



Data Quality Strategy Summary

Our aim: To continue to improve the quality of local government performance information produced, leading to greater confidence in the data on which council decisions are based.

The data quality strategy is the council's approach to producing accurate, timely and relevant performance information that conforms to a set of core principles. The strategy supports the following corporate priorities and objectives:

People:

- Deliver customer focused services.

Prosperity:

- Deliver value for money and reduce our reliance on central government funding.

Having a data quality strategy in place ensures the following core principles:

Awareness

- Being aware of your responsibility. However big or small we all have a role to play ensuring we produce good data quality. For some this may mean having data quality responsibilities outlined in job descriptions and or PDRs so we are clear what is expected from us.

Definitions

- Understand the council's standards and methods to calculating and collection of data. This means that you are fully up to date with all policies and procedures and that you understand the methodology involved in collecting the data.

Input

- Safeguards in place ensuring accuracy of data and that data inputters are adequately trained on council systems in which data is entered. For some this will be outlined in your job descriptions and should be reviewed at PDRs to ensure you have sufficient training or if any additional training is required.

Verification

- All systems that need any form of manual data input should have in place an assigned user who is responsible for carrying out verification checks. This will reduce risk of errors occurring provide an extra level of accountability. For some services this will mean updating job descriptions to delegate who is responsible for data input and who is responsible for data verification.

Systems

- Ensuring each system has a named system administrator so staff knows who is responsible for any system issues/concerns and who is responsible for data quality issues. Services should have in place a structure that ensures a substitute officer can deputise in his/her absence.

Output

- Data should be timely and accurate. In order for performance indicator data to be acted upon quickly by both Directors and Members, a timetable for reporting monthly and quarterly performance indicator data is produced by the performance team, at the start of each financial year, and communicated via E-mail.

The full data quality strategy can be found on the council's intranet using the following link below:

<http://www.eastherts.gov.uk/intranet/index.jsp?articleid=12191>

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