

Outcome 1: Data is accurate and reliable on which to base policies and decisions				
Objective (s)	Activities	Completion date	Lead officer	Progress
1.1 Ensure that appropriate systems are in place for the collection, recording, analysis and the reporting of the data is used to monitor performance.	Procure new web-based performance management application (Covalent).	December 2008	Eve Pelekanos	Complete
	Implement Covalent application to ensure that controls are designed adequately and proportionally to ensure that high-quality data is recorded on the system (e.g. workflow functionality).	March 2009	R. Cribb C. Tsang Service Performance Officers	Initial staff training completed – 110 users trained. On going training in place for new users.
1.2 Ensure effective arrangements for monitoring and review of data quality are in place.	Draft programme for consideration by CEMB sign off	January 2009	Eve Pelekanos	Complete
	Report results of the data quality audits to the relevant Head of Service and Director at the end of each audit and issues raised at monthly finance and performance meetings.	On-going	Eve Pelekanos	Ongoing.
1.3 Ensure effective arrangements for monitoring and review of data quality are in place.	Establish programme of audits for HSP information as part of the overall audit programme.	January 2009	Eve Pelekanos	Complete
	Carry out joint data quality audits of cross cutting indicators with key partners to verify the quality of data.	December 2009	Performance Team Internal Audit	52 audits completed by end of December '09
	Report data quality issues to Thematic Boards as part of the quarterly performance reporting	Ongoing	Thematic Board Leads & Head of Performance	
1.4 Ensure that appropriate systems are in place for the collection, recording, analysis and the	Establish a formal process for the periodic testing of local practices for a sample of business units Subsequent reviews should assess the effectiveness of these controls.	Sept 2009	Ian Christie Anita Hunt Stephen Cornell	Process approved by Information Governance Board Sept 09. IT Services work very closely with Internal and External Audit on developing an annual IT audit plan including visiting the managed

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reporting of the data is used to monitor performance.	Establish process to monitor and assess the adequacy of the procedures in place at third party service providers with regard to the management and storage of confidential data.			service providers on a scheduled basis to validate various controls including security, confidentiality and disposal of information. All audit reports are cleared through directors and submitted to the Member Audit Panel for consideration. IT Services has ISO 27001 certification that is audited externally by LRQA, on a 6 monthly basis and covers the security, confidentiality etc.
1.5 Develop effective validation procedures to ensure the accuracy of data used in reported performance indicators.	Complete self-assessments for all data submitted to external agencies. and quality assured by the Council's Performance team prior to submission	Ongoing	Margaret Gallagher, Christine Jorge, Sarah Barter, Neil Gage, Richard Hutton, Leon Summers	Self assessments completed for the 2008/09 national indicator returns. This process will be repeated for 2009/10 in June 2010.
	Heads of Service sign self assessment forms.	Ongoing	Heads of Service / Directors	As above.

Outcome 2: There is clear accountability for good quality data – everyone recognises the need for good data quality and how they contribute to delivering it.				
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2.1 The council has clear data quality objectives and these are formally documented.	Revise Business planning guidance for 2009/10 to ensure data quality issues are addressed in each business plan and updated departmental risk registers.	January 2009	Dylan Todd	Complete
2.2. Responsibility for data quality is clearly defined	Develop Council Data Quality Strategy	March 2009	Eve Pelekanos	Agreed at CEMB 27/1/09 Data Quality Policy developed and submitted to the Information Governance Board for approval on 14 October 2009.
2.3 Ensure the responsibilities for achieving data quality are communicated clearly	Publish Data Quality Strategy on Harinet	March 2009	Richard Hutton	Complete. Updated action plan and programme of audits and draft Data Quality Policy published December '09
	Deliver data quality workshops to managers across the council to communicate: <ul style="list-style-type: none"> the importance of high quality data roles and responsibilities in relation to data quality the relevance of data in decision making and service delivery 	December 2009	Eve Pelekanos	150 managers attended data quality workshops held in October 2009.
	Carry out annual review of the Data Quality Strategy action plan	December 2009	Eve Pelekanos/ Margaret Gallagher	Review for 2009/10 completed and published on Harinet. New action plan developed responding to Use of Resources Data Quality recommendations, issues arising from data quality workshops and the ongoing data quality audits.
2.4 Establish robust security arrangements for information systems	Establish process to periodically review the policies and procedures and update these, where necessary, to reflect any changes in regulation or legislation.	Ongoing	Ian Christie/ Anita Hunt Steve Cornell	There is a formal process in place for the periodic testing of local practices for compliance with the Data Protection Act. A risk assessment has been completed with

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2.5 Ensure that data quality policies and procedures are followed by staff and applied consistently throughout the organisation				plan to begin the first audit in March 2010. The newly formed Information Governance Board is responsible for the management of all information policies and procedures including reviews. IT work with Internal Audit to validate various controls including security, confidentiality and disposal of information. IT Services has ISO 27001 certification that is audited externally by LRQA, on a 6 monthly basis and covers the security, confidentiality etc.
	Publish up-to-date procedures relating to the Freedom of Information Act on Harinet	February 2009	Anita Hunt	Up to date procedures are in place
	Publish records management policy on Harinet	March 2010	Stephen Cornell	The creation of the Records Management Policy is a project task with the initial draft due to be presented to the Information Governance Board in January 2010.
2.6 Specify standards for shared data or data supplied by third parties.	Develop data sharing protocols for Thematic boards where these do not exist.	March 2009	Anita Hunt	We have facilitated the review of Haringey's 3 key Information Sharing Protocols (ISPs) and the production of practical "how to" guides for officers to accompany each of the protocols. They are: <ul style="list-style-type: none"> • Haringey's Safeguarding Adults Multi Agency ISP • Safer Haringey: Crime and Disorder ISP • Children and Young People's ISP

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	Review compliance with partnership data sharing protocols as part of the annual review of the HSP Governance Framework.	Annually	M Connolly	Protocols have been agreed by the Theme Boards in the last couple of months and included in the Governance Action Plan which will be updated again at the end of the financial year.
	Specify data quality and reporting requirements are specified in the contract specification for all new contracted services	As from April 2009	Head of Procurement Heads of Service	

Outcome 3: Staff have the knowledge and competencies to produce, interpret and analyse good quality data				
Objective	Activities	Completion date	Lead officer	Progress
3.1 Ensure that staff with data quality responsibility have the necessary skills.	Provide Covalent training to users of the system prior to provision of a log-in.	Ongoing	R. Cribb C. Tsang	All users received initial training.
	Provide all Covalent users with a manual.	March 2009	Richard Hutton, Rebecca Cribb	Manual given out at training and is online for all new users.
	Define roles and responsibilities around data quality.	March 2009	Eve Pelekanos	Roles and responsibilities defined within the Data Quality Strategy. Also see 2.3 above.

Data Quality Strategy Action Plan 2009/10

Appendix 2

	Carry out needs analysis of which staff need data quality training.	March 2009	Heads of Service as part of People Planning	Ongoing as part of performance appraisals and people planning.
	Develop a training programme to ensure these needs are being, or should be met.	September 2009	Eve Pelekanos, Margaret Gallagher, Philippa Morris	8 data quality workshops for managers delivered in October 2009. Core course session on data quality to be developed for 2010/11
	Carry out review of the use of Covalent one year after implementation	March 2010	Richard Hutton, Rebecca Cribb	Review under way to be completed by March 2010.