Birmingham Children's Trust ("the Trust") Data Quality Framework.

If you have any enquiries about this Framework, contact the Practice Hub.

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1. OVERVIEW AND PUBLICATION PARTICULARS

Document History

Version	Date	Purpose	Author
1.0	16.07.2024	To ensure that the data held by the Trust is accurate, reliable, and useful for decision-making	Ogee Robinson
1.1	11.09.2024	Minor corrections and update of review period.	Ogee Robinson / Tony Elliott

Document Distribution after Approval

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Overview

Authority[1]	Birmingham Children's Trust – Head of Performance & Quality Assurance.
Owner[2]	Birmingham Children's Trust – Director, Quality Assurance.
Scope[3]	All employees working within all business areas and using all processes of Birmingham Children's Trust. Data includes all data related to children's services, such as case management, health records, educational data, and service delivery metrics. Processes covers managing data from its creation to its disposal, including data collection, storage, usage, processing, extraction, access, redaction, sharing, deletion, and archiving.
Review period[4]	This document will be reviewed at least every three years or more often if justified by a change in circumstances.
Related Birmingham Children's Trust documents	This document interfaces with the Trust's ICT Policy and Systems. It draws on British Policies, Legislation etc. that are related to this Policy here, describing how they relate. These would include preceding and following procedures/processes, any relevant Trust Policies, Codes of Practice, Guidelines or legislative documents

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[1] AUTHORITY: The person or organisation who is responsible for enforcing this Policy.

[2] OWNER: The organisational position of the person who has rights to authorise changes to, or disposal of, this Policy

[3] SCOPE: The organisations or persons to whom the Policy applies

[4] REVIEW PERIOD: How frequently the Policy should be reviewed

2. PURPOSE OF THE FRAMEWORK

The purpose of the the DQ framework is to ensure excellent data quality to support effective decision-making and improve outcomes for children. This framework sits alongside the Trust's DQ policy, to ensure that data held by the Trust is accurate, reliable, and useful for decision-making.

3. DEFINITIONS

Data Definitions and Standards

Data refers to the collection and analysis of information about children and families who were previously open to, have ever had contact with or are currently open to and in receipt of a service from the Trust.

Data includes all data related to children's services, such as case management records, health records, educational data, and service delivery metrics. The data collected by the Trust helps Trust employees to understand the needs of children, ensuring their safety, and improving the services provided to them.

Data Processing covers managing data from its creation to its disposal, including data collection, storage, usage, processing, extraction, access, redaction, sharing, deletion, and archiving.

Data quality (DQ) refers to the accuracy, reliability, and usefulness of data for decision-making. It involves establishing clear and consistent definitions and standards for data collection, usage, and sharing, aligned with national and local requirements and guidance.

Data validation is the process of ensuring that data input meets predefined criteria and standards before it is processed, acting as a crucial checkpoint for accuracy.

4. FRAMEWORK PARTICULARS

Our bottom line is the Trust's commitment to providing high-quality services to children, young people and families in Birmingham. The Trust recognises the importance of data quality as a key enabler for effective decision making, performance management, service improvement, safeguarding and partnership working. The aim of this data quality framework (DQ framework) is to ensure that data held by the Trust is accurate, reliable, and useful for decision-making.

This framework should be read in conjunction with the Trust's DQ policy which aims to ensure that the data the Trust collects, uses and shares is accurate, valid, reliable, timely, relevant, complete and secure. The policy and the framework are reviewed and updated regularly to reflect changing needs and requirements. Data of sufficient quality is necessary for the successful delivery of the Trust's services including the protection of vulnerable children and meeting the Trust's statutory duties.

5.   FRAMEWORK CONTENT

i.   Purpose

The purpose of this framework is to ensure excellent data quality to support effective decision-making and improve outcomes for children.

ii.   Scope

This framework applies to all data and information that the Trust collects, uses, shares and stores, whether in electronic or paper format including all data related to children's services, such as case management records, health records, educational data, and service delivery metrics. This framework along with the DQ policy applies to all staff, managers, board members and partners who are involved in any aspect of data and information management within the Trust or on its behalf. This includes data and information creation, collection, input, processing, analysis, reporting, sharing, storage, retention, archiving,   redaction,   and   disposal.

iii.   Data Governance

Please refer to the Trust's Data Quality Policy.

The governance of the DQF is overseen by the following people and/ or groups

a. The Chief Executive.

The Trust's CEx has overall accountability for the strategic management of data quality and for ensuring that data quality is embedded in the Trust's culture, values and processes. The Chief Executive delegates the day-to-day management of data quality responsibility to the Trust Improvement Board comprising Directors, Assistant Directors, and Head of Performance and Quality Assurance.

b. Trust Improvement Board (TIB).

A Trust Improvement Board (TIB) has been established to continuously monitor data quality and governance practices, and make improvements as needed. The board comprises representatives from various service areas. It is responsible for ensuring that data quality is

maintained and improved across the service areas and for ensuring that data quality issues are identified, reported and resolved. It also has responsibility for ensuring that staff and managers are aware of and comply with this framework and the data quality policy. The TIB oversees the Trust's data quality and compliance, including ensuring data accuracy, completeness, consistency, timeliness, and validity.

c. Data Governance Group (DGG).

A Trust Data Governance Group (DGG) has been established to oversee its data governance activities to ensure that its policies, processes, and technologies that ensure data is managed and used effectively. Its primary goals are to maintain high-quality data, ensure data security, and make data accessible for decision-making.

