

PERFORMANCE REVIEW GROUP

TITLE	AUTHOR	ITEM NO	PRG Date
Data Quality Audit 2013/14 and Preparing for 2014/15	Vicky Allen, Corporate Strategy and Equality		17 July 2014

1. Introduction

- 1.1. This note provides Performance Review Group with a report on the proposed arrangements for the Data Quality review of the 2013/14 strategic measures, taking into consideration findings from last year's Data Quality Review. It also reports the arrangements being put in place to ensure good Data Quality for the 2014/15 Strategic Set.

2. Recommendation

- 2.1. SPP Board is asked to:
- Agree the importance of data quality and reiterate the commitment to the Council's Data Quality Policy (appendix 1);
 - Agree the approach to the Data Quality review for 2013/14 as outlined in section 3 below;
 - Approve the preparatory steps for ensuring good Data Quality in 2014/15 – section 4;

3. Data Quality in Tower Hamlets

Key Findings of the 2012/13 Review

- 3.1. At its September 2013 meeting, PRG received an end of year data quality report for 2013. It concluded that although data quality was generally good, some key areas for improvement were identified. Specific findings included the following issues, and form the basis of the approach to reviewing the 2013/14 Strategic Set and approach for preparing the 2014/15 Strategic Set:
- **Governance and accountability for data quality:** strategic measures identified for data quality audit which were late to be reported to PRG and prioritised for review in 2014;
 - **Policies and procedures for data recording and reporting:** ensure agreed targets are inputted into Excelsis; and improve the reporting

and recording of disaggregated data for Single Equality Framework strategic measures;

- **Systems and processes to secure data quality:** improve the evidence provided by third parties on assurance of data quality; ensure procedure notes are in place and where they already exist, they are up-to-date for all key strategic measures;
- **Knowledge, skills and capacity of staff to achieve the data quality objectives:** in conjunction with Directorate Performance Leads, identify needs and provide tailored training on Excelsis and for Data Quality.
- **Arrangements and controls in place for the use of data:** strengthen definitions and methods of calculation; and provide numerator and denominator used in the outturns.

Data Quality Review of -2013/14

- 3.2 There have been considerable changes to the 2014/15 Strategic Indicator Set since last year with twenty-two of the 50 measures being new or revised due to definition changes. For this reason, the Data Quality Review of the 2013/14 strategic set will focus on those measures which are remaining in the strategic set in 2014/15.
- 3.3 In-depth completeness checks will be undertaken for strategic measures based on a risk-assessment exercise (Appendix 2) which has taken into consideration questions such as:
- Whether issues are still outstanding from the previous year's audit;
 - Whether the measure was significantly off target;
 - If the data has been reported later than usual;
 - Whether there is reliance on third party data
- 3.4 As usual, this year's data quality exercise will consider aspects of data quality based on the standards set out in the Data Quality Policy attached (Appendix 1). It is proposed that seven Strategic Measures are reviewed based on the following reasons:
- **CAD Calls to ASB** – this measure did not achieve its year-end target, is third-party reliant, and has not been subject to a data quality review

- **Smoking Cessation** – there was a change in the way this measure was calculated which was not articulated in Excelsis. There is a reliance on third-party data, and outturns late reporting internally even though the data is nationally available.
- **NEETs** – this measure was due to be Data Quality checked last year but data from the directorate was not supplied. In addition, it is reliant on third party data and getting residents into jobs is a key Mayoral commitment.
- **Proportion of people using social care who receive self-directed support** and those receiving direct payments – this measure was due to be Data Quality checked last year but data from the directorate was not supplied due to the lateness of data reporting. In addition, there has been a definition change to this measure since last year, there is reliance on third party data and is calculated internally.
- **Social care-related quality of life** – as above
- **Number of Affordable Homes delivered (gross)**– this measure was significantly off target last year (the reasons for which were explained within the year end monitoring report). There is a reliance on third party data in order to report. This measure is calculated internally and increasing the supply of affordable family sized housing for social rent is housing is a key Mayoral commitment.
- **Percentage of household waste sent for reuse, recycling and composting** – there has been a longer than average delay in reporting year end data for this measure with the final outturn not due until September 2014. There is a reliance on third party data in order to report, this measure is also calculated internally. This measure is prominent because improving recycling rates is a Mayoral commitment.

3.5 As usual, if material errors are found as part of the sample-based quality check process, this may lead to a more comprehensive review of data quality systems within the directorate. The results of the annual quality review will be fed back to SPP senior managers and PRG.

3.6 Reflective of reducing resources, the Data Quality exercise this year will be streamlined. The exercise will be spread more evenly throughout the year, and we will work with Directorates to agree the most appropriate time to undertake the in-depth completeness checks.

Single Data List

- 3.7 The Single Data List (SDL) is a list of datasets that local government must submit to central government. It includes datasets which fulfil international obligations; support the effective administration of funding and accountability to Parliament for national public funds; supports the evaluation of economic, social and environmental trends; and provides comparable local performance data where it doesn't already exist.
- 3.8 Directorates undertook a comprehensive risk assessment of the SDL last financial year, and although several issues were identified these have been articulated to the Directorates concerned. Given the reduction in resources available going forward, and the reduced prominence given to this set of data by the Government, it is proposed that no Corporate Data Quality checks are undertaken this year on the SDL. However, Directorates will be asked to confirm relevant lead officers and responsibility for providing accurate and timely SDL returns for their areas of responsibility.
- 3.9 In addition, there are three new pieces of data which have been added since April 2014, and we will ask the ESCW Directorate, who own the data, to complete the risk assessment template for the SDL list. If any issues relating to data quality arising from this risk assessment, we will look to undertake a completeness check of this data.
- Short and long term support (SALT)
 - Adult Social Care Finance Return
 - Oral Health Surveys

Training

- 3.10 Training was identified as an important area given that there have been staffing changes within CouncilSPP teams. We will work with Directorates and Internal Audit to identify training needs as appropriate.

Internal Audit

- 3.11 As in previous years, we will be seeking support from the Internal Audit team, Deloitte. Last year Deloitte's reviewed the Council's Data Quality processes

and gave it a “Substantial Assurance” rating. This term is defined “while there is basically a sound system there are weaknesses which put some of the control objectives at risk and from our testing there is evidence that the level of non-compliance with some of the controls may put some of the system objectives at risk”.

3.12 Internal Audit will be undertaking in-depth completeness checks for approximately four of the Strategic Measures outlined in 3.4 above.

4. Preparing for Data Quality in 2014/15

4.1 There are twenty-two new or revised performance indicators in the Strategic Measure Set for 2014/15. In order to ensure good Data Quality procedures are in place for the 2014/15 Data Quality audit, we will be working with Directorates to develop robust definitions and procedure notes for all new or revised Strategic Measures. These will be uploaded onto Excelsis by the end of September 2014 (Quarter 2).

4.2 An issue arose over the course of the last financial year where, in comparing Council-supplied outturns with what is publically available, it was discovered that there were discrepancies in definitions and methods of calculation used to calculate some outturns.

4.3 In order to reinforce the importance of data quality in relation to performance measures, PRG are asked to reiterate their endorsement of the following Data Quality requirements placed on Directorates:

- Provision of the **numerator and denominator** used in the calculation of in-year and year-end outturns. Providing this information so that the calculation can be replicated, enables sense-checking of data and improves the understanding of CMT and PRG as to what is changing in relation to performance.
- The importance of ensuring that the **mandatory management information fields are kept up to date in Excelsis**, as the Corporate Performance Management software package.
- That any **changes to the calculation or definition** are presented to Performance Review Group for ratification, and then fully reflected in Excelsis.

