

## **FOREWORD – THE KENSINGTON AND CHELSEA PARTNERSHIP’S DATA QUALITY PROTOCOL**

The Kensington and Chelsea Partnership is committed to working together to improve the quality of life for all those who live in, work in or visit the Royal Borough. This commitment is encapsulated in the borough’s Community Strategy, ‘The Future of our Community 2005-2015’.

Performance information plays an important, but often unheralded, role in the work of the Kensington and Chelsea Partnership. Collectively and as individual organisations the partnership uses it to decide where to focus attention most and subsequently to understand what is done well and where things could be done better. Performance information also gives local people an opportunity to judge the partnership on progress. And, as organisations within the partnership work together more to address issues which cut across traditional service boundaries, the need to share information and jointly understand and report on performance – for example, in relation to the new National Indicator Set – will only grow.

Performance information is only as good as the data it is founded upon. The Kensington and Chelsea Partnership therefore agree to sign up to a shared set of eleven principles which describe the key elements of a robust approach to data quality. Each of the organisations represented in the partnership is committed to using these principles as a framework to assess and inform arrangements for securing data quality. In addition, where two or more partners are sharing data, organisations will also seek to translate these principles into more detailed requirements that set out what is expected.

## THE ELEVEN PRINCIPLES

Partners on the Kensington and Chelsea Partnership are committed to ensuring their arrangements for securing data quality meet the following eleven principles.

AWARENESS	✓ Responsibility for data quality is clearly assigned and everyone understands their role
	✓ Staff at all levels recognise why data quality is important and it is seen as 'part of the day job'
	✓ Third parties who provide data are made aware of the value placed on data quality and set high standards
COLLECTING AND RECORDING	✓ Indicator definitions and associated guidance are readily available and well understood
	✓ Systems and processes are fit for purpose and operate according to the principle of 'right first time'
	✓ Procedure notes and training are used to ensure staff are able to correctly collect and record data
	✓ Data is held securely and used and shared in compliance with all legal requirements
EVALUATING	✓ Performance data are subject to proportionate verification to check accuracy, validity, relevance and completeness
	✓ Arrangements for producing performance data are reviewed proactively and any deficiencies reported and remedied
	✓ Performance indicator outturns are supported by clear evidence to demonstrate their accuracy and signed off at a senior level
	✓ There is an organisation-wide approach to data quality which is reviewed regularly

## DATA QUALITY AGREEMENTS

Where KCP partners are sharing performance data, either with another partner or a third party, we will ensure more detailed data quality requirements are set<sup>1</sup>. These requirements will cover as a minimum:

- the performance data and/or performance information the partner is expected to provide;
- the definitions that must be complied with and any relevant guidance that must be followed;
- the format and timescales within which the data/information must be provided and to whom;
- the quality standards<sup>2</sup> required, including the level of accuracy;
- the controls and verification processes the data/information provider will put in place to ensure the quality of data; and,
- the process the data/information receiver will use to confirm the quality of the data.

The requirements may be inserted into a more general partnership agreement, service level agreement or contract or will form the basis of a separate agreement.

Where there are legal issues which need to be addressed – for example if the data is of a personal nature – partners will seek legal advice to ensure proper arrangements are put in place.

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<sup>1</sup> There is a distinction between sharing performance data and jointly reporting on performance indicators. The former is likely to take place where services are being delivered in partnership or by one or more organisations on behalf of another. The latter is where individual organisations retain sole ownership of the data and calculated performance information, but it is reported under the banner of the Partnership.

<sup>2</sup> There are six recognised characteristics of good quality data: accuracy; validity; reliability; timeliness; relevance; and completeness. Agreements should specify the extent to which these requirements should be met.