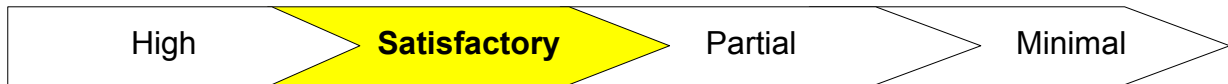


Appendix 2a: Assurance and Themes

Assurance



Data Quality of Children's Services Key Performance Indicators

Objective

To assess whether there are adequate and effective arrangements in place to produce accurate, complete and timely performance indicators for the Senior Management Team and / or Board.

Themes

There were no exceptions found in the calculations for the four Key Performance Indicators (KPIs). This is mainly due to the Operational Performance & Intelligence team implementing a well-controlled KPI process with recognised good practice data quality procedures.

However, there is an opportunity to improve the consistency in documenting quality assurance (QA) outcomes to ensure senior management can be fully confident that the data produced has been through appropriate QA procedures to ensure it is accurate.

While the process for producing the KPIs is Satisfactory, the audit did identify issues with the timeliness of data entered by social workers that could have significant impact on the information produced.