value for Money assessment was carried out based on the Use of Resources KLOE's, an element of which was a review of *'Data Quality and the Use of information'*.
- 2.8 The Audit Commission reported evidence of service improvement following intervention by performance management and improving data quality for key indicators. The report also stated that we had further improved arrangements, responding to recommendations made in 2008/09 across all focus points, and our arrangements have demonstrated clear impact. We received an indication that the assessment of our arrangements for 2009/10 was **Performing Well**. There were no further areas identified for improvement.
- 2.9 From May 2010, under the new coalition government, there has been a reduction in demand by central government for data and a re-emphasis on local performance, coupled with less external inspection of the council's systems and procedures. However, the council is committed to data quality and continues to support the standards set out by the Audit Commission. It is vital that the authority does not allow the focus on the quality of local data to decline. Better managed authorities will continue to place an emphasis on ensuring that the data they need for their own decision making and for external accountability remains of high quality. As there is likely to be less benchmarking to identify errors in future, it is important that our local KPIs have the same high levels of Data Quality.
- 2.10 Over the past two years a significant amount of work has been carried out to ensure our data quality arrangements are robust. A Data Quality policy and protocol have been developed and a data quality action plan is continually monitored and reviewed. This action plan historically incorporated all recommendations from previous external inspections, all of which have now been addressed. The current action plan incorporates internally driven actions for improvement. Please refer to appendix B for the current actions plan and progress so far.

2.11 A key element of the action plan is ensuring data quality audits/reviews are carried out on performance indicators to ensure compliance to the Data Quality Policy and Protocol. Initially the corporate team with help from Internal Audit has undertaken DQ audits based on risk criteria but latterly the audits had been undertaken by services. When the National Indicator set ended in March 2010, 41% of those PI's had been subject to audit. With the change to a local performance framework the percentage of the 82 key council PI's that have been subject to audit is now 43%.

Both Adults Social Services and Children and Young People Services have stated that their performance indicators are subject to their own regime of data quality checking through their inspection processes and this ensures the accuracy of their data, therefore these have been classed as audited. The audited figure for the basket of 82 key indicators is now 43% (See below).

Directorate	Total Priority PIs	Audited		Remaining	
		No.	%	No.	%
Strategic Regeneration	8	3	38%	5	63%
Neighbourhood & Environment	11	2	18%	9	82%
Finance	7	2	29%	5	71%
Children and Young People's	15	15	100%	0	0%
Infrastructure	14	3	21%	11	79%
Corporate & Community Services	18	1	6%	17	94%
Adult Social Services	9	9	100%	0	0%
	<b>82</b>	<b>33</b>	<b>43%</b>	<b>49</b>	<b>57%</b>

2.12 Based on the audits of the priority indicators already carried out where a data quality rating has been allocated, the current average rating is 4.74 out of 5, which indicates robust data quality arrangements are in place, with only minimal recommendations identified. These improvements are actively being addressed by services.

2.13 The Improvement and Value for Money group determined that where feasible, all priority indicators and the single data list should be audited. An audit schedule has been received from all services except Corporate & Community Services who are currently developing proposals. Please refer to appendix a for further details.

2.14 Other significant developments have also contributed to an improvement in the robustness of our data quality arrangements:

- Data quality has been included within staff competencies, the staff handbook and the corporate induction session.
- The Data Quality Policy and Protocol have been updated. This also includes guidance for developing process maps.

- Development of an audit report template which has been nationally recognised and incorporated into a Data Quality Toolkit developed by Local Government Improvement & Development. This documentation is now being used by some services to carry out audits.
- The Data Quality Policy has been reinforced at one full day workshop, one half day workshop and four manager workshops. Positive feedback received.
- To date we have trained approx 90 staff from across all services
- A Data Quality page is now available on the Intralinc. It contains all relevant documentation and links to useful information, guidance and contacts.
- Data Quality is now included as a standard agenda item for the Improvement and VfM Group.

2.15 Additional developments are planned to further enhance our data quality arrangements:

- Continual review and refresh of the Data Quality Policy, Protocol and related guidance documents, ensuring they align with new and emerging government initiatives and internal council agenda's were appropriate.
- Continual review of the audit schedules agreed by services are carried out in accordance with the timetable, including review of recommendations to ensure they are being addressed.
- The automatic data quality checklist facility in PMS to be switched on for all priority indicators.
- Investigate the automation of indicator and action reminders in PMS to improve timeliness of data provision.
- Monitor compliance & effectiveness of the DPR process.

