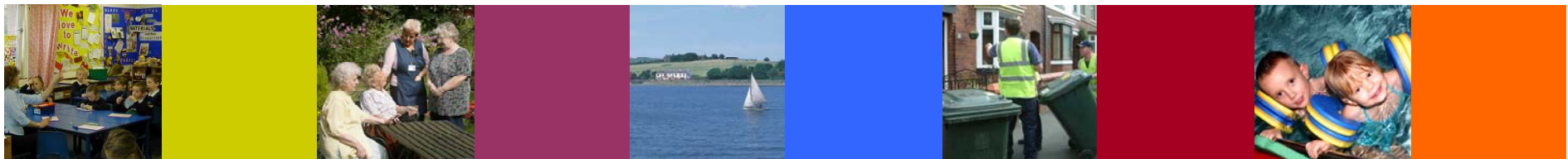




ROCHDALE
METROPOLITAN BOROUGH
COUNCIL

DATA QUALITY for Partners & Contractors



What is Data Quality

Data Quality measures promote the principle of 'getting it right first time'

Right information Right Place Right Time

A lot of time & effort is spent collecting, analysing & reporting on data and other information, yet there remains a lack of confidence in much of this data.

Rochdale Council need to ensure that all data is of good quality. This includes data from partner agencies and contractors. The data used to report on performance, finance and other activities must be fit for purpose, and represent an organisation's activity in an accurate and timely manner.

As the Council need to demonstrate continual improvement, it is likely that more requests for data will be made to partners & contractors. For future contracts that are awarded, contractors will be expected to meet a minimum standard for Data Quality and reporting. This is an area that will be assessed during the tendering process.



What is Data Quality

The ability to have access to, and be able to rely on, good quality data is crucial to Contract Management, Performance Management and Financial Management.

What is data?

Data are facts often in the form of figures obtained from processes undertaken by an organisation. They are used as a basis for making calculations or drawing conclusions about a particular subject.

What is information?

Information is definite knowledge or facts (data) collected about a particular subject and communicated in such a way as to give it some meaning.

American research estimated that 10% of a company's budget could be wasted due to poor data quality.



6 Dimensions of DQ

- ✓ **Accuracy** - Data should be sufficiently accurate to present a fair picture of performance and enable informed decision-making at all appropriate levels.
- ✓ **Validity** - Data should represent clearly and appropriately the intended result.
- ✓ **Reliability** - Data should reflect stable and consistent data collection processes and analysis methods over time. Managers and stakeholders should be confident that progress toward performance & financial targets **reflect real changes rather than variations in data collection methods.**
- ✓ **Timeliness** – Data must be available frequently enough to influence the appropriate level of management decisions, meet contractual obligations or performance deadlines.
- ✓ **Relevance** - The data reported should comprise the items of interest only.
- ✓ **Completeness** - All the relevant data should be recorded. Monitoring missing or invalid fields in a database can provide an indication of data quality.



Key Q - How do I know my data meets the 6 dimensions of DQ

Accurate **Complete** **Timely** **Valid** **Reliable** Relevant

- Who is responsible for collecting data? **Are they trained to do it?**
- Do I have a procedure that tells staff what to do?
- Is data **complete** and **available on time**?
- Who is responsible for checking data is **accurate**? **Is it checked?**
- What happens when there is a problem?
- **How confident am I that data is good quality?**
- Would I be able to explain how I ensure data quality is good?
- Would an auditor be able to go back from a set of data or financial information and look at what make up the amount? **The audit trail?**
- Are my records easily accessible?



Data Quality – Key Concepts

- ✓ The need to verify & validate information at the point it is produced. Leading to :
- ✓ Comprehensive checks on Performance & Other Data. Leading to:
- ✓ The ability to produce adequate audit trails. Leading to:
- ✓ Increased confidence in data & other reported information for RMBC, partners & external auditors. Leading to :
- ✓ Justifiable & transparent decision making



Summary

- ✓ Prevention is Better than Cure
- ✓ COUNT – Count Once Use Numerous Times
- ✓ One version of the truth
- ✓ Accessibility – data is held in an accessible place & everyone knows what is being collected and what it means.
- ✓ Reliability – data can be trusted by those using it to make decisions
- ✓ Data is validated – particular focus on partnerships
- ✓ Data/Information used to improve services & source funding
- ✓ Presentation – making good use of available data, ensuring messages are understood

