Data Quality Spot Check

Code	Indicator	Issue(s)	Lead Service
Corporate Priority: People			
EHPI 1a	% of customers satisfied with the service - All	Data quality issues have been raised with regard to the data collection methodology not being consistent in the way SLM provide data to the leisure manager.	Environment Services
EHPI 1b	% of customers satisfied with the service - Leventhorpe		Environment Services
EHPI 1c	% of customers satisfied with the service - Hartham		Environment Services
EHPI 1d	% of customers satisfied with the service - Fanshawe		Environment Services
EHPI 1e	% of customers satisfied with the service - Buntingford		Environment Services
EHPI 1f	% of customers satisfied with the service - Grange Paddocks		Environment Services
Corporate Priority: Place			
EHPI 159	Supply of ready to develop housing sites	Concerns have been raised over the clarity of the annual outturn produced (currently using a supply projection of either 3.8 years and 4.5 years)	Planning and Building control
Corporate Priority: Prosperity			
EHPI 12c	Total number of sickness absence days per FTE staff in post	New HR system (Wealden) was introduced in 2013/14 to support the recording of HR data. In the June Corporate Healthcheck Report monthly data had to be restated for April and May 2013 due to an accounting error on the new HR system (Wealden). In the October Corporate Healthcheck Report concern was expressed at DMT meetings regarding the accurancy of sickness data. Decision made by CMT on 26 November to include this indicator in the annual data quality spot check.	Human Resources