Appendix 2 – 2007 Data Quality Action Plan – Progress Summary

Recommendations	Priority	Management response	Responsibility	Timing
Governance and Leadership				
1. Ensure that issues relating to data quality are reported to "those charged with governance" (i.e. the Audit Committee) on a regular basis.	Medium 1.1.6	Regular reporting to Audit Committee in place	SPMO	Done and ongoing
2. The commitment to data quality should be communicated clearly at a corporate level, ensuring that all responsible officers at all levels are fully aware of their specific and general responsibility for data quality.	Medium 1.1.7	Training conducted in Autumn 2007 and will be repeated in Autumn 2008	SPMO	Done and ongoing
3. Embed the data quality strategy to demonstrate there is a strategic approach to the management of data quality.	Medium 1.2.4	DQ&RM Policy approved in 2007 DQ monitored at CRG reporting to SDIMT/SMT	SPMO/CRG	Done and ongoing
4. Link the corporate objectives for data quality to business objectives with the individual service plans.	Medium 1.2.5	Covered by Divisional Plan process	SPMO/HoS	Done
5. Develop an action plan to implement the data quality strategy. Ensure that plan clearly allocates responsibility, and there is a clear timescale for implementing actions.	Medium 1.2.6	Approved by Audit Committee in 2007 and to be updated / re-approved in 2008	SPMO	Done and ongoing
6. Where data quality reviews are undertaken, ensure that there is a framework in place to address the findings, and develop appropriate actions.	Medium 1.3.3	DQ Reviews and actions reported to CRG/SDIMT/SMT	SPMO/PIO	Done and ongoing
7. Embed data quality into the Council's corporate risk management arrangements to ensure that the risks associated with unreliable and inaccurate information is assessed	Medium 1.3.4	DQ Reviews and actions reported to CRG/SDIMT/SMT	SPMO/CRG	Done and ongoing
Policies				
8. Develop a set of operational procedures notes that supports the objectives set out in the Data Quality and Records Management Policy.	Medium 2.1.4	Data Capture Process Guidance exists	PIO	Done and ongoing

Recommendations	Priority	Management response	Responsibility	Timing
9. Ensure that relevant staff has access to data quality policies, procedures and guidance which is supported by a helpdesk.	Medium 2.2.3	DQ policy on Intranet Data Capture Process Guidance exists and helpdesk provided by PIO	PIO	Done and ongoing
Systems and Processes				
10. Embed the performance management arrangements of the service development and improvement sub group, so that its outputs are integrated into the management processes of the organisation, and support staff in their day to day work.	Medium 3.1.4	Performance monitored by SDIMT/SMT and Quarterly Performance Reports to Executive Board and all Members	SPMO/SDIMT	Done and ongoing
11. Ensure that the performance management arrangements are fully mapped to enable appropriate testing to be undertaken to prevent and detect data manipulation and error	Medium 3.2.2	Performance Management Framework document produced in 2007 and to be updated	SPMO	Done and ongoing
12. Develop and implement a data sharing protocol, contract or service level agreement for all data that is received from, or provided to third parties, to ensure that there is a set of quality requirements	Medium 3.4.3	Essex Trust Charter now due out December 2008. RDC protocols to be reviewed subsequently. SLAs with third parties to be researched and developed as required	SPMO/PIO	By 12/08
13. Design and implement processes for validating data from third parties.	Medium 3.4.4	Risk Based approach to be adopted	SPMO/PIO	By 12/08
People and Skills				
14. Roles and responsibilities of officers in respect of data quality should be clearly defined and documented as a part of job descriptions	Medium 4.1.4	HR to add to PDR/JD guidance for 2008/09	SPMO/HRM	By 9/08 Guidance issued 4/08
15. Develop a set of data quality targets and standards which officers are assessed against.	Medium 4.1.5	To be applied on a risk assessed basis	SPMO/HoS	By 3/09
16. Develop a formal programme of training on data quality issues for all relevant staff.	Medium 4.2.3	Done in 2007 and to be repeated in 2008	SPMO/HoS	By 3/09
17. Data quality weaknesses identified as part of an internal or external review should be fed back to staff through training.	Medium 4.2.4	Done in 2007 and to be repeated in 2008	SPMO/HoS	By 3/09

Recommendations	Priority	Management response	Responsibility	Timing
Data Use				
18. Ensure that all data returns are supported by a clear and complete audit trail.	Medium 5.2.4	Achieved by Data Capture Process and risk based PI Audit for 2007/8 data	PIO	Done
19. Information which is used for external reporting is subject to vigorous verification, especially where errors may lead to loss of income.	Medium 5.2.5	Achieved by Data Capture Process and developing use of risk based audits	PIO	Done

Key: Items greyed out are completed.

Abbreviations key:

APRM	Audit & Performance Review Manager	HoS	Heads Of Service
BCPs	Business Continuity Plans	HRM	Human Resources Manager
CDES	Corporate Director External Services	Job D	Job Description
CDIS	Corporate Director Internal Services	PDR	Personal Development Review
CPHSM	Contingency Planning& Health & Safety Manager	PIO	Performance Improvement Officer
CRG	Corporate Risk Group	PMS	Performance Management System
CRR	Corporate Risk Register	SDIMT	Service Development & Improvement Management Team
DQ	Data Quality	SMT	Senior Management Team
EPPN	Essex Performance & Policy Network	SPMO	Senior Performance Management Officer