

Summary of Performance Information Audit Findings December 2009 Appendix 1

The Corporate performance team undertook an audit of 3 children's social care indicators covering data for the period April 2009 to September/October 2009:

- NI 68 Percentage of referrals to children's social care going on to initial assessment. – measured as number of initial assessments as a percentage of number of referrals.
- NI 59 Percentage of initial assessments for children's social care carried out within 7 working days of referral.
- NI 60 Percentage of core assessments for children's social care carried out within 35 working days

The audit focussed on compliance with the indicator definitions and the records available to support the figures reported for the given months.

Around 300 cases were sampled over the period and detailed findings have been fed back to the service- Mark Gurrey and Christine Jorge for clarification and agreement. Once clarification is received, this report will be finalised and circulated as agreed. The key findings will be presented to the finance and performance meeting on Monday 21st December.

The scale of the errors found was not material and therefore the numbers reported for the indicators were found to be substantially accurate.

There were a number of cases with errors on each of the indicators tested. The main concerns were around:

- Cases without sufficient recorded evidence to support their inclusion in the indicator calculation e.g. initial assessments appearing as an episode in Framework I but not existing as a record and counted in the indicator.
- The process and consistency with which some cases are excluded from the calculations e.g. abandoned, opened in error or counted as assessment with no further action
- Some issues around Corelogic reports and manual processing including using wrong trigger dates and the count of days in which Core Assessments are completed. Framework I reporting was an issue raised in the last audit as part of the 08/09 Use of Resources Assessment. *In the year to date there are 9 cases where a core assessment was completed in between 35 and 42 days and were counted in time.*
- Some inconsistencies with dates/ chronology and records on the system either incomplete or not following the standard workflow sequence.
- Cases where no apparent record of transferring case files to another local authority.

This audit was carried out as part of the programme of performance information audits set out in the council's data quality strategy. It will be repeated in the next cycle to ensure continued progress is made.

The service responded to this audit. Their responses are in the comment boxes on this page – they further commented that 'fundamentally, any concerns about data quality are either explainable in terms of reporting difficulties with FWi or as a

consequence of reasonable differences in judgement exercised by different managers'.