

Subject: Data Quality and Performance
Management Policy

Status: For Publication

Report to: Policy Overview and Scrutiny
Committee

Date: 11 August 2009

Report of: Head of People and Policy

Portfolio Holder: Finance and Resources

Key Decision: No

Forward Plan

General Exception

Special Urgency

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to consult with Members of the Policy Overview and Scrutiny Committee on the refreshed Data Quality and Performance Management Policy attached as Appendix 1. This report also advises the Policy Overview & Scrutiny Committee of the changes and requirements of the Data Quality Policy and identifies implications.

2. CORPORATE PRIORITIES

- 2.1 The matters discussed in this report impact directly on the following corporate priorities:-

- Delivering quality Services to our customers
- Delivering regeneration across the Borough
- Encouraging healthy and respectful communities
- Keeping our Borough clean, green and safe
- Promoting the Borough
- Providing value for money services

3. RISK ASSESSMENT IMPLICATIONS

- 3.1 The risks of not adhering to the Data Quality Policy are clear and potentially harmful to the Council's commitment for continuous improvement. Good data quality is essential to inform decision making and management of performance.

4. BACKGROUND AND OPTIONS

4.1 In line with the data quality assessment conducted by the Audit Commission last year along with Rossendale's commitment to improving its data quality arrangements, the Data Quality and Performance Management Policy has been amended and refreshed.

The purpose of the Data Quality and Performance Management Policy is to specify Rossendale Borough Council's continuing pledge towards using Performance Management to continuously improve how we do things, providing better services and value for money for our customers.

The policy explains how Rossendale Borough Council manages performance by setting out:

- The Council's performance management framework.
- The Council's standards for high quality data.
- The roles and responsibilities of Members, managers and officers at all levels in producing and using high quality data to inform robust decision making and manage the Council's performance efficiently and effectively.

4.2 Use of Resources

'Relevant and Reliable Data' is a key line of enquiry within the Use of Resources assessment criteria.

The Council must be able to demonstrate that embedded within its functions and services, it produces relevant and reliable data to inform and support decision making and manage performance.

Furthermore the Council should ensure that the quality of data that is applied to any local, national, Multi Area or Local Area Agreement performance indicators included within the Council's Corporate and Business Plans; Council policies and strategies are tested in terms of good quality data.

Data Quality can be assessed by making sure it meets the six key characteristics of good data quality that is:-

- Accuracy
- Validity
- Reliability
- Relevance
- Timeliness
- Completeness

This is ensuring that performance indicators are calculated properly and results are checked before being submitted into the Council's performance

management system. This also ensures that files are up to date and satisfy the version control guidance.

COMMENTS FROM STATUTORY OFFICERS:

5. SECTION 151 OFFICER

5.1 There are no immediate financial considerations attached to the recommendations within this report.

6. MONITORING OFFICER

6.1 There are no immediate legal considerations attached to the recommendations within this report.

7. HEAD OF PEOPLE AND POLICY (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. RECOMMENDATION(S)

8.1 That Overview & Scrutiny Committee considers the content of the policy.

8.2 That Overview & Scrutiny Committee recommends to Audit Committee that the revised Data Quality strategy be adopted.

9. CONSULTATION CARRIED OUT

9.1 Corporate Policy Steering Group.

9.2 Executive Management Team.

10. COMMUNITY IMPACT ASSESSMENT

Is a Community Impact Assessment required No

Is a Community 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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Either

Background Papers	
Document	Place of Inspection
Quality and Performance Management Policy	

Or

No background papers (*delete where applicable*)