



WALES AUDIT OFFICE  
SWYDDFA ARCHWILIO CYMRU

## Data Quality Review

# The Vale of Glamorgan County Council

**Audit year:** 2012-13

**Issued:** August 2013

**Document reference:** 469A2013

# Status of report

---

This document has been prepared for the internal use of The Vale of Glamorgan County Council as part of work performed in accordance with statutory functions, the Code of Audit Practice and the Statement of Responsibilities issued by the Auditor General for Wales.

No responsibility is taken by the Wales Audit Office (the Auditor General and his staff) and, where applicable, the appointed auditor in relation to any member, director, officer or other employee in their individual capacity, or to any third party.

In the event of receiving a request for information to which this document may be relevant, attention is drawn to the Code of Practice issued under section 45 of the Freedom of Information Act 2000. The section 45 Code sets out the practice in the handling of requests that is expected of public authorities, including consultation with relevant third parties. In relation to this document, the Auditor General for Wales (and, where applicable, his appointed auditor) is a relevant third party. Any enquiries regarding disclosure or re-use of this document should be sent to the Wales Audit Office at [infoofficer@wao.gov.uk](mailto:infoofficer@wao.gov.uk).

# Contents

---

---

## Summary report

---

|   |   |
|---|---|
| While the Council has sufficient controls in place to ensure that Performance Indicators are effectively generated, this review has identified some areas for improvement | 4 |
|---|---|

---

|                           |   |
|---------------------------|---|
| Proposals for improvement | 5 |
|---------------------------|---|

---

## Appendices

---

|                                      |   |
|--------------------------------------|---|
| Summary of the results of our review | 6 |
|--------------------------------------|---|

---

# Summary report

---

## While the Council has sufficient controls in place to ensure that Performance Indicators are effectively generated, this review has identified some areas for improvement

1. In July 2013, the Wales Audit Office carried out an examination of a sample of the performance measures and operational data systems of the Vale of Glamorgan County Council (the Council). The main questions that the review sought to answer were:

  - Is the Council using appropriate data to allow progress on priorities and improvement objectives to be reported and published?
  - Are there robust processes and controls in place for governing the selection, collection, processing and analysis of data?
  - Does the Council report accurate results?
2. We concluded that while the Council has sufficient controls in place to ensure that Performance Indicators are effectively generated, this review has identified some areas for improvement.
3. We reached this conclusion because the Council has well-established processes in place for overseeing the production of performance information. However, in undertaking a detailed review of the selected performance measures, we noted the following:

  - **LCS/002b:** *The number of visits to local authority sport and leisure centres during the year per 1,000 population where the visitor will be participating in physical activity.* This indicator has been qualified due to the fact that information could not be obtained for the full year due to problems of handover between the Council and Parkwood Community Leisure. Detailed testing revealed that the National Strategic Indicator Guidance Annex A definitions for usage rates were not being adhered to in some instances and the usage rates being used in this period were incorrect.
  - **SCC/001:** *The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.* This indicator has been recommended for amendment as the number of all patients had not been validated in the correct manner, and so the results did not accurately reflect the true delayed transfers of care at the Council.
  - **L978A:** *The number of customers for both residual commercial waste and commercial recycling services.* The information used to compile this statistic was based on the period April to June 2013, and therefore was not relevant for the 2012-13 period. The spreadsheet for year April 2012 to March 2013 was obtained and reviewed. We therefore proposed an adjustment of the current indicator from 138 to 192.
4. We examined 11 data systems in our latest review; of which seven were National Strategic Indicators (NSIs), and four were local performance measures.

- 
5. **Appendix 1** summarises our review of the Council's data systems for the performance measures selected for review. Descriptors are based on the extent to which the Council has put in place, and is operating, effective processes and controls over the data systems that support performance measures.
  6. We reviewed the controls and systems in place that ensure the Performance Indicators are calculated by the Council. This included discussing timetables, targets, ownership, internal reviews by scrutiny committees and reviews by internal audit.
  7. This report provides an overview of the results of our review. It does not provide a conclusion on the accuracy of all of the out-turn figures included in the Council's published performance report. This is because the existence of sound data systems reduces, but does not eliminate, the possibility of error in reported data.

## Proposals for improvement

---

**P1 SCC/001 – The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.**

- Minutes are generated for every monthly delayed transfer of care case meeting. These should be circulated to all parties concerned and discussed as the first agenda item at the next meeting. This will record all patients discussed and the agreed outcomes.

**P2 LCS/002b – The number of visits to local authority sport and leisure centres during the year per 1,000 population where the visitor will be participating in physical activity.**

- The Council agrees with Parkwood Leisure Centres on the process for how visitor information is compiled and ensure that the usage rates applied by Parkwood Leisure Centres comply with the National Strategic indicator Guidance Annex A.
- A monthly report of usage for each of the Council's six leisure centres is generated and kept on Ffynnon. These reports to be available at audit, and used by Parkwood Leisure Centres to supply the Council with the indicator information.
- A sample of these figures is reviewed annually to ensure that appropriate information is being supplied.

