

Data Quality Policy

1. Introduction

1.1. This Data Quality Policy is **Manchester Care and Repair's** policy for the ensuring accuracy of information which we store and process.

2. Purpose

2.1. The availability of accurate and timely data is vital for the safety of the people we work for and the safe and responsible running of our organisation. This policy outlines the principles and procedures ensuring data accuracy

3. Scope

3.1. This policy includes in its scope all data which we process either in hardcopy or digital copy, this includes special categories of data;

3.2. This policy applies to all staff, including temporary staff and contractors.

4. Data accuracy principles and procedures

4.1. We ensure accuracy in our data in both hardcopy and digital records by making sure all data has the following characteristics:

4.1.1. Authenticity – i.e. the data is what is claims to be, has been created or sent by the person who said that they created or sent it, and that this was done at the time claimed;

4.1.2. Reliability – i.e. the data is complete, accurate, has been created close to the time of the activity it records, and has been created by individuals with direct knowledge of the event it records;

4.1.3. Integrity – i.e. the data is complete and unaltered, it is also protected from being changed or altered by unauthorised persons, any alterations are clearly marked and the person who made them can be identified;

4.1.4. Useable – i.e. the data can be located when it is required for use and its context is clear in a contemporaneous record.

4.2. The principal purpose of service user records is to record and communicate information about the individual and the service they receive. The principal

purpose of staff records is to record employment details for payroll and business planning purposes.

4.3. To fulfil these purposes, we:

4.3.1. Use standardised structures and layouts for the contents of records;

4.3.2. Ensure documentation reflects all services provided and is viewable in chronological order;

4.3.3. Train staff on the principles of good record keeping;

4.3.4. Have implemented a procedure that enables service users and staff to have easy access to their records where appropriate. This is outlined in the Record Management Policy and our Privacy Notice.

5. Responsibilities

5.1. The Senior Information Risk Owner has overall responsibility for Data Quality policies and procedures being reviewed annually.

5.2. The Data Protection Champion has overall responsibility for staff training in data quality and for monitoring data quality throughout the organisation. They also are responsible for responding to rectification requests and recording the outcome of any request.

5.3. Every member of staff is individually responsible for the quality of data they personally record – whether on paper or electronically. Additionally, they are responsible for reporting any mistakes they do notice to the Data Protection Champion. Staff are aware that data accuracy and security is a contractual and legislative requirement and that breach of this policy might result in disciplinary action.

6. Approval

6.1. This policy draft has been approved by the undersigned and will be reviewed at least bi-annually. It replaces our previous data security policy to be in line with the NHS Data protection and security toolkit.