

DATA QUALITY POLICY

INTRODUCTION

Tayside Contracts need reliable, relevant, accurate and timely data to enable quality assured, evidence based decision making, to meet its legal and regulatory responsibilities, and account for its performance.

The production and availability of high quality data supports Tayside Contracts' objectives to be open and transparent and provide confidence when benchmarking or producing reports and statistical analysis for internal and external audiences.

Quality data also helps Tayside Contracts comply with its data protection obligations under the General Data Protection Regulation, by ensuring that personal data is accurate and kept up to date.

This Policy is a core part of our Information Governance Framework and sets out our commitment to a quality assured approach to Tayside Contracts' data to ensure that any data collected, used, recorded and shared is accurate, complete, reliable and available when required and the information produced from that data is "fit for purpose".

SCOPE

This policy applies to:

- all employees of Tayside Contracts, to third party organisations or contractors and to anyone else who is authorised to access and use Tayside Contracts' data; and
- all data gathered, held and processed by Tayside Contracts, including structured data in business systems and spreadsheets and unstructured data in documents and records, regardless of format, system and location.

EMPLOYEE RESPONSIBILITIES

All employees are responsible for handling Tayside Contract data in compliance with this policy to ensure its accuracy, validity, reliability, timeliness, relevance and verifiability.

POLICY COMMITMENTS

Tayside Contracts is committed to assuring the quality of its data through the adoption of the following principles:

- **Accuracy:** data must be accurate with clear procedural guidance for collecting, using and amending data.
- **Timeliness:** data should be collected as quickly as possible after the occurrence of an event or activity, and must be available quickly enough to support business needs and management decisions.

- **Relevance:** data must be relevant to the purposes for which it is used and must be reviewed on a regular basis to reflect changing needs, including changed operational or legislative requirements.
- **Reliability:** data collection processes must be clearly defined and followed to ensure on-going stability and consistency over time. In particular, trend data must reflect real change rather than variations in data collection methods or approaches.
- **Validity:** data needs to be presented in line with relevant requirements, rules and definitions to ensure clarity, consistency and comparability, particularly in relation to performance and open data.
- **Completeness:** data requirements should be clearly specified based on the information needs of the organisation and data collection processes matched to these requirements.

IMPLEMENTATION

Tayside Contracts will meet these policy commitments by establishing and maintaining the following data quality measures and controls, proportionate to the data quality risk and value of the business activity or transaction it supports:

- Appropriate systems and business processes for data collection, use and reporting.
- Data should be collected and recorded once only wherever possible without the need for multiple systems.
- Validation checking facilities within business systems to ensure data is complete, consistent and internally validated.
- Clearly documented data quality requirements specified and delivered as part of any major change to IT systems and business processes.
- Formal internal and external reporting and presentation of data will be clear in what they are representing and subject to rigorous validation and verification.
- Regular data cleansing exercises will be carried out to remove duplicate, complete missing, rectify inaccurate and update out of date data.
- Training and guidance at induction and through employment to equip employees with the necessary skills and knowledge required to capture, process and deliver high quality data.
- Data quality risks will be identified in Tayside Contracts' information asset registers and actions undertaken to remedy issues and avoid reoccurrence.

POLICY VIOLATIONS

Failure to comply with this policy may result in individuals being investigated and disciplinary action taken against them in accordance with Tayside Contracts' Disciplinary Policy.

EXTERNAL OPERATING ENVIRONMENT

Compliance with this policy will help us meet the requirements and obligations of our external operating environment.

RELATED POLICIES

The Data Quality Policy links to the following policies which can be accessed on the Intranet, or requested from your line manager or from the HR Admin Team:

- Information Governance Strategy
- Records Management Policy
- Data Protection Policy
- Freedom of Information Policy
- Information Security Policy
- IT Security Policy.

The above list is not exhaustive.

MONITORING AND COMPLIANCE

Policy compliance and performance improvement will be monitored by the Information Governance Lead, based on an agreed set of key performance indicators, and reported to the Corporate Management Team on an annual basis.

POLICY REVIEW

The Data Quality Policy will be reviewed at three yearly intervals, or as required by legislative or operational changes.

Should you have any queries or require further clarification regarding any aspects of this policy or If you would like this document translated into another language or in another format such as audio or large print then please contact Angie Thompson, Equalities and Communications Manager on 01382 834165 or angie.thompson@tayside-contracts.co.uk.