### **3. OPTIONS FOR CONSIDERATION**

3.1 The Audit Committee should consider whether the current data quality progress and planned developments provides sufficient assurance of the adequacy of the council's data quality arrangements

### **4. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

4.1 The risk in not identifying and addressing weaknesses in data quality is decisions based on inaccurate data may lead to inappropriate allocation of resources.

### **5. OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 - CRIME AND DISORDER, RISK AND OTHER)**

5.1 Poor quality data may lead to misleading information, decision making may be flawed, poor services may not be improved, and policy may be ill-founded. There is also a danger that good performance may not be recognised and rewarded. An integrated impact assessment is not required for this report.

### **6. OUTCOMES OF CONSULTATION**

6.1 Data quality issues are a standing agenda item on the cross-council Strategic Performance & Improvement Group.

## 7. RECOMMENDATIONS

- 7.1 The Audit Committee should consider whether the report provides sufficient assurance of the adequacy of the council's data quality arrangements.

DIRECTOR OF FINANCE

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Date: 20 January 2012

### **Background Papers used in the preparation of this report:**

- Improving information to support decision-making: Standards for better quality data (Audit Commission)
- North Lincolnshire Council Data Quality Policy
- Audit Commission Data Quality Inspection report 2005/2006 to 2007/2008
- Audit Commission Use of Resources Assessment 2008/2009
- Audit Commission Value For Money Report 2009/10

**Appendix A:  
Performance Indicator / Single Data List Audit Schedule as advised by Services**

Directorate	ID	Indicator Title	Report To	Priority KPIs	Local KPIs	Single data List	Scheduled Audit Date
Regeneration	NI 163	Working age population qualified to at least Level 2 or higher PSA 2	PMS		✓		08/12/2011 (Complete)
Regeneration	NI 164	Working age population qualified to at least Level 3 or higher PSA 2	PMS		✓		08/12/2011 (Complete)
Regeneration	NI 165	Working age population qualified to at least Level 4 or higher PSA 2	PMS		✓		08/12/2011 (Complete)
Regeneration	NI 166	Median earnings of employees in the area BERR DSO	PMS		✓		08/12/2011 (Complete)
Regeneration	NI 151	Overall employment rate	PMS		✓		12/01/2012
Regeneration	NI 159	Supply of ready to develop housing sites CLG DSO	PMS	✓			19/01/2012
Regeneration	NI 172	Percentage of small businesses in the area showing employment growth BERR DSO	PMS		✓		02/02/2012
Regeneration	NI 171	New business registration rate BERR DSO	PMS		✓		02/02/2012
Regeneration	PLDC2	Planning applications received on line	PMS		✓		21/02/2012
Regeneration	SR2	Number of business interactions	PMS	✓			09/03/2012
Regeneration	NI 157c	Processing of planning applications - OTHERS - 8 weeks	PMS		✓		27/03/12
Regeneration	NI 157a	Processing of planning applications - Major applications - 13 weeks.	PMS	✓			27/03/2012
Regeneration	NI 157b	Processing of planning applications - minor - 8 weeks	PMS	✓			27/03/2012
Regeneration	021-01	PSF General Development Control statistical returns - Planning applications	DCLG			✓	27/03/2012
Regeneration	021-02	PSF General Development Control statistical returns -Planning decisions, broken down by type of development	DCLG			✓	27/03/2012
Regeneration	021-03	PSF General Development Control statistical returns - Applications granted	DCLG			✓	27/03/2012
Regeneration	021-04	PSF General Development Control statistical returns - Speed of applications	DCLG			✓	27/03/2012
Regeneration	021-05	PSF General Development Control statistical returns - Residential applications	DCLG			✓	27/03/2012
Regeneration	021-06	PSF General Development Control statistical returns - Applications for Gypsy and Traveller pitches	DCLG			✓	27/03/2012
Regeneration	021-07	PSF General Development Control statistical returns - Householder developments	DCLG			✓	27/03/2012
Regeneration	021-08	PSF General Development Control statistical returns - Enforcement action	DCLG			✓	27/03/2012
Regeneration	021-09	PSF General Development Control statistical returns - Regulation 3 and 4 consents	DCLG			✓	27/03/2012
Regeneration	021-10	PSF General Development Control statistical returns - determination Applications	DCLG			✓	27/03/2012
Regeneration	021-11	PSF General Development Control statistical returns -Delegated applications	DCLG			✓	27/03/2012
Regeneration	021-12	PSF General Development Control statistical returns -Planning fees collected	DCLG			✓	27/03/2012
Regeneration	022-01	CPS1/2 General Development Control statistical returns - Planning applications	DCLG			✓	27/03/2012

