



DATA QUALITY POLICY

It is the policy of South Norfolk Council that all data to be used as a basis for monitoring performance, making informed judgements and taking decisions, is sufficiently accurate, valid, reliable, relevant, complete and timely to meet the requirements of the Council and those to whom it is accountable.

To ensure that it meets the above requirement the Council will:

1. Ensure that resources exist to provide and support appropriate systems, electronic and manual, for the collection, recording, analysis and reporting of the data used to make decisions or monitor performance and provide support to staff in their use of these systems.
2. Ensure that operational systems are capable of providing data which is of a quality that is fit for purpose. Where it is either not technically possible or not economically justifiable to derive the needed data from operational systems, data defined in specific and unambiguous ways and derived from rigorous samples, is to be used.
3. Allocate responsibility to the Strategic Management Team to make decisions and to enforce this policy as well as allocating responsibility to individuals throughout the organisation to fulfil their obligations from entry to extraction of quality data, without malicious manipulation or interruption.
4. Hold responsible:
 - a. the Strategic Management Team for communicating clearly the responsibility of staff, where applicable, for achieving data quality and to ensure that staff with Data Quality responsibility have the necessary skills;
 - b. the Strategic Management Team for ensuring that it has effective controls in place for data monitoring and reporting;
 - c. the Strategic Management Team for putting in place arrangements focused on ensuring that data supporting performance information is also used to manage and improve the delivery of services;
 - d. each Head of Service for ensuring that data entry, compilation and interpretation is consistently supported, where necessary, by a current set of operational procedures and guidance;
 - e. each Head of Service for having in place appropriate controls to ensure that information systems secure the quality of data;
 - f. each Head of Service for ensuring security arrangements are in place for information systems that are robust and to ensure that business continuity plans are in place and tested;
 - g. each Head of Service for operating an effective management framework for data from external sources, for their area of work;
 - h. the Internal Audit Manager for reporting to the Audit Committee at least once per year on her/his assessment of the quality of data in use for decision making and performance management throughout the organisation.