



WALES **AUDIT** OFFICE  
SWYDDFA **ARCHWILIO** CYMRU

## Data Quality Review

# Conwy County Borough Council

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# Status of report

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The persons who delivered the work were Melanie Watson, Huw Lloyd Jones and Gwilym Bury.

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# Summary report

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## Background

1. During 2013, the Wales Audit Office carried out an examination of a sample of performance measures and operational data systems of Conwy County Borough 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. Our conclusions are summarised in [Appendix 1](#). 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.
3. 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.

## Review findings and conclusions

4. We examined eight data systems in our latest review, of which two were National Strategic Indicators (NSIs), one was a Public Accountability Measure (PAM)<sup>1</sup>, and five were local performance measures. They covered the following improvement objectives and/or priorities:
  - People in Conwy are safe and feel safe;
  - People in Conwy live in safe and appropriate housing;
  - People in Conwy are healthy and independent;
  - People in Conwy live in a county which has a thriving economy; and
  - People in Conwy are informed, included and listened to.
5. [Appendix 1](#) summarises our review of the Council's data systems for the performance measures selected for review.

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<sup>1</sup> PAMs are developed by the Data Unit and the Welsh Local Government Association in consultation with service specialists.

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6. We found that:

There are minor Performance Indicator miscalculations in some cases but these have not resulted in significant changes to Performance Indicator values

7. In undertaking a detailed review of the selected performance measures, we noted that:

- (LCS002) *The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity.* The number of visits reported in the draft Performance Indicator had not taken into account visits (and cancellations) that had taken place in 2012-13 but which had been added to the system after 31 March 2013. By the time of our audit these had been included and the total number of visits was amended.
- (SCC037) *The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.* The numerator was amended after we identified that a small number of schools were providing information not fully in line with the Performance Indicator definition. The schools were re-contacted, the Performance Indicator was recalculated and the final figure changed slightly.
- Some minor amendments were made to three other Performance Indicators where final calculations provided for audit did not agree to the draft Performance Indicator:
  - (M4.1) *percentage of older people, who after 6 weeks enablement care, are well enough that they no longer need care or can be transferred to a less intensive care plan;*
  - (M8.1) *percentage of front line services meeting Customer Excellence Standard; and*
  - (PSR007a) *percentage of licensable HMOs which are licensed.*

# Appendix 1

## Summary of the results of our review

Descriptor	Indicators we reviewed that received this score	Qualifications/comments
<p>The data system is fit for purpose and effectively run</p>	<ul style="list-style-type: none"> <li>(BCT004) Percentage of Building Control 'full plan' applications checked within 15 working days during the year</li> <li>(SCC025) percentage of statutory visits to looked after children due in the year that took place in accordance with the regulations</li> </ul> <p><b>People in Conwy are safe and feel safe</b></p> <ul style="list-style-type: none"> <li>(M2.3) percentage of graffiti incidents cleared up within four working days</li> </ul>	<p>PIs audited and correct.</p>
<p>The data system is adequate but some improvements could be made</p>	<p><b>People in Conwy are healthy and independent</b></p> <ul style="list-style-type: none"> <li>(M4.1) percentage of older people, who after six weeks' enablement care, are well enough that they no longer need care or can be transferred to a less intensive care plan.</li> </ul> <p><b>People in Conwy are informed, included and listened to</b></p> <ul style="list-style-type: none"> <li>(M8.1) percentage of front line services meeting Customer Excellence Standard.</li> </ul> <p><b>People in Conwy live in safe and appropriate housing</b></p> <ul style="list-style-type: none"> <li>(PSR007a) percentage of licensable HMOs which are licensed.</li> </ul>	<p>No qualifications.</p> <p>Minor recalculation amendments made:</p> <ul style="list-style-type: none"> <li>M4.1 (from 77.39 per cent to 77.31 per cent %).</li> <li>M8.1 (from 23.7 per cent to 25.4 per cent).</li> <li>HMOs licensed (from 51 per cent to 54 per cent).</li> </ul>

Descriptor	Indicators we reviewed that received this score	Qualifications/comments
The data system has some weaknesses which the Council is addressing	<ul style="list-style-type: none"> <li>(SCC037) The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.</li> <li>(LCS002) The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity.</li> </ul>	Minor recalculation amendments made: <ul style="list-style-type: none"> <li>SCC037 (from 259 to 258); and</li> <li>LCS002 (from 7431 to 7523).</li> </ul>
The data system has some weaknesses which the Council must address	No indicators.	
No system has been put in place to establish performance against the measure	No indicators.	



**WALES AUDIT OFFICE**  
**SWYDDFA ARCHWILIO CYMRU**

Wales Audit Office  
24 Cathedral Road  
Cardiff CF11 9LJ

Tel: 029 2032 0500

Fax: 029 2032 0600

Textphone: 029 2032 0660

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

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

Swyddfa Archwilio Cymru

24 Heol y Gadeirlan  
Caerdydd CF11 9LJ

Ffôn: 029 2032 0500

Ffacs: 029 2032 0600

Ffôn Testun: 029 2032 0660

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

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