Directorate	ID	Indicator Title	Report To	Priority KPIs	Local KPIs	Single data List	Scheduled Audit Date
Regeneration	022-02	CPS1/2 General Development Control statistical returns - Planning decisions	DCLG			✓	27/03/2012
Regeneration	022-03	CPS1/2 General Development Control statistical returns - Speed of decisions	DCLG			✓	27/03/2012
Regeneration	022-04	CPS1/2 General Development Control statistical returns -Regulation 3 and 4 consents	DCLG			✓	27/03/2012
Regeneration	022-05	CPS1/2 General Development Control statistical returns -Enforcement action	DCLG			✓	27/03/2012
Regeneration	184-01	County Matters Planning Fees statistical returns (FEE 2) - Planning fees collected	DCLG			✓	27/03/2012
Regeneration	SR3	Business enquiries dealt with within 2 working days	PMS	✓			05/04/2012
Regeneration	063-01	National land use database of previously-developed brownfield land (NLUD-PDL) -Part 1: site identification information	DCLG/HCA			✓	20/04/2012
Regeneration	063-02	National land use database of previously-developed brownfield land (NLUD-PDL) - Part 2: site location	DCLG/HCA			✓	20/04/2012
Regeneration	063-03	National land use database of previously-developed brownfield land (NLUD-PDL) - Part 3: site area and brownfield land type	DCLG/HCA			✓	20/04/2012
Regeneration	063-04	National land use database of previously-developed brownfield land (NLUD-PDL) - Part 4: planning attributes: past, present and future uses and planning status	DCLG/HCA			✓	20/04/2012
Regeneration	NI 154	Net additional homes provided PSA 20	PMS		✓		04/05/2012
Regeneration	003-01	Housing Flows Reconciliation Form (HFR) - Net supply of housing	DCLG			✓	04/05/2012
Regeneration	003-02	Housing Flows Reconciliation Form (HFR) -House building completions by tenure	DCLG			✓	04/05/2012
Regeneration	003-03	Housing Flows Reconciliation Form (HFR) - Conversions by tenure	DCLG			✓	04/05/2012
Regeneration	003-04	Housing Flows Reconciliation Form (HFR) - Change of use by tenure	DCLG			✓	04/05/2012
Regeneration	003-05	Housing Flows Reconciliation Form (HFR) - Demolitions by tenure	DCLG			✓	04/05/2012
Regeneration	004-10	Housing Strategy Statistical Appendix (HSSA) - Private sector demolition (HSSA Section L)	DCLG			✓	04/05/2012
Regeneration	SR1	Customer Satisfaction (Customer First)	PMS		✓		17/05/2012
Regeneration	SR4a	Number of jobs created and/or safeguarded	PMS	✓			03/07/2012
Regeneration	SR4b	Level of investment into North Lincolnshire	PMS	✓			03/07/2012
Regeneration	SR4c	New businesses created	PMS	✓			03/07/2012
Infrastructure	NI 185 (067-01)	Co2 reduction from Local Authority operations (National Data)	PMS / DECC	✓		✓	Jan-Mar 2012
Infrastructure	IS IT 8	Availability of Applications	PMS		✓		Jan-Mar 2012
Infrastructure	AMC AS 04	Value of Completed General Fund Disposals	PMS	✓			Apr-Jun 2012
Infrastructure	LTP A2j	Community transport	PMS	✓			Apr-Jun 2012
Infrastructure	A3 – 224b	Unclassified roads, condition BV224b	PMS		✓		Jul-Sep 2012