The Data Governance Group comprises representatives from ICT (Information and Communications Technology), Performance Managers from various service areas, BSS (Business Support Services), DQT (Data Quality Team), and IMT (Information Management Team). They plan, develop and implement improvements in performance data to increase the quality, understanding and use of data in the Trust to improve outcomes for children and young people in Birmingham.

The DGG develop, review and monitor policies for data management, including data entry, storage, processing, extraction, and access. This involves regular audits, validation rules, and training for staff.

The terms of reference of the DGG is embedded below:

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Governance Group M

iv.   Benefits of Data Governance.

The Trust recognises that an enhanced Data Governance System underpinned by a Robust Data Quality Framework provides a number of benefits for the organisation including:

a. Improved Data Quality: Ensures data is accurate and reliable.
b. Enhanced Decision-Making: Provides high-quality data for informed decisions.
c. Regulatory Compliance: Helps meet legal and regulatory requirements including GDPR.

d. <u>Increased Efficiency:</u> Reduces data silos and duplication, improving operational efficiency.

v.   Data Quality Dimensions
<u>Please refer to the Trust's Data Quality Policy, which is embedded below:</u>

a. Data Lifecycle Management
Managing data from its creation to its disposal. This includes data collection, storage, usage, processing, extraction, access, redaction, sharing, archiving and deletion.

b. Data Collection and Entry
The Trust has designed and implemented efficient and effective data collection and input methods and systems, which minimise errors, duplication and delays. The Trust has adopted the principle of 'collect once, use many times', which means that ideally data is captured only once and as close to the point of activity as possible, and then reused for multiple purposes where appropriate and lawful. The Trust has also adopted the principle of 'right first time', which means that ideally data is entered accurately and completely at the first attempt, and any errors or omissions are corrected promptly. The Trust is working toward these principles.

The following strategies have been developed to minimise data errors and improve data quality:

i.   <u>Standardised Forms:</u> The Trust uses standardised forms and templates for data collection for each service area. Additionally, the Trust has developed and uses DTU forms/ template for reporting and rectifying data errors or data quality issues.

ii. <u>Data Quality Training and Data Quality Awareness:</u> The Trust provides training for staff on data input procedures and the importance of data quality.

iii. <u>Validation Rules:</u> The Trust is working towards implementation of validation rules to check data at the point of entry.

vi.   Data Sharing and Storage
The Trust has secure and lawful data sharing and storage arrangements, which ensure that data is protected and accessible to authorised staff and partners who have a legitimate need and purpose. The Trust uses a range of data sharing and storage mechanisms, such as data sharing agreements, data sharing protocols, data encryption, data anonymisation, data pseudonymisation, data retention and data

disposal. The Trust also uses data protection mechanisms, such as data security policies, data breach policies, data subject rights policies and data protection impact assessments, to ensure that data is handled in compliance with the Data Protection Act 2018 and the UK GDPR.

vii. Data Improvement and Review

The Trust has a system of continuous data improvement and review cycle, which ensures that data quality is monitored, evaluated and enhanced on an ongoing basis. The Trust uses a range of data improvement and review activities, such as data quality audits, data quality reviews, data quality action plans, data quality improvement projects, data quality feedback, data quality training and data quality awareness. The Trust also uses data quality performance measures, such as data quality indicators, data quality targets, data quality scores and data quality ratings, to assess and report on data quality performance and improvement.

a. Data Quality Audits.

The Trust has in place robust and regular data validation and verification processes, which ensure that data is checked and audited for accuracy, validity, reliability, timeliness, relevance, completeness and security. The Trust uses a range of data quality checks and controls, such as data entry validations, data cleansing, data reconciliation, data matching, data sampling, data testing and data auditing.

b. Data Quality Reviews, Dashboards and Reports.

The Trust applies consistent and transparent data analysis and reporting methods and systems, which ensure that data is used appropriately and effectively for decision making and service delivery. The Trust uses a range of data analysis and reporting tools and techniques, such as data extraction, data manipulation, data aggregation, data visualisation, data modelling, data forecasting and data benchmarking. The Trust also uses quality assurance mechanisms, such as data verification, data annotation, data commentary and data review, to ensure that data is presented clearly, accurately and meaningfully.

c. Data Quality Feedback Mechanism.

The Trust uses feedback mechanisms, such as data quality reports, dashboards, alerts and notifications, to monitor and communicate

data quality issues and actions. This enables users to quickly and effectively report data quality issues.

viii.   **Data Quality Improvement Action Plan**

     a. **DQT (Data Quality Team).**

       The Trust's DQ team undertakes root cause analysis to identify the root causes of data quality issues. They also provide relevant training and support to staff and stakeholders.

     b. **IMT Action Plans.**

       The Trust's Information Management Team develop and implement action plans in response to identified issues.

     c. **Data Quality Continuous Improvement Projects.**

       The Trust's DGG (Data Governance Group) foster a culture of continuous improvement in data quality.

ix.   **Compliance and Security**

     a. **Regulatory Compliance.**

       This framework and the related data quality policy will help ensure compliance with relevant regulations and standards.

     b. **Data Security.**

       This framework and the related data quality policy is one of the measures to protect the integrity of the data which is one of three cornerstones of data security (Confidentiality, Integrity and availability).

6. EXCEPTIONS

None.

7. ENFORCEMENT

Any individual member of staff who contravenes this framework along with the associated or relevant Policy may be investigated under the Trust's disciplinary procedure and, where appropriate, legal action may be taken.

Other individuals within the scope of this framework along with the associated or relevant policy may be investigated and, where appropriate, legal action may be taken against them, or withdrawal of privileges.

Third parties or partner organisations who contravene this Policy may jeopardise their relationship with Birmingham Children's Trust and may also face legal action.