

Action Title	Management Action	Required Action	Current Position	Responsible owner	RAG	Due Date	Status
Data Management	(5.22/23)	The Data Quality Policy will be updated to include the key roles of relevant staff in relation to data quality. In addition, a document control table which clearly documents the date approved, approved by, and future review dates to ensure that the policy is reviewed in line with the documented frequency. Once updated the Data Quality Policy will be made available to staff via SharePoint.		Head of IT	Green - Low	30/09/23	In Progress
Data Management	(5.22/23)	The SDLT Terms of Reference will be updated to include membership, meeting frequency, reporting, and accountability lines. The Service will also ensure that the HSSC and SDLT Terms of Reference stipulate the review frequency of the document and that the document is reviewed and approved in line with the expected frequency to ensure that the forum is assessing its effectiveness and that this is formally documented.		DCFO	Green - Low	30/09/23	In Progress
Data Management	(5.22/23)	We will review the results of the questionnaire (Data Quality Culture Survey) and identify action to be taken as a result.		Head of IT	Amber - Medium	30/09/23	In Progress
Data Management	(5.22/23)	A data quality training needs analysis will be undertaken to identify the training requirements of each staffing group employed by the organisation. Following this the organisation will develop and implement e-learning modules on data quality to increase staff awareness and skills on how to effectively use and handle data to drive decisions and future service delivery requirements. In addition, the organisation will monitor the completion of the training and staff logged as having incomplete training will be chased and followed up by line managers.		Head of IT	Amber - Medium	31/12/23	In Progress
Data Management	(5.22/23)	The Authority will develop and implement a process or system of data checks to ensure data presented is accurate, reliable, complete, and appropriately maintained in line with GDPR regulations. This will include the maintenance of a central folder to provide a clear audit trail of the source data used to populate each report where applicable		Head of IT	Amber - Medium	31/12/23	In Progress
Key Financial Controls - Accounts Receivable	(4.22/23)	The Service will create internal procedure documentation for the processes involved in carrying out key financial functions with clearly defined roles and responsibilities and delegation within the Finance Department, including documenting the process for raising credit notes.		TBC	TBC	TBC	In Progress
Key Financial Controls - Accounts Receivable	(4.22/23)	The organisation will ensure all fields on the FSIT 5 are appropriately completed		TBC	TBC	TBC	In Progress
Key Financial Controls - Accounts Receivable	(4.22/23)	The organisation will ensure debt chasing activities are carried out in line with documented procedures		TBC	TBC	TBC	In Progress