Directorate	ID	Indicator Title	Report To	Priority KPIs	Local KPIs	Single data List	Scheduled Audit Date
Infrastructure	128-00	Civil Parking Enforcement ( National Data)	DfT			✓	Jul-Sep 2012
Infrastructure	AMC IT C23	% of calls completed within service level target time for the whole service	PMS		✓		Oct-Dec 2012
Infrastructure	SL&C1	Customer Satisfaction - Leisure	PMS	✓			Oct-Dec 2012
Infrastructure	AMC CC05	Customer Satisfaction - Finished Facility	PMS	✓			Jan-Mar 2013
Infrastructure	NI 186	Per capita CO2 emissions in the LA area PSA 27	PMS	✓			Jan-Mar 2013
Infrastructure	NI 178	Bus punctuality	PMS		✓		Apr-Jun 2013
Infrastructure	SP&L 3	Indicator around Active Choice	PMS		✓		Apr-Jun 2013
Infrastructure	AMC CC 03	Footfall in Scunthorpe Town Centre (year on year change)	PMS		✓		Jul-Sep 2013
Infrastructure	A3-3e	Condition of Cat 1 & 2 footway	PMS	✓			Jul-Sep 2013
Infrastructure	A3-3eii	Condition of Cat 3 & 4 footway	PMS	✓			Jul-Sep 2013
Infrastructure	AMC IT 01	Customer Satisfaction	PMS	✓			Oct-Dec 2013
Infrastructure	AMC-12 013-00	Count of gypsy and traveller caravans (National Data)	SDL			✓	Oct-Dec 2013
Infrastructure	AMC CC 02	Annual Visitor Numbers	PMS		✓		Jan-Mar 2014
Infrastructure	HA 6	Customer Satisfaction (Highway Alliance)	PMS		✓		Jan-Mar 2014
Infrastructure	AMC AS 05	Average Office Floor Space per member of staff in office based teams	PMS		✓		Apr-Jun 2014
Infrastructure	NI 176	Travel to work	PMS		✓		Apr-Jun 2014
Infrastructure	AMC IT	% of fault calls completed within service level target time for the whole service	PMS		✓		Jul-Sep 2014
Infrastructure	AMC VM 01	Value of Tourism in North Lincolnshire	PMS	✓			Jul-Sep 2014
Infrastructure	NI 175	Access to services and facilities by public transport, walking and cycling	PMS	✓			Oct-Dec 2014
Infrastructure	AMC AS 04	Value of Completed General Fund Disposals	PMS	✓			Oct-Dec 2014
N&E	Hsg 1b	Total number of affordable homes completed	PMS	✓			Q1 2012/13
N&E	Hsg 2a	Fuel poverty reduction – people receiving income based benefits living in homes with a low energy efficiency rating Defra DSO	PMS	✓			Q1 2012/13
N&E	Hsg 6a	Number of those threatened with homeless for whom advice & support prevented homelessness	PMS	✓			Q2 2012/13
N&E	Hsg 6b	Number of homeless acceptances	PMS	✓			Q2 2012/13
N&E	Hsg 6c	Total number of contacts to the Housing Advice Service	PMS	✓			Q2 2012/13
N&E	004-00	Housing Strategy Statistical Appendix	DCLG			✓	Q2 2012/13
N&E	Hsg 8	Number of private sector empty properties vacant for more than six months brought back into use	PMS	✓			Q3 2012/12
N&E	OS 1a	EQS Improved street and environmental cleanliness - levels of litter.	PMS	✓			Q3 2012/12



