Data Standards Policy

Information Pack

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Data Standards

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1. Where are we at?

1.1 Importance of having Data Standards:

"Data Standards Policy" Why is it important?:

The Data Standards Policy provides a foundation and guidance for effective data governance to help safeguard our organisations data assets and is essential for several reasons:

1. **Consistency and Quality**: It supports consistent, accurate and reliable data across the organisation to support informed business decisions and provide access to reliable data for our residents.
2. **Compliance**: It helps the organisation to comply with legal and regulatory requirements, such as GDPR. This reduces the risk of legal issues.
3. **Data Security:** It establishes guidelines for data protection, helping to safeguard sensitive information from breaches and unauthorised access.
4. **Efficiency**: By standardising data management practices and streamlining our processes we improve operational efficiency and reduce duplication of effort. This can lead to cost savings and better resource management.
5. **Interoperability**: Standardising data helps facilitate the exchange of information between different systems and teams, breaking down silo working and enhancing and improving collaboration across services.
6. **Trust and Transparency:** Clear data standards build trust among stakeholders by ensuring that data is handled responsibly and transparently.

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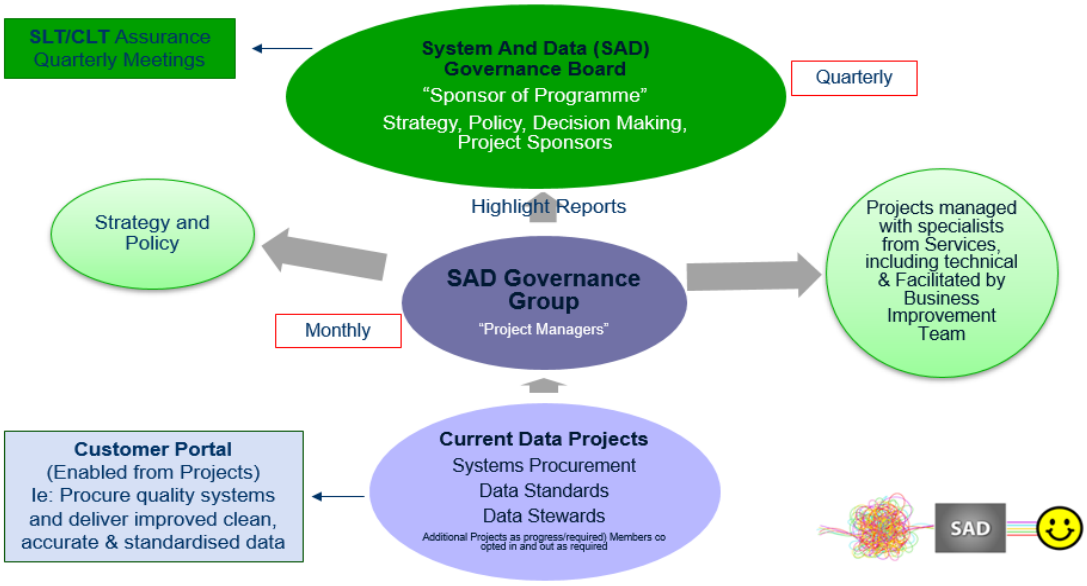
1.2 *System and Data Governance (SADG)*

What is the System and Data Governance Structure ?



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1.3 *Data Maturity LGA Assessment Results:*

A group of 4th Tier Management and Business Improvement Officers carried out an assessment of our Data Maturity against the LGA Data Maturity Assessment Tool with the following results:

SCORE: 2.7

2.6 - 3.4	Level 3	Organisations that are developing their capacity and capabilities in terms of data.

Organisations at this level of data maturity typically have these characteristics:

- These organisations are developing their capacity and capabilities in terms of data.
- There is a developing culture that supports the use of data, but services are mostly delivered according to existing practice rather than evidence of the needs of local people.
- There is some senior leadership commitment to the use of data.
- The use of data is consistent with standard practices.
- There is some investment in systems and tools for data.
- These organisations have reasonable levels of skills and capabilities in relation to data.
- The organisation is compliant with statutory data governance responsibilities, holding data securely and aware of risks and cyber security issues.
- It has basic data engagement arrangements in place.

