

1. Introduction

Saving Faces recognises that all of its decisions, whether operational, managerial or financial needs to be based on information which is of the highest quality. Data quality is crucial and the availability of complete, accurate, relevant and timely data is important in supporting the organisation's business functions, governance and accountability.

2. PURPOSE

The purpose of this document is to set out a clear policy framework for maintaining and increasing high levels of data quality within Saving Faces and to ensure that its importance within the organisation is disseminated to all staff.

3. SCOPE

This policy is intended to cover the collection, recording, validation, further processing and reporting of all information generated and used within or reported externally by Saving Faces.

This policy applies to all staff, volunteers, Trustees, interns, contractors and third parties who process data on behalf of Saving Faces.

All staff are personally responsible for ensuring that all processing of data is conducted within the Data Protection Act 2018 and UK GDPR and that the processing of personal data is in line with the rights of data subjects.

Definitions

- Data: is a collection of facts from which information is constructed via processing or interpretation.
- Information: is the result of processing, gathering, manipulating and organising data in a way that adds to the knowledge of the receiver.
- Data quality: is a measure of the degree of usefulness of data for a specific purpose.

4. Data quality aims

The framework for assuring the quality of trust data is based on core standards for good quality data, where data needs to be:

- Complete (in terms of having been captured in full)
- Accurate (the proximity of the data to the exact or true values)
- Relevant (the degree to which the data meets current and potential user's needs)
- Accessible (data must be retrievable in order to be used and in order to assess its quality)
- Timely (recorded and available as soon after the event as possible)
- Valid (within an agreed format which conforms to recognised national and local standards)
- Defined (understood by all staff who need to know and reflected in procedural documents)

- Appropriately sought (in terms of being collected)
- Appropriately recorded (in both paper and electronic records)

4.1 Data quality aims also include

- ensuring that all data held on Saving Faces systems are valid and complete, avoiding missing or NULL values where a value is expected. Where codes are used, these will comply with national standards or definitions where available.
- ensuring all mandatory fields are completed and validation checks on the format are enforced.
- ensuring that all data relating to patient activity is captured in a consistent manner and that it is accurate with reconciliation against other data sources wherever possible.
- ensuring that the confidentiality of patient data is respected, using pseudonymisation and anonymisation of data where appropriate.
- Ensuring that outputs and reports are compliant with any relevant contractual obligations and responsibilities.

5. Data accuracy procedures

- All staff within Saving Faces must ensure, as part of their day-to-day duties, that data is entered in a timely manner, is accurate and is fit for purpose. All identified errors must be corrected by employees as soon as possible and further training reintroduced where necessary.

5.1 Saving Faces ensure accuracy in data in both hardcopy and digital records by making sure all data has the following characteristics:

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

5.1 Training

5.2 All staff should be appropriately trained to use Saving Faces information systems and that training should include data quality awareness.

5.3 All relevant staff training should be completed prior to them being issued with access to systems.

6. Responsibilities

Managers:

Managers are responsible for the quality of data collected, input and maintained

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in their departments; for encouraging members of staff to understand the importance of good data and their responsibilities; that appropriate procedures, systems and processes are implemented, clearly documented and communicated to their staff; and that members of staff have the training and competencies required for their roles.

Staff:


Members of staff who have responsibility for collecting, inputting and maintaining data are responsible for checking that data is accurate, up-to-date and complete. All members of staff are responsible for recording changes to their personal data in a timely way by notifying the appropriate internal department.

7. Document Owner and Approval

The Data Protection Officer (DPO) is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the DSP Toolkit.

A current version of this document is available to all members of staff on the Saving Faces website.

This policy was approved by the Chief Executive Officer (CEO) and is issued on a version-controlled basis under their signature.

Name	Iain Hutchison
Signature	
Approval Date	03/04/2024
Review Date	03/04/2025

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Change History Record

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	CEO	23/06/2021
2	SM review- additions to Introduction, Purpose, Scope, Definitions and Responsibilities	SM	20/06/2022
2.1	Addition to aims (4.1) to include compliance with relevant contractual obligations and responsibilities	FR	13/02/2023
2.1	Reviewed – no changes	Hannah John and Ping San	13.02.2024