Directorate	ID	Indicator Title	Report To	Priority KPIs	Local KPIs	Single data List	Scheduled Audit Date
N&E	OS 2	CO2 emissions - reduction from fleet vehicles	PMS	✓			Q3 2012/12
N&E	009-00	Local Authority activity under the homelessness provisions of the 1996 Housing Act (P1E)	PMS			✓	Q3 2012/12
N&E	OS 5b	Obesity among primary school age children in Year 6	PMS	✓			Q4 2012/13
N&E	OS 6	Number of 4 week quits over the year	PMS	✓			Q4 2012/13
N&E	WMgmt 3	Municipal waste land filled Defra	PMS	✓			Q4 2012/13
N&E	007-00	Mortgage Rescue	DCLG			✓	Q4 2012/13
N&E	069-00	Animal Welfare	DEFRA			✓	Q1 2013/14
N&E	070-00	Animal Movement Licensing System (AMLS)	DEFRA			✓	Q2 2013/14
N&E	071-00	Animal Health & Welfare Management Enforcement System (AMES)	DEFRA			✓	Q3 2013/14
N&E	072-00	Contingency	DEFRA			✓	Q4 2013/14
N&E	190-027 191-023	Convictions	FSA			✓	Q1 2014/15
N&E	074-00	Stray Dogs	FSA			✓	Q2 2014/15
N&E	075-00	Local Pollution Control Statistical Survey (LPCSS)	DEFRA			✓	Q3 2014/15
N&E	079-00	Flytipping	DEFRA			✓	Q4 2014/15
N&E	082-00	Waste Data Flow	DEFRA			✓	Q1 2015/16
N&E	125-00	Taxi Survey	DfT			✓	Q2 2014/15
N&E	163-00	Alcohol & Late night refreshment licensing	HO			✓	Q3 2014/15
Finance	BV09	Council Tax (% Collected)	PMS	✓			17/01/2012
Finance	FI 1	Level of council Tax	PMS	✓			Q3 2012/13
Finance	FIAR 13	Completion of internal audit plan	PMS	✓			18/01/2012
Finance	FICP 32 (KPI 7)	Procurement Savings - smarter purchasing	PMS	✓			Q2 2012/13
Finance	NI 181	Time taken to process Housing Benefit / Council Tax Benefit new claims and change events	PMS	✓			17/01/2012

# Appendix B - Data Quality Action Plan

November 2011 Refresh

Last updated: 03<sup>rd</sup> January 2012

Updated By: Jo Busby

## 7 actions

ACTION	WHO	DUE DATE	COMMENTS / PROGRESS	Date Completed
<b>1.</b>	<b>Documentation</b>			
1.1	Continued review and refresh of the Quality Policy, Protocol and related guidance documents.	JB	April 2012	Latest review of documentation took place in August 2011. Based on a 6 monthly review cycle, next review will be planned for financial year end 2011/12
<b>2.</b>	<b>Communication</b>			
2.1	DQ to be included as a standard Agenda Item at Improvement & Value for Money Group Meetings.	NM	January 2012	Complete – now a standard item at Strategic Performance & VfM Meetings December 2011
<b>3.</b>	<b>Audits</b>			
3.1	A programme of DQ audits to be agreed based on risk of the priority Indicators and the data from the single data list to be agreed.	VfM Group	19/12/2011	<p><b>January 2012</b> – A schedule has been received from Neighbourhood &amp; Environment, Infrastructure Services, Strategic Regeneration &amp; Planning and Finance. Awaiting schedule from Corporate &amp; Community Services. Both Adults Social Services and Children and Young People Services have stated that their performance indicators are subject to their own regime of data quality checking through their inspection processes and this ensures the accuracy of their data. Therefore they will not be providing a timetable for data quality review.</p> <p><b>November 2011</b> - An action from the Value for Money Group Meeting held on 6<sup>th</sup> October stated that <i>“All services (except children’s) to provide a timetable detailing when all PI’s and SDL data would be audited”</i> . This message was also reiterated at a meeting of the Performance Leads within services.</p>
3.2	Continual review that the schedules for the	VfM Team	Ongoing	To be monitored as part of ongoing service support meetings and through the

ACTION		WHO	DUE DATE	COMMENTS / PROGRESS	Date Completed
	DQ audits as agreed in 3.1 are taking place.			monitoring of FIIV 3 - Improvement in the Average Data Quality Rating and FIIV 4 - % of Critical KPI's subject to Data Quality Audit / Review.	
<b>4.</b>	<b>PMS</b>				
4.1	Switch on DQ checklist facility in PMS for all Priority measures. Switch off for all other NI no longer collected	Jo Busby	31/03/2012	DQ checklist has been switched OFF for all non priority performance indicators. Next stage is to ensure it is switched ON for all priority measures identified.	
4.2	Investigate and communicate automation of indicator and action reminders in PMS to improve timeliness of data provision.	Jo Busby	31/03/2012	Under investigation	
<b>5.</b>	<b>PERFORMANCE</b>				
5.2	Monitor compliance & effectiveness of the DPR process.	VfM Team	31/07/2012	Service leads to work with their areas to ensure DPR's are carries out in line with guidance.	