

Statement of assurance									
<b>Subject</b>	Data Quality								
<b>Officer</b>	Jane Barnes – Performance Information and Evaluation Manager								
<b>Date</b>	May 2017								
<b>Overall judgement</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; padding: 5px;"><b>Excellent</b></td> <td style="padding: 5px;">Best practice arrangements exist, no outstanding issues, high confidence</td> </tr> <tr> <td style="padding: 5px;"><b>Good</b></td> <td style="padding: 5px;">Good confidence, no major issues or failings, action plan in place</td> </tr> <tr style="background-color: #d4edda;"> <td style="padding: 5px;"><b>Fair</b></td> <td style="padding: 5px;">Some good practices in place but no procedure, key issues exist, with more work to be done, action plan in place</td> </tr> <tr> <td style="padding: 5px;"><b>Poor</b></td> <td style="padding: 5px;">Failings have occurred or are likely to occur, considerable issues exist, known weaknesses, considerable areas of concern</td> </tr> </table>	<b>Excellent</b>	Best practice arrangements exist, no outstanding issues, high confidence	<b>Good</b>	Good confidence, no major issues or failings, action plan in place	<b>Fair</b>	Some good practices in place but no procedure, key issues exist, with more work to be done, action plan in place	<b>Poor</b>	Failings have occurred or are likely to occur, considerable issues exist, known weaknesses, considerable areas of concern
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<b>What are we assuring?</b>	That DWFRS uses robust data to underpin its decision making and manage performance								
<b>Basis of judgement</b>	<p>The establishment of the Strategic Planning and Knowledge Management Department has created a team to supply 'one source of the truth'. The department includes systems analysts who maintain, manage and develop the corporate databases. The department is also responsible for overseeing data quality for the whole service. An Information Asset register is maintained and measures taken to protect the integrity and security of these systems are managed by the Information Governance Group, following ISO27001 Information Security Management Standard. Each database has an Information Asset holder, responsibility for the data held is with respective Heads of Department.</p> <p>When third party data is used, for example the police, we confirm the figures they have supplied prior to using this information. Data quality is central to the initiation of any database within Dorset and Wiltshire Fire and Rescue Service.</p> <p>A software migration plan exists and is managed by the Information Systems Manager to combine the systems from the two constituent authorities. Systems are being reviewed to understand processes governing data quality and timeliness of data collection. Once all databases are combined we can ensure that definitions are consistent, and validation of data exists. The combination of databases is highlighting where inconsistencies of data exist and these are being included in changes of procedure/training needed to support the use of our corporate databases. We do not publish data where it's quality is questionable or incomplete. Where historical data is not comparable between the 2 services, e.g. CFRMIS, we have not migrated historical data into the new combined database.</p>								

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## Item 17/40

The following corporate systems, where we may publish data from, have been combined:

- Mobilising system, including gazetteer – August 2015
- Finance – Agresso – April 2016
- Performance Management System – Sycle - April 2016
- Compliments and complaints database – April 2016
- Scenario modelling software – Phoenix – April 2017
- Human Resources MIS containing all staff records – April 2017
- Community Fire Risk MIS (CFRMIS) - April 2017, containing modules on community fire safety, technical fire safety and operational risk information

Our performance management software, Sycle, incorporates activities, project, risk management and key performance indicators. Performance information is integrated within the system to update on a daily basis, where possible. Access is available to all – sharing information in this way goes a long way to cleansing data as those inputting information can see its importance and how it is used by the service.

On a quarterly basis the following meetings are held with our Members:

- Local Performance and Scrutiny Committee,
- Finance, governance and Audit Committee
- Policy and Resources Committee

All information shared with these Committees and the public has already been scrutinised and reviewed by the 3 area management teams and or relevant Departments

Annual returns are supplied to the Home Office in May, all figures are supported by a full audit trail.

Dorset and Wiltshire FRS is also an active member of the South West benchmarking group, consisting of 5 FRSs, who meet on a six monthly basis. Data for key performance indicators are shared. All indicators are supported by definitions which have been agreed within the group. We are also a member of the CFOA Group 2, although we have not attended a meeting for the last 18 months due to capacity issues as the meetings are held in Tamworth. Sharing best practice is a theme for both groups.

**Key work planned go live 2017-18**

The following databases are planned to combine:

- Adverse occurrence and accident reporting
- Risk assessment health and safety database this year
- Control of Substances Hazardous to Health (COSHH)
- Dorset and Wiltshire FRS Premises inspections data
- Gartan – on-call availability and pay, flexi duty roster
- Competency system
- Incident Recording System
- Operational effectiveness, learning and feedback from incidents, station audits, findings from national reports and fire fatality case conference action points and outcomes
- Hydrant database -Hydra

**Key work planned go live 2018-19**

Fleet, supplies and equipment