Data Quality Policy Action Plan - April 2007

Introduction

Implementation of the <u>major</u> developmental aspects of the Data Quality Policy and Action Plan is through the programme and project areas listed below. This Action Plan is up to date in March 2007. The scope of the Action Plan includes major developments only, given the very wide ranging, pervasive and detailed nature of data handling across the authority. These developments have substantive impacts across a range of service functions or generically across the authority. The programmed developments are costed within existing Departmental budgets. The main anticipated outcomes of delivering the Data Quality Action Plan overall are:

- A strengthened performance management framework
- Improved accountability for data quality issues;
- An increased awareness of data quality and its importance;
- Major systems improvements to enhance the integrity and storage of data;
- Detailed policy and procedural requirements applying to specific service operations as appropriate;
- An increased commitment to data quality by the Council;

Action Plan Monitoring

The future detailed review, updating and delivery of this Data Quality Policy and Action Plan will be carried out through the function of the Information Management Team, in consultation with Internal Audit. Any substantive change to the policy or major concerns with regard to the delivery of the action plan will be addressed by the Director of Resources, reporting to the Corporate Leadership Team as appropriate.

Project / Programme _ACTION_	Responsible Staff / Timescale	Projected Benefit
Customer Relations LAGAN joint CRM system for customer transaction recording and monitoring – at first point of contact to enable rapid response, consistent info and transparent logging	Jacqui White DoR Initiated in 2005. Planned 2007 developments include a pilot scheme for the Warminster Registration service, also vehicular access licenses and skips and scaffolds licenses.	The LAGAN joint customer relations personal data system was purchased on a partnership basis in 2005 and is used by all of the Councils in Wiltshire. The District Councils are currently developing their Customer Care Units (although this may be overtaken by the One Council for Wiltshire Submission). Data sharing is not yet facilitated. The CRM system has been in operation since April 2005. It has a 'contact history' file reflecting every transaction with a customer by the Customer Care Unit. A case file is produced with a reference number, date and time –specific enquiry info. This enables an audit trail of which staff have recorded or responded to the enquiry and when. Analyses can be provided by individual fields, classification of enquiry topic and other fields. Reports are generated for services. Data is retained for as long as the service area advises. CCU handles an average of 1200 calls a day for County Council queries generally, 150 calls for the Clarence Highways reporting function and 300 calls a week are fielded that relate to District functions. Scripts for CCU are constantly updated as advised by services and relevant info is used to update the WCC web pages.
Performance Management Adapt the BVPI standard working document to include data quality, and use this for all Key PIs, BVPIs and PAF indicators.	Sharon Britton DoR End May 2007 for 2006-07 Key PIs	Integration of data quality considerations into performance measurement. The Standard Working Document has been updated to include reference to data quality. The document is to be fully completed for every BVPI. The Audit Commission "Key Lines of Enquiry" documents seek such evidence that systems to produce data are fit for purpose, appropriate controls are in place and data is used in the decision making process.

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Performance Management Initial revision of the data set used for Key PI reporting alongside the review of the Corporate Plan; update to take account of CSR 07 and the changed national performance framework when it is notified.	Sharon Britton DoR Update of Corporate Plan to take place by the end of June. CSR 07 currently expected October 07 – changed national framework to be confirmed Autumn 2007.	Integration of data quality considerations into high level performance monitoring and reporting.
Performance Management Excelsis Strategic Planning and Performance Management Framework software	Sharon Britton DoR To report for first half year 2007-08 by end October/early November 2007	This Strategic Planning and Performance Management Framework software uses a 'Golden Thread' to bring together plans, actions, indicators and risks into an accessible corporate on – line system enabling cross authority performance data input, storage and analysis.

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Performance Improvement – Children's Services Information Management Strategy Contact Point National Child Index	Liz Garrett DCE	An Integrated Children's System provides a mechanism for collating, and organising essential information about these children in a more structured and systematic manner. It will serve as a case management tool and information database for social care practitioners and managers that support day-to-day operations, strategic service planning, and will assist requirements for performance management. A new Data Quality Manager post will manage the development and maintenance of the Wiltshire strand of the Contact Point national child index. They will also have a cross departmental role to improve information management systems and analyse needs: • Ensure the quality of the information within child records that the LA is accountable for, and take reasonable steps to follow up on errors and inconsistencies • Manage Data Quality across the department, identifying hot spots and targeting resources to assist teams in resolving issues
Performance Improvement – Adult Care Services Care First has transferred to practitioner input in 2006.	Linda Coleman DCS Six months training for 400 care managers during 2006.	The gathering of data and the cleaning of existing data will form a major role and emphasis on quality and transition from spreadsheets to data base will inform Phase One. An interim database solution for Care in the Community Phase one will manage the immediate transition of CIC spreadsheets into one data base designed to manage the current data set required in the CIC spreadsheets. Phase Two will look at the wider functions and the integration of the brokerage team to improve the efficiency of the financial recording of care. Clearly there is scope to integrate areas of work and to look at the efficiency of the ISC and similar documentation. This phase will also look at the implementation of Carefirst service package and financials.

