

Report

Chair of Cabinet

Part 1

Date: 29 September 2017

Subject **Wales Audit Office - Data Quality Review**

Purpose To advise the Cabinet Member of the findings from the Wales Audit Office's recent review of the council's data quality and the proposed action plan to address them.

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Ward All

Summary The Wales Audit Office has conducted a data quality review which looked at how the Council collects analyses and retains its performance data.

- It is pleasing to note that no recommendations were made as a result of this review
- The following proposals for improvement were identified;
 - 'The Council must improve the accuracy of its data capture systems by:
 - PF1: ensuring there are effective internal validation checks of performance data prior to data submission;
 - PF2: addressing the findings from Internal Audit's review of data quality arrangements to ensure data capture systems and performance reporting are robust, particularly those relating to National Strategic Indicators (NSIs) EDU/015a and EDU/015b; and
 - PF3: providing members with the full results of Internal Audit's review of the Council's data quality arrangements, thereby enabling members to challenge the arrangements'
- The council's management response is also included; this identifies actions to address the proposals for improvement

Proposal To consider the contents of the Data Quality Review, and the proposed actions to address the proposals for improvement

Action by Business Improvement and Performance Team

Timetable immediate

This report was prepared after consultation with:

- Heads of Service
- Operational Performance Network

Signed

Background

In January 2017 the Wales Audit office carried out a review of the data quality assurance arrangements in place for performance data.

It is pleasing to note that although there are 3 proposals for improvement, there are no recommendations from this review.

The WAO concluded that 'The Council must improve the accuracy of its data capture systems by:

- PF1: ensuring there are effective internal validation checks of performance data prior to data submission;
- PF2: addressing the findings from Internal Audit's review of data quality arrangements to ensure data capture systems and performance reporting are robust, particularly those relating to National Strategic Indicators (NSIs) EDU/015a and EDU/015b; and
- PF3: providing members with the full results of Internal Audit's review of the Council's data quality arrangements, thereby enabling members to challenge the arrangements'

The council has responded to this by compiling an action plan to address the proposals for improvement that have been identified in the presentation.

The actions to address the proposals centre on the development of a new performance management strategy and data quality framework that will build a more collaborative approach in conjunction with internal audit.

Financial Summary

- There are no direct financial implications to this report.

Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
Improvements not made to data quality processes	M	M	Embed processes and procedures to mitigate against data inaccuracies	HoS, service managers, Operational Performance Network, Performance Team
Data is inaccurate	M	L	Ensuring that the self-assessment processes are robust and all staff involved are trained with a good understanding of the processes and the impact on the council if data is inaccurate	HoS, service managers, operational performance network, Performance Team

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

Accurate performance data underpins the Council's key policies including service plans, and the Improvement Plan.

Options Available and considered

- a) To consider the contents of the Data Quality Review, and the proposed actions to address the proposals for improvement
- b) Reject the proposed actions or ask for further information

Preferred Option and Why

The preferred option is a. to drive forward improvement in data quality.

Comments of Chief Financial Officer

There are no financial implications arising from the report as all the actions identified will be contained within existing approved budgets

Comments of Monitoring Officer

There are no specific legal issues arising from this report

Comments of Head of People and Business Change

This report provides a baseline from which we can improve data quality, drive a more consistent approach and share good practice across the council. The report also provides assurance that errors are generally minor and do not affect the red, amber or green (RAG) status of measures.

The management response details the wide scale actions that are planned and how we will work collaboratively to implement them.

Comments of Cabinet Member

The Chair of Cabinet has been consulted and has agreed that this report goes forward to the Cabinet Member for consideration

Local issues

N/A

Scrutiny Committees

Please include a record of any consultation with scrutiny committees. Please add here details of any consultation and the outcomes.

Equalities Impact Assessment and the Equalities Act 2010

The Equality Act 2010 contains a Public Sector Equality Duty which came into force on 06 April 2011. The Act identifies a number of 'protected characteristics', namely age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation; marriage and civil partnership. The new single duty aims to integrate consideration of equality and good relations into the regular business of public authorities. Compliance with the duty is a legal obligation and is intended to result in better informed decision-making and policy development and services that are more effective for users. In exercising its functions, the Council must have due regard to the need to: eliminate unlawful discrimination, harassment, victimisation and other conduct that is prohibited by the Act; advance equality of opportunity between persons who share a protected characteristic and those who do not; and foster good relations between persons who share a protected characteristic and those who do not. The Act is not overly prescriptive about the approach a public authority should take to ensure due regard, although it does set out that due regard to advancing equality involves: removing or minimising disadvantages suffered by people due to their protected characteristics; taking steps to meet the needs of people from protected groups where these differ from the need of other people; and encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

Children and Families (Wales) Measure

Although no targeted consultation takes place specifically aimed at children and young people, consultation on planning applications and appeals is open to all of our citizens regardless of their age. Depending on the scale of the proposed development, applications are publicised via letters to neighbouring occupiers, site notices, press notices and/or social media. People replying to consultations are not required to provide their age or any other personal data, and therefore this data is not held or recorded in any way, and responses are not separated out by age.

Wellbeing of Future Generations (Wales) Act 2015

The Auditor General helps to ensure that public bodies are held to account for their performance in relation to the requirements of the Wellbeing of Future Generations (Wales) Act 2015. The Wales Audit Office consider the Wellbeing of Future Generations (Wales) Act 2015 in the planning and implementation of their work, they provide the council with assurance as well as helping to identify areas for improvement.

In this report, the Data Quality Review considers the internal quality assurance processes the council has in place for its performance data. The proposed action plan to address the proposals for improvement considers how sustainable improvements can be made to the data quality assurance process. The actions aim to prevent the errors identified occurring again or getting worse and to provide a long term outcome of improved data quality through a collaborative approach.

Crime and Disorder Act 1998

Section 17(1) of the Crime and Disorder Act 1998 imposes a duty on the Local Authority to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

Consultation

Comments received from wider consultation, including comments from elected members, are detailed in each application report in the attached schedule.

Background Papers

None.

Dated: September 2017