

Annual Report

Audit Activity 2016 - 2017

There is a robust audit process undertaken on a monthly basis and reported on quarterly. In 2016/17 this included

52 live case file audits reviewing the child's journey

7 case discussions between worker and Chief Officer, Director, CYP&L and Quality Assurance Officer

1 dip sample audit looking at Chronologies

5 themed audits Supervision, CiN Review, MASH, Repeat CP referrals and LADO cases

14 reviews of case files by the Director, CYP&L.

Strengths

Impact, outcome and permanency is graded consistently above 'Good'

Joint working and problem solving with Housing Department when housing is a key issue for families open to Children's Social Care

Strengths

Positive service user feedback in live audits and via user evaluation forms

Audit grades for long term teams have remained consistent over the year with over half 'Good' or above

Areas for Improvement and Learning

Evidence of reflective supervision and management oversight not recorded consistently.

Chronologies not consistently focussed on individual child rather than sibling groups and not used in Family Placement Team.

Areas for
improvement

Consistent use of contingency planning.

Delays in case closures.

Process Limitations

- **Number of completed audits returned is low**
- **Quality of audits is inconsistent between auditors**
- **Capacity to resource the audit programme**
- **Response confirming completion of actions from audits is slow**
- **Rather than an opportunity for organisational learning and improvement audits have been received as criticism of individual workers or teams**

Key Recommendations

- **Continue to focus on supervision and management oversight to improve practice**
- **Management oversight to be added to the case file regarding reasons for poor case recording and timescales put in place to rectify**
- **Ensure time for reflection in supervision**
- **Include chronology refresher training in the Learning Lunch programme.**
- **Review transfer process from Children's Social Care to Early Intervention Hub to minimise disruption and delays**
- **Investigate systemic delay in closing cases to Children's Social Care**
- **Review the audit program to ensure there is capacity in Children's Social Care to undertake the planned audit activity**

Learning & Improvement Activity

2 Learning from
Quality
Assurance Events

Chronologies
Training

Supervision
Training

Learning
Lunch
Programme

Quality
Assurance
Newsletter