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A programme of work on robust data quality checking and training will be followed by consideration of the use of electronic 'tablets' for data entry by professional staff.	Three months on data quality boost to IT skills for managers Jan – Mar 2007. The final stage of the move top the Care First Service Package is programmed for Spring 2008	This programme of work is in response to the Audit Commissions recommendations following the Best Value Review of Planning Services in 2001 which were: • Provide better accessibility to the planning service to customers by, inter alia, GIS, web site and electronic submission and processing of applications; and • Improve communications between the County and Districts possibly through joint initiatives including Information Technology e.g. GIS. Implementing these recommendations has resulted in the installation of the CAPS UNI-form Planning, Highways and Land Charges Administration Business Systems. The objective is to make sure that the integrity of the data is managed professionally and is 100% correct before data migration into a new system. There will; be a longer term look into process improvement. Savings will be generated from effective outputs as the input functions and quality of data is improved. Strengths within a new data base will include: • Validation checking • Consistent Data Input • matching and correcting Care First data • Improved Consolidation time • New Hardware cutting down on server availability issues • Efficient data output A training plan has been drawn up and a system has been developed to keep track of training in the context of analysis of any pattern of repeat data entry errors – the system thus involves a dynamic approach to quality with the support of a data quality team. Visits are being arranged to 20 care teams for quality checking purposes, in order to identify which teams need relatively major support with the transition.

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Performance Improvement – Planning Planning Services together with Highways Development Control and Land Charges are currently engaged in a major transformation of service delivery and ways of working through the introduction of new IT Systems (CAPS UNI-form suite of software) supported by an Electronic Document and Records Management System.	Gerry Chequer ESD	For Planning and Highways Development Control the principal functionality of the systems include: • Administration of all matters relating to the plan-making process, including the transmission of data to and from the 4 District Councils and Swindon B.C. • Compliance with the various national electronic government initiatives, i.e. PARSOL • Compatibility with the National Planning Portal publication of the County Council's Plans • Storage of all data relating to the Highways aspects of Development Control • Logging of all enquiries about the need for, and the likelihood of receiving, planning permission in relation to County matters • Storage of all data relating to validation, registration, publicity, consultation, assessment and decision-making on County matter applications • Storage of all data relating to appeals submitted in respect of any County matter application, or District matter application which is referred to the County for comment • Storage of all data relating to investigations undertaken in respect of the enforcement of planning regulations in connection with County matter applications, including the monitoring and enforcement of conditions attached to planning permissions (this is a particularly complex subject with complex permissions issued in respect of waste disposal and mineral extraction) • Storage of all data relating to the receipt and consideration of, and response to, District Council consultation requests on District matter applications • Capability of producing management information by the writing of reports using data from any data fields held within the database; these reports could be either standard reports provided by the vendor, or could be user defined • The receipt of XML packages from the 4 District Councils and the automatic input of the content of these packages into the system, without the need for re-keying data • Integrated web map data publishing capability, relating to published plans, development constraints and other general information layers

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		• Embedded mapping capability, so as to be able to use the power of GIS technology for searching for case records, and for sophisticated spatial analysis The principal functionality of the Land Charges System includes: • The storage of all Land Charge Registration Data, including polygonal extents in respect of all records • Spatially enabled search mechanisms • Fully accredited to level 3 connectivity with NLIS • Seamless integration with the "Planning Solution" • Spatial searching of other spatially-enabled business systems for the answering of Local Land Charge searches • The import and export of XML data between the County Council's system and those of its partners - District Councils The main benefits that will flow from the introduction of the TRIM system include: • Easy access to documents • Improved information sharing and knowledge management • Improved workflow • Enable staff to work flexibly • Reduction in physical storage of paper records • Storage of concise and accurate information through the use of centralised documents • Provides a secure environment for documents, and An audit trail of all users that have accessed and edited documents Enable staff to create unchangeable digital documents (i.e. 'records').
Performance	HR Lifecycle	EDS performs a dual role for the County Council. It stores employee data which enables

