

**Subject:**  
Data Quality

**Status:** For Publication

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**Report to:** Audit Committee

**Date:** 5 June 2008

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**Report of:** Head of Policy & Change Management

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**Portfolio** Finance and Resources  
**Holder:**

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**Key Decision:** No

Forward Plan  General Exception  Special Urgency

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## 1. PURPOSE OF REPORT

- 1.1 To inform Members of the findings of the Audit Commission's review of Data Quality in Rossendale for 2007/2008

## 2. CORPORATE PRIORITIES

- 2.1 The levels of outturn achieved against Best Value Performance Indicators and other locally set indicators, provide a solid method of quantifying the levels of the progress the Council is making towards the achievement of all its corporate priorities and associated corporate objectives. .
- Delivering Quality Services to Customers (Customers, Improvement)
  - Delivering Regeneration across the Borough (Economy, Housing)
  - Keeping Our Borough Clean and Green (Environment)
  - Promoting Rossendale as a cracking place to live and visit (Economy)
  - Improving health and well being across the Borough (Health, Housing)
  - Well Managed Council (Improvement, Community Network)

## 3. RISK ASSESSMENT IMPLICATIONS

- 3.1 All the issues raised and the recommendation(s) in this report involve risk considerations as set out below:

There are no direct risks identified in carrying out the recommendations of this report, but as the Council makes decisions regarding resource improvement that are in part, informed by the level of achievement against a range of performance indicators, it is important that these decisions are based on outturns against performance indicators that are accurately reported. To assist

with this process the Council has set itself objectives to be achieved in relation to Data Quality and these are set out in the Council's Data Quality Strategy.

#### 4. BACKGROUND AND OPTIONS

4.1 The Audit Commission undertakes an annual review of Data Quality in all English Council's and this review took place in Rosendale over the period July to October 2007. The review is made up of three main stages:

- A review of the corporate management arrangements that the Council has put in place to promote the use of high quality of data in preparing outturns against performance indicators , and, whether these are followed in practice
- An analytical, desk-top review of all the outturns reported against 2006/7 against Best Value and other performance indicators
- An in-depth review of selected performance indicators to determine whether they demonstrate data quality in practice

4.2 The review of managements arrangements found that '***The Council's overall management arrangements are working well, and that there was clear evidence that performance management had been driven from the corporate centre, and that this had had a beneficial impact in promoting improvements***'.

4.3 The analytical review found that all Performance Indicators reviewed fell within expected values and the 'spot-checks' found that all Performance Indicators had been fairly stated.

4.4 The Auditors agreed an action plan with the Head of Policy & Performance which gives recommendations for implementation during 2008 with the aim of continually improving the Council's approach to Data Quality. Many of these recommendations have already been addressed and work is ongoing in this respect.

4.5 A further element of the review is to assess the Council's arrangements for the 'Business Continuity' of systems that provide performance management data. This recommendation will be addressed as part of the Council's on-going Business Continuity Management Plan.

#### COMMENTS FROM STATUTORY OFFICERS:

#### 5. SECTION 151 OFFICER

5.1 There are no immediate considerations attached to the recommendations within this report. However, consideration should be made in the future regarding the use of financial resources and their impact on service performance in order to demonstrate both the linkage and the relationship between finance and service performance.

**6. MONITORING OFFICER**

6.1 This is an important Report in the context of ensuring the Council meets its Corporate Priorities.

**7. HEAD OF PEOPLE AND ORGANISATIONAL DEVELOPMENT (ON BEHALF OF THE HEAD OF PAID SERVICE)**

7.1 There are no immediate human resource implications attached to the recommendations within this report.

**8. CONCLUSION**

8.1 As is stated by the Audit Commission “**the investments by the Council in systems, processes and people has been a catalyst for significant improvements of performance management and data quality**”.

However, the introduction of National Indicators will bring a new set of challenges for the Council in terms of Data Quality. Likewise, many of the former Best Value Performance Indicators have been retained by the Council as local indicators and it is important that the same rigorous approach to data quality is maintained for all local indicators reported.

**9. RECOMMENDATION(S)**

9.1 That the Council considers the information contained in the Auditors report.

9.2 That the Council continues to implement the Auditor’s Action Plan for Data Quality

**10. CONSULTATION CARRIED OUT**

10.1 None

**11. EQUALITY IMPACT ASSESSMENT**

Is an Equality Impact Assessment required No

Is an Equality Impact Assessment attached No

**12. BIODIVERSITY IMPACT ASSESSMENT**

Is a Biodiversity Impact Assessment required No

Is a Biodiversity Impact Assessment attached No

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Background Papers	
Document	Place of Inspection
Audit Report – Data Quality, Rossendale Borough Council, 2007/8	