Appendix A – Adults AIS Data Quality Management Response

1.1a
I recommend that the Business Support Manager – Adult Social Care ensures all access rights for AIS are reviewed against required need on a periodic basis. Maintaining a record of the Data Security Forms would support reviewing access rights against requested functionality.
1.1a Management Response *[Target date March 2017]*
Agreed
1.1a Audit Committee Update
All Adult Social Care staff are assigned to an access group that has pre-defined access rights aligned to each of the key roles (e.g. Social Worker/Occupational Therapist, Team Manager, SOM etc).
The restructure currently underway within Adult Social Care will necessitate a review of these roles and the access rights assigned to them. This work will be completed by December 2017.

1.2a
I recommend that the Business Support Manager – Adult Social Care ensures that a joined-up approach is implemented between the Swift Team and the IT Learning & Development Team with regards to training requirements for AIS edit permissions. (This should be completed in line with a review of access rights stated above).
1.2a Management Response [*Target date March 2017]*
Agreed – this has previously been two teams with one managed by South West One. Now South West One staff have returned to SCC there is opportunity to review a more joined up approach.
1.2a Audit Committee Update
See 1.1a above, the restructure currently underway within Adult Social Care will necessitate a review of the access rights assigned to each group of staff. We will then ensure that the training for each set of access rights is appropriate. This work will be completed by December 2017.

Appendix A – Adults AIS Data Quality Management Response

1.3a I recommend that the Business Support Manager – Adult Social Care ensures that high priority validation reports are identified, run and downloaded to an agreed timeframe. All exceptions appearing on reports should be cleared to zero by local teams on a routine basis and an explanation for outstanding items should be documented.
1.3a Management Response [*Target date March 2017*] The number of validation reports is high and will require review. There is a need to identify high priority reports to be included in a rolling validation programme with consideration as to which teams resolve exceptions. We have tasked the newly appointed Locality Managers to consider these reports ensure the correct validation process and audits are in place.
1.3a Audit Committee Update An agreed list of 'priority' validations was agreed. However, the restructure of Business Support that is currently underway (and which is likely to result in significant reductions) has meant that the rolling validation programme has been disbanded. All validation reports are now the responsibility of the 4 new Locality Managers, who will work with their Business Support Supervisor to identify how their area reports and data quality can be improved via validation by their operational staff. The PIMS approach within Adults means that managers are using and interrogating data much more frequently. This means that some underlying data quality issues will be resolved outside of the validation process.

1.4a I recommend that Business Support Manager – Adult Social Care ensures that guidance is put in place that details the service's approach to validating data and timescales for review. Performance against timescales should be monitored on a periodic basis to ensure compliance.
1.4a Management Response [*Target date March 2017*] To be delivered in line with recommendation 1.3a.

Appendix A – Adults AIS Data Quality Management Response

1.4a Audit Committee Update

See 1.3a above, the rolling validation programme has been disbanded and data validation will now be the responsibility of Locality Managers.

PIMS will maintain an oversight of data quality.

1.5a

I recommend that the Business Support Manager – Adult Social Care undertakes a review of system functionality with Northgate to verify whether timestamping data and mandatory fields can be incorporated into the system to support business reporting and performance management.

1.5a Management Response [Target date February 2017]

There has been an ongoing weakness with using the AIS system where system functionality has not been available as a result of using a tailored package and developing the package further with Northgate will have a cost. There is currently a planned review of the AIS system which will outline the future system requirements to support business need. The first meeting is planned for December.

Following a meeting on 19/01/17 – we are now going to test 'audit' functionality provided by Northgate which will enable us to track entries/changes on AIS and who has made them. This won't help with mandatory fields on AIS, which still aren't possible, but will help with accuracy of data.

1.5a Audit Committee Update

Soft market testing has taken place with providers of Adult Social Care systems and we are about to commence a full procurement exercise to procure a new system. For this reason, a full review of system functionality with Northgate is not appropriate.

In terms of the audit functionality within AIS, this was tested and found not to be fit for purpose and so a decision was taken not to use it.

Appendix A – Adults AIS Data Quality Management Response

1.6a
I recommend that Business Support Manager – Adult Social Care ensures that significant events are reviewed on a periodic basis to identify potential events that require further investigation.
1.6a Management Response [Target date May 2017]
Agreed – to undertake a review to determine what information is available particularly with regard to identifying if there are high numbers of deletions and determining rationale. See above update – we will be able to track all deletions/amendments as well as identify 'out of hours' access to the system and actions undertaken during these times.
1.6a Audit Committee Update
As per 1.5a above, the audit functionality within AIS has been reviewed and was found not to meet our requirements. Audit within Significant Events only covered a very small area of AIS. Northgate said it was not able to build in additional audit functionality in this area. There is no audit facility within Significant Events for deletions.

2.1a
I recommend that Business Support Manager – Adult Social Care creates a business improvement plan that ensures full system realisation of AIS for the business. This should include identifying future requirements of the system.
2.1a Management Response [Target date September 2017]
As stated in 1.5a there is an Adults System review commencing as part of the Technology and People programme being undertaken by SCC. There is also further work being undertaken as part of the Performance Improvement Meetings where they are linking up with Nottinghamshire Council and will be able to look at how they record scorecard data.

Appendix A – Adults AIS Data Quality Management Response

2.1a Audit Committee Update The procurement exercise for a new Adults Social Care system will include a full specification of Somerset's requirements in future. The Performance Improvement Meetings (PIMS) have highlighted the need for a Performance Framework outlining what we will measure and what good looks like. This document has been produced in draft format.

2.2a I recommend that Business Support Manager – Adult Social Care undertakes a review with Northgate to identify what system development can be undertaken to ensure all reportable data is held within AIS.
2.2a Management Response [Target date September 2017] To be undertaken with 2.1a – the AIS contract has previously been managed by South West One which has prohibited SCC from being able to manage the contract effectively. The contract is now managed in-house and may facilitate improvements in the system. Due to the ongoing review of current database use, the delivery of this recommendation will be dependent on the Technology and People project outcomes and timescales. Whilst these are still being determined no implementation date has been set.
2.2a Audit Committee Update See response to 1.5a. A procurement exercise is underway to source a new Adult Social Care system. The specification of the new system will ensure that any new system fully meets our requirements.

Appendix A – Adults AIS Data Quality Management Response