**P3 L978A – The number of customers for both residual commercial waste and commercial recycling services.**

- The Council establishes a formal procedure to review the spreadsheet used to compile the information.
-

# Appendix 1

## Summary of the results of our review

| Descriptor   | Indicators we reviewed that received this score   | Qualifications/comments   |
|--|---|---|
| The data system is fit for purpose and effectively run | <p><b>Five social care indicators</b></p> <ul style="list-style-type: none"> <li>• <b>SCC/002</b> – The percentage of children looked after at 31 March who have experienced one or more changes of school, during a period or periods of being looked after, which was not due to transitional arrangements, in the 12 months to 31 March.</li> <li>• <b>SCC/004</b> – The percentage of children looked after on 31 March who have had three or more placements during the year.</li> <li>• <b>SCC/011b</b> – The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen alone by the Social Worker.</li> <li>• <b>SCA/002a</b> – The rate of: a) older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March.</li> <li>• <b>SCA/002b</b> – The rate of a) older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March.</li> </ul> | N/A   |
|  | <p><b>One waste indicator</b></p> <ul style="list-style-type: none"> <li>• <b>WMT/009b</b> – The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way.</li> </ul>  | In prior years this indicator was qualified due to the fact that beach waste was not being deducted in line with the definition. In the current year the definition has changed and beach waste is no longer deducted. Therefore the Council is considered to be complying with the current definition and no qualification is necessary. |

| Descriptor  | Indicators we reviewed that received this score  | Qualifications/comments  |
|---|--|--|
| <p>The data system has some weaknesses which the Council is addressing.</p> | <p><b>One Social Care Indicator</b></p> <ul style="list-style-type: none"> <li>• <b>SCC/001</b> – The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.</li> </ul> | <ul style="list-style-type: none"> <li>• An amendment of the numerator from 88 to 71 is recommended. This will change the indicator from 8.17 to 6.6.</li> <li>• The testing showed that the information recorded on the HOWIS system was incorrect and did not reflect the validated delayed transfer of care cases.</li> <li>• Sufficient information was provided for an adjustment to the statistic to be proposed.</li> <li>• This issue was highlighted by the Council.</li> <li>• An improvement suggestion to the controls of this indicator has been made.</li> </ul> |
|   | <p><b>One Waste Indicator</b></p> <ul style="list-style-type: none"> <li>• <b>L978A</b> – The number of customers for both residual commercial waste and commercial recycling services.</li> </ul>               | <ul style="list-style-type: none"> <li>• An amendment to the indicator value from 138 to 192 is suggested.</li> <li>• The reason for this is that the current figure is based on 2013-14 information.</li> <li>• An improvement suggestion to the controls of this indicator has been made.</li> </ul>   |

| Descriptor   | Indicators we reviewed that received this score  | Qualifications/comments   |
|--|--|---|
| The data system has some weaknesses which the Council must address           | <p><b>One Leisure and Culture Performance Indicator and one Waste Indicator</b></p> <ul style="list-style-type: none"> <li>• <b>LCS/002b</b> – The number of visits to local authority sport and leisure centres during the year per 1,000 population where the visitor will be participating in physical activity.</li> </ul>   | <ul style="list-style-type: none"> <li>• Information for the Period April to September 2012 was not available for audit, as a new system was introduced in October and the former system was disposed of.</li> <li>• Reports from the new system for October to December were not available at audit due to a system malfunction.</li> <li>• Based on the discussion with the new administrator there were queries surrounding the assumptions used in October to December 2012, as he had to make an adjustment for five-a-side football from a usage rate of one to 10.</li> <li>• After discussions with both the new administrator and the owner of the performance indicator it became apparent that they were not calculating the performance indicator in accordance with the usage rates guidance in Annex A of the National Strategic Indicator Guidance.</li> </ul> |
| No system has been put in place to establish performance against the measure | <p><b>Two Waste Indicators</b></p> <ul style="list-style-type: none"> <li>• <b>L977A</b> – The percentage of customers who are satisfied with the commercial waste and recycling arrangements.</li> <li>• <b>L979A</b> – The amount of complaints received concerning commercial waste and recycling services as a percentage of all service requests received.</li> </ul> | There were two waste performance indicators in the service plan that were selected for audit but which did not have any systems in place to collate the data. No indicator has been provided and no audit was possible.   |







WALES **AUDIT** OFFICE  

---

SWYDDFA **ARCHWILIO** CYMRU

Wales Audit Office  
24 Cathedral Road  
Cardiff CF11 9LJ

Swyddfa Archwilio Cymru  
24 Heol y Gadeirlan  
Caerdydd CF11 9LJ

Tel: 029 2032 0500

Ffôn: 029 2032 0500

Fax: 029 2032 0600

Ffacs: 029 2032 0600

Textphone: 029 2032 0660

Ffôn Testun: 029 2032 0660

E-mail: [info@wao.gov.uk](mailto:info@wao.gov.uk)

E-bost: [info@wao.gov.uk](mailto:info@wao.gov.uk)

Website: [www.wao.gov.uk](http://www.wao.gov.uk)

Gwefan: [www.wao.gov.uk](http://www.wao.gov.uk)