2. Where do we need to be?

Next level up

More mature organisations tend to demonstrate the following behaviours and practices:

- These organisations exhibit good practice and use industry standard approaches.
- These organisations are broadly evidence driven and prioritise the use of data.
- They have some senior leadership data capability. Data practices throughout the data lifecycle are well-managed and use industry standard approaches.
- The organisation has a strong infrastructure of systems and tools for data.
- These organisations have a good level of skills and capabilities needed to manage data well, and data is on the whole well governed, with all processes compliant with statutory data governance responsibilities.

Key to the levels

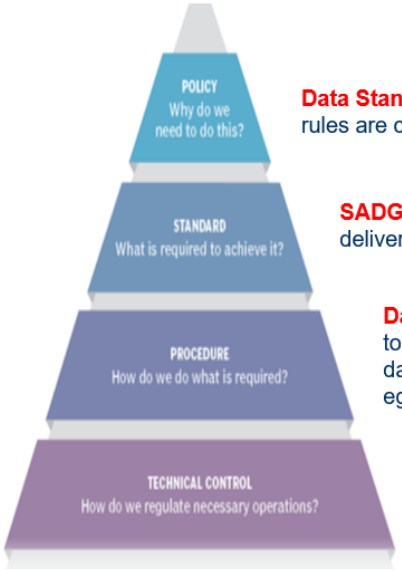
1 - 1.8	Level 1	Organisations that have poor and inconsistent practices around data.
1.8 - 2.6	Level 2	Organisations that are beginning their journey in terms of working with data.
2.6 - 3.4	Level 3	Organisations that are developing their capacity and capabilities in terms of data.
3.4 - 4.2	**Level 4**	**Organisations that exhibit good practice and use industry standard approaches.**
4.2 - 5	**Level 5**	**Organisations that innovate in terms of techniques and approaches and are considered leaders amongst their peers.**

3. How will we get there?

3.1 SADG Projects Hierarchy

How do we deliver this?

Hierarchy



Data Standards Policy: a foundation and guide to ensure standards and rules are consistent and clear across the organisation.

SADG Board and Group: to oversee **key projects** to embed and deliver the data standards across the organisation.

Data Standards: to review top 6/7 systems across the organisation to establish and implement organisational rules for how we input data, focussing on key identifier fields across all systems.
eg: UPRN, Address, Postcode, Name, Customer ID etc.

Data Stewards: Officers to regulate and audit service level data operations supported by Service Managers/ICT/BIT/SADG

Systems Procurement: to regulate the procurement of new systems

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3.2 Data Standards Project Overview

Data Standards Project Group

Purpose: Standardising data across the organisation involves several key steps to ensure consistency, accuracy, usability and improved data sharing and interoperability :

- **Understand our Data Sources:**
  - Identify all the different data sources of top 5/6 systems across the organisation
  - Document types of data each source generates and how they are currently formatted (focus - key identifiers eg: UPRN (Property/Postcode), Name, Customer ID etc.)
- **Develop a Data Dictionary:**
  - Create a data dictionary that defines standard formats, naming conventions and acceptable values for key data elements and ensure it is accessible to all relevant stakeholders
- **Data Cleaning:**
  - Clean data to remove duplicates, correct errors, and fill in missing values.
- **Data Transformation:**
  - Convert data into the standard formats defined in your data dictionary.
- **Integration and Consolidation:**
  - Potential to Integrate data from different sources into a centralised system.
- **Quality Assurance:**
  - Data Stewards to carry out quality assurance and audit checks to verify that the data meets the defined standards.
- **Training and Documentation:**
  - Data Stewards to develop and train officers on the importance of data standardisation and how to adhere to the standards.
- **Continuous Improvement:**
  - Regularly review and update the data standards to adapt to new requirements and technologies and consideration for devolution.