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Improvement - Human Resources Management HR Data Cleanse Project - data stored in the Employee Data System (EDS)	Team DoR Data was submitted to the project for processing from June 2006 onwards – final reports are to be submitted to managers in April/May 2007	us to meet our statutory obligations in relation to monitoring and managing employ information, and it ensures our employees are paid accurately. Cleaning up the data stored on EDS is a corporate project to ensure that we are able to handle and manage accurate employee data effectively and efficiently in the future. The proposed way of dealing with employee data in the future is reliant on the following:- ▪ establishing post numbers; ▪ recording the "reports to" structures in departments; ▪ post locations; ▪ being easily able to identify vacant posts, and; ▪ managing future employee changes using post numbers. This work will ensure that in the future we will be able at any time to know more exactly how many employees we have, where they are located, who they report to and what they do. The principle of a post number is that it is a unique reference number that describes the following attributes of a post: - ▪ The post title ▪ The post grade (not necessarily the grade of the employee in that post) ▪ The status of the post (permanent/temporary, full/part time) ▪ Who a post reports to or is managed by ▪ The geographic location or office for that post This information is vital for a number of large strategic projects underway at present. The Pay Reform Team are contributing to the HR project to improve payroll and job records as the conclusion of this work will need to coincide with the implementation of Pay Reform.
	Online	To date, HR staff have received over 2600 applications, saving the council over £8,000 in

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E Recruitment	applications were Initiated in October 2006	stationery costs alone. An e-recruitment system is essentially a recruitment web-site with back office functionality that facilitates the delivery of the recruitment process on-line. The recruitment web-site will improve the existing recruitment experience that prospective candidates have of WCC by allowing them to apply via on-line application forms and receive email and mobile phone text alerts when specific jobs become available. The back office function provides both HR and recruiting managers with easy access to information on-line, allowing them to work through the recruitment process form placing advertisements, viewing the current status of vacancies, viewing applications received, to short-listing and declining applicants. In addition the system gives HR access to greater management information that can be collated quickly for reporting purposes
Resource Management Business Management Programme	Tim Gregory DoR Corporate Management Board decisions Spring 2006, Invitation to Submit Final Tender (ITSFT) in June 2007, preferred Bidder to be appointed in October 2007, contract to be signed December 2007	The Business Management Programme will transform the way in which the organisation operates its core back office functions, including Finance, Procurement, HR and Payroll. The programme will result in standardised business processes, joined – up systems and improved efficiency. It has been agreed to carry out a comprehensive review and re-engineering of these processes whilst procuring a new Business Management Solution that is designed to provide up-to-date facilities appropriate to an organisation with an annual budget that exceeds £300m. A dedicated programme team has been brought together and as the programme progresses the programme team will number at least 25 full time staff.

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Information Management Information Management Policy Statement	Steve Griesharber Communications Strategy – Dec 2006	The policy statement sets in place the overarching principles and policies to which the Authority will adhere in managing its information resources by: • Defining a structure to ensure adequate and appropriate records are maintained. • Defining appropriate mechanisms to manage and maintain documents. • Promoting and developing best practice in Records Management by encouraging the use of structured maintenance, retention and disposal systems. These policies are related to the overall implementation of the Policy Statement: • Corporate Retention Policy • Email Usage Policy • Internet Usage Policy • Information Archiving Policy • Data Quality Policy • Records Management Policy • Metadata Policy • File Naming Policy • Protective Marking Policy • Document Standards Policy • Information Security Policy

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Information Management Electronic Document and Records Management System (EDRMS)	Peter McSweeney DoR Phase I - 01/06 to 07/06 Phase II - 08/06 to 05/07 Phase III - 06/07 to 11/07	An Electronic Document and Records Management System (EDRMS) is an innovative system which enables WCC to more efficiently access and manage electronic files. It also helps to reduce WCC's dependency on paper files and enables users to create unchangeable 'records'. WCC has adopted TRIM Context EDRMS from Tower Software Ltd. ISO 15489 methodology has been adopted. TRIM is being rolled out in a number of services to become to defacto location for saved documents. TRIM is seamlessly integrated with MSOffice applications and is being integrated with a number of key line of business applications too. This means that the application user does not have to run a separate search to access files associated with a client or case etc.. Through this integration all records about any one client, or case, can be brought together for the first time into a unified view. Implementations: Phase I EDRMS implementation in DoR Human Resources has been completed and includes the scanning of incoming post and selected backfile scanning. Phase II EDRMS implementation in ESD Regulatory Services is being rolled out. Phase II EDRMS implementation in DoR Pay Reform Team is being rolled out. Phase III is proposed for the support of CareFirst in DCS and DCE is being considered.

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