

Data Quality Spot Check

Code	Indicator	Issue(s)	Lead Service	Findings					Other observations	Recommendations
				Reported as per definition (yes/no)	Numerator	Denominator	Numerator and denominator as per record on system (yes/no)	PI calculated correctly (yes/no)		
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. The issue regarding the data collection methodology is only affecting 2013/14 as SLM changed their reporting terminology in Quarter 1 of 2013/14. As a result of this there will be no outturn available for 2013/14. The Service is working with the contractor to resolve this issue for 2014/15.	Environment Services	No	N/A	N/A	N/A	No	SLM corporate decision to change the data collection methodology meant that the Council cannot report against its traditional satisfaction indicators at the moment. Discussions will likely conclude or be resolved by late June 2014.	Leisure Satisfaction indicators will be included for data quality spot check in the 2014/15 Performance Indicator Estimate and Targets report.
EHPI 1b	% of customers satisfied with the service - Leventhorpe		Environment Services	No	N/A	N/A		No		
EHPI 1c	% of customers satisfied with the service - Hartham		Environment Services	No	N/A	N/A		No		
EHPI 1d	% of customers satisfied with the service - Fanshawe		Environment Services	No	N/A	N/A		No		
EHPI 1e	% of customers satisfied with the service - Buntingford		Environment Services	No	N/A	N/A		No		
EHPI 1f	% of customers satisfied with the service - Grange Paddocks		Environment Services	No	N/A	N/A		No		
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	Yes (New definition)	TBA	TBA	TBA	TBA	Outturn is only available once the survey work is completed by Hertfordshire County Council in July 2014.	TBA
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 accuracy of sickness data. Decision made by CMT on 26 November to include this indicator in the annual data quality spot check.	Human Resources	Yes	As recorded in staff sickness absence spread sheet	As recorded in staff sickness absence spread sheet	Yes	Yes	None.	Audit showed there were no data quality issues identified.