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3.3 Data Stewards Project Overview

Data Stewards Project Group

Purpose: To assess and identify opportunities for Data Stewardship across the organisation

Data Stewards:

- Focussed on the implementation, monitoring, auditing and enforcement of SAD Governance and Data Standards Policy.
- When deviations from policy are detected and not resolved, the data steward is the focal point for issue resolution.
- The data stewards are the super users in the organisation, visible, action-oriented engine of the SADG effort.
- Anticipation that steward duties will generally form a 'part-time role' of existing resources in the organisation, rather than a full-time dedicated role. (Subject to assessment).

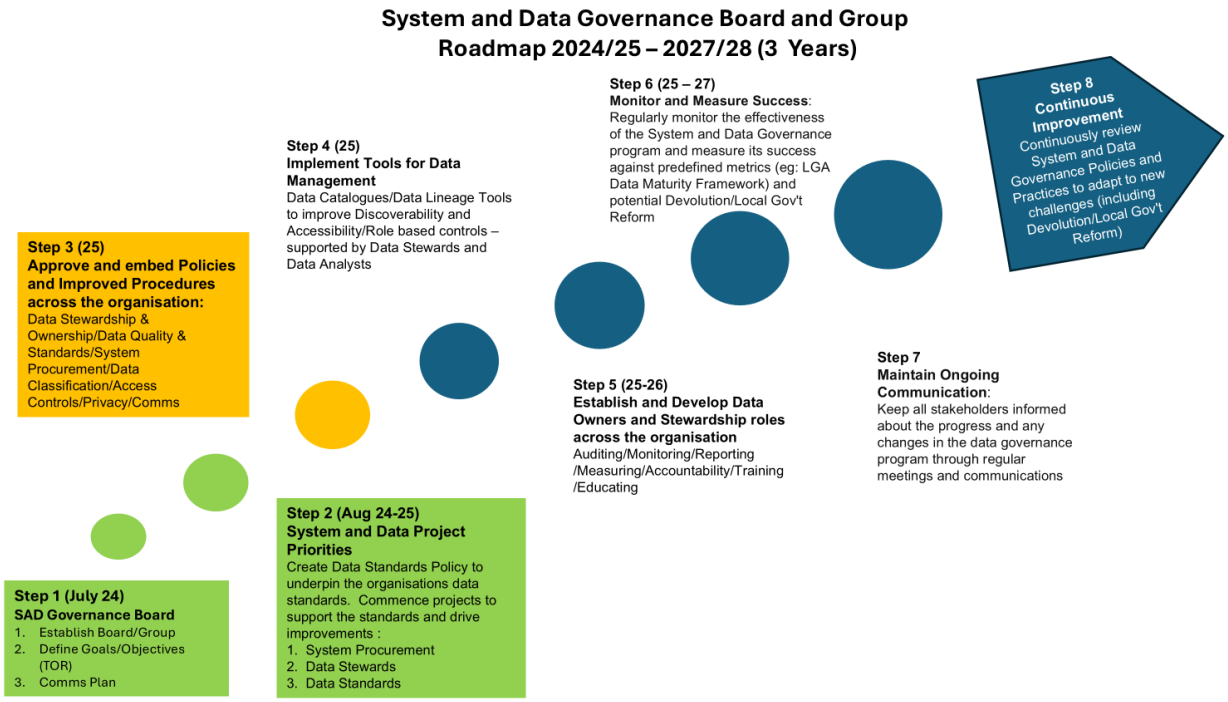
3.4 System Procurement Project Overview

System and Data Procurement Group
Purpose: To regulate the procurement of new systems

AIM: The SADG Procurement Group aim to create a structured process that prioritises and maximises due-diligence to ensure we challenge suppliers to provide the most cost effective and efficient system that supports our delivery to our customer and aligns with our standards, prioritising our customer centric data to enable system interoperability and integration for provision towards customer accessible and shared data.

It is also important to promote the top key systems that have ability and functionality to provide shared outcomes across the organisation and to assess and benchmark best practice, considering devolution with our neighbouring and wider authority partners.

3.5 Project Timeline



Business Improvement Team
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