

7th January 2013**Agenda Item: 5****REPORT OF THE SERVICE DIRECTOR FOR JOINT COMMISSIONING,
QUALITY AND BUSINESS CHANGE****IMPROVING PERFORMANCE INFORMATION****Purpose of the Report**

1. This report seeks approval to extend the Improving Performance Project within the Performance Improvement team focusing on the key area of data quality and to extend the temporary Performance Data Analyst post for a further nine months to the 30th September 2013.

Information and Advice

2. The project was established initially to carry out specific work around the quality of the data held about service users and their services in the Adult Social Care operational database.
3. Initially, the work involved identifying key items where the quality of data held on the system could be improved. Work to date has significantly improved the quality of the information and supported staff to 'get it right first time'. It has also led to a culture change in the department and identified areas where further training and support was required.
4. The number of fields where data was missing such as gender or service user group has dropped from 952 to 108 during the period from the potential total of 26,670 fields of data.
5. Currently, a new reporting system is being reviewed and the work of the project would enhance the development of this by building on the current success and establishing a set of reports and criteria to enable the continuous improvement in this key area of work. It is expected that to support the changes to a new system and to embed the new processes as business as usual would take a further nine months.
6. The principles on which the work is based has led to an overall improvement in the awareness of staff in recording data correctly. The scope of the project has widened to consider additional areas that would benefit from enhanced information and developing new processes to measure and support improvement. For example, in the commissioning of services.
7. The temporary post of 1 fte Performance Data Analyst (Hay Band A £24,646 - £28,636) was previously established at the discretion of the Corporate Director for Adult Social Care, Health and Public Protection for a period of three months. This report seeks approval to extend this temporary post for a further 9 months to 30th September 2013.

Other Options Considered

8. Existing workloads have been reviewed to determine whether this work could be completed within current resources and it has been concluded that project capacity is required.

Reason/s for Recommendation/s

9. Without the funding the gains in data quality may be lost if systems and support mechanisms are not put in place to support it. This would jeopardise the good work that has already been done and any future plans to roll-out training and support where most required.
10. Better data quality leads to a better understanding of our measurements and business drivers. It helps to offer confidence in our measures and ensures we have a true understanding of our service users. It also helps to reduce costs associated with rectifying inaccurate or incomplete data.

Statutory and Policy Implications

11. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

12. The proposal has a one-off cost of £21,257 including on-costs and this will be funded from vacancy savings that have accrued against the Performance Improvement Team's existing establishment for 2012/13.

Equalities Implications

13. This project will enhance the information the department holds on ethnic origin and gender to help target and plan services ensuring there is a good understanding of service user groups.

Crime and Disorder Implications

14. This project will promote and enhance adult safeguarding through improving the quality of data held on service users.

Human Resources Implications

15. The temporary Performance Data Analyst post was initially established for 3 months at the discretion of the Corporate Director for Adult Social Care, Health and Public Protection as part of his delegated authority as outlined in the Employment Procedure Rules (Part 6, page 105, paragraph 26 of the Constitution).
16. This report seeks to extend one temporary Performance Data Analyst, Band A, scp 29-34 (£24,646-£28,636 per annum pro rata); until 30th September 2013. The officer will join the Performance Improvement Team and will be based at County Hall.

17. The Trade Unions have been consulted and there were no comments arising.

RECOMMENDATION/S

It is recommended that:

- 1) The Improving Performance Project within the Performance Improvement team be extended
- 2) 1 fte (37 hours) temporary Performance Data Analyst, Band A, scp 29-34 (£24,646-£28,636 per annum pro rata) be extended for a further 9 months until 30th September 2013 and be based in the Performance Improvement Team at County Hall.

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Joint Commissioning, Quality and Business Change

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Constitutional Comments (LMc 05/12/2012)

18. The proposals in this report are within the remit of the Adult Social Care and Health Committee.

Financial Comments (NDR 29/11/2012)

19. The financial implications are contained in paragraph 12 of the body of the report.

Background Papers

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972:

- (a) Business Case for temporary establishment.

Electoral Division(s) and Member(s) Affected

All.
ASCH80