

QUARTERLY CHILD SOCIAL CARE AUDIT UPDATE 2014/15

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REASON FOR ITEM

The purpose of this paper is to provide a brief update on audit activity over the last quarter and includes the audit programme for 2015/16 (Work stream 7 Service Improvement Plan 2015/16).

SUGGESTED COMMITTEE ACTIVITY

It is recommended that the Committee:

1. Notes the update provided.

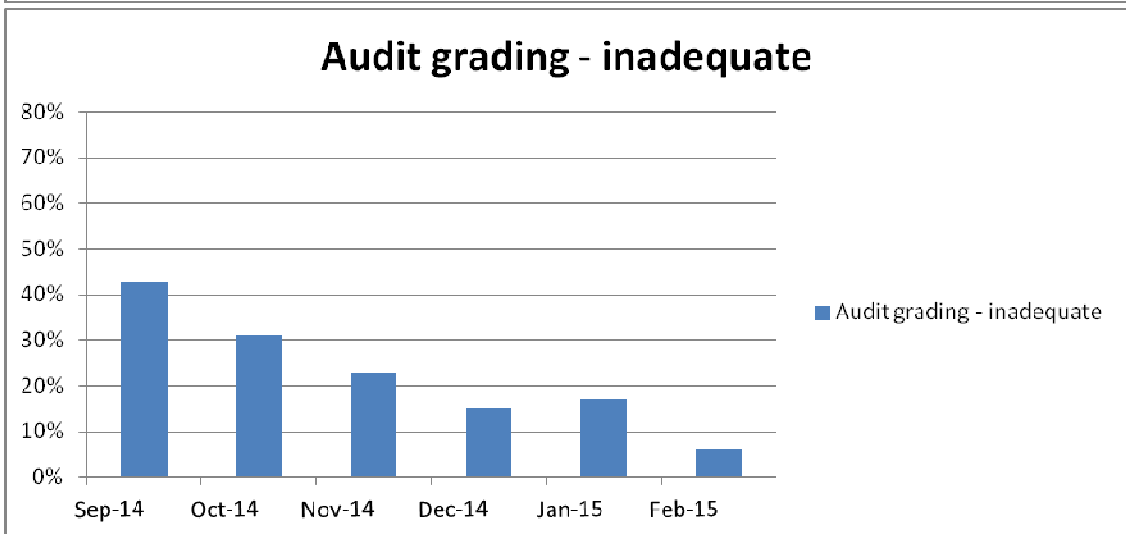
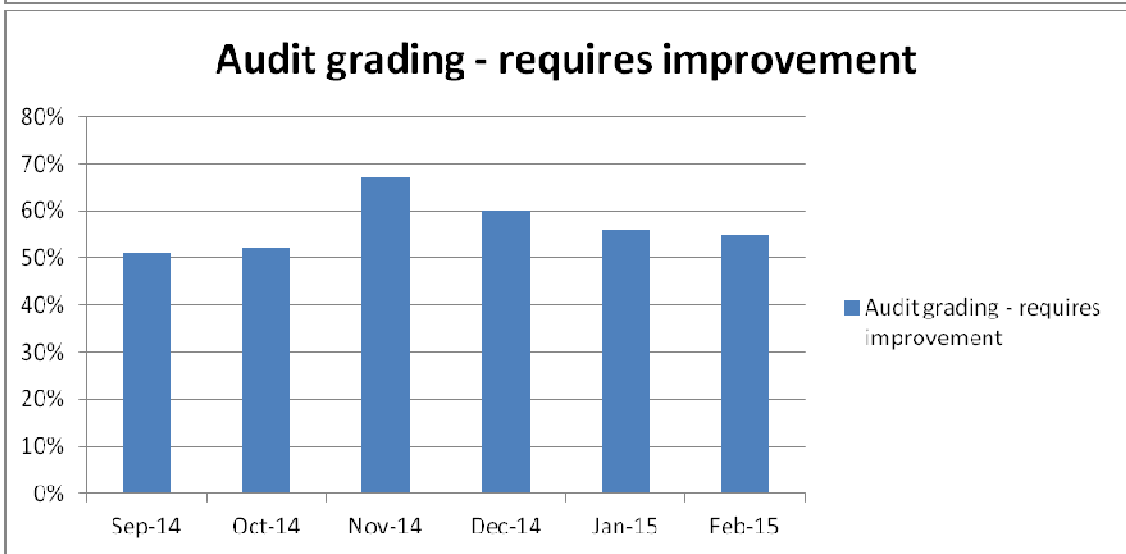
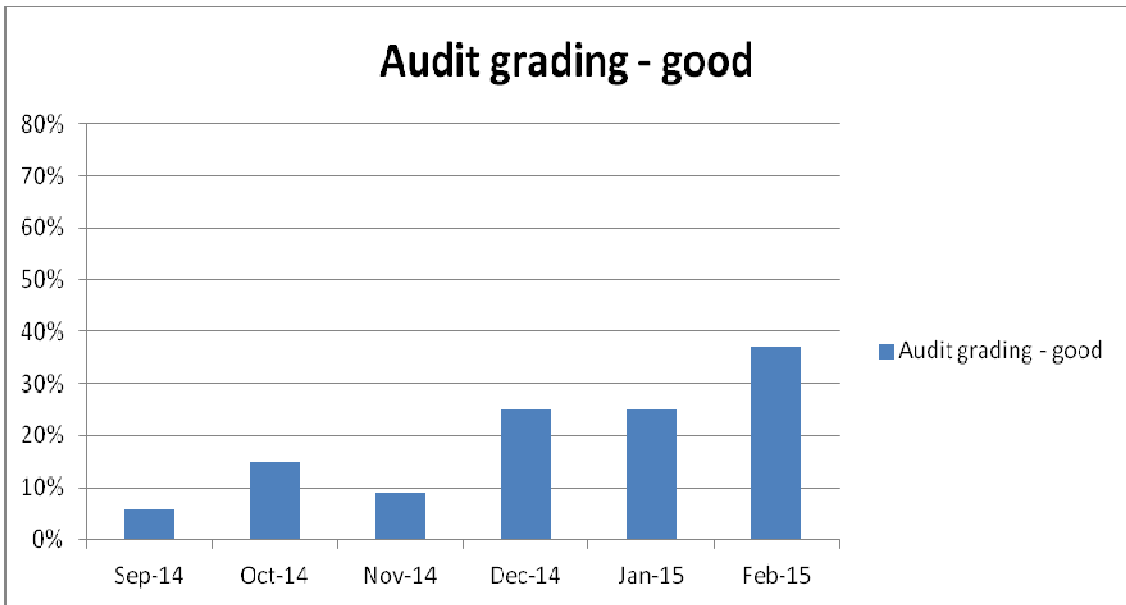
INFORMATION

Background

- 1 The 'Quality Assurance Practice Guide' was developed in March 2014 in order to ensure that CYPS was well placed to address the areas identified by Ofsted as requiring improvement and to pursue a journey of continuous improvement with a more outcome focused approach to audit activity. The previous audit tool was more focussed on tasks and processes, whilst the new audit tool focussed on evidence of impact and outcomes.

Monthly Case File Audit Activity

- 2 As at September 2014 monthly audit compliance across the service was 72%, with 63 cases out of 88 having been audited. 6% Rated as 'good', 51% 'requires improvement' and 43% graded 'inadequate'.
- 3 Since September 2014 with support from a lead QA Auditor and Senior Managers there has been a steady improvement in monthly audit compliance and an increase in the number of case rated as 'good' and 'requires improvement' and a decrease in those rated 'inadequate'.
- 4 In December 2014 audit compliance was 96% and for January and February 2015 audit compliance was 100%.
- 5 The revised milestone for cases rated as 'good' in the Service Improvement Plan 2015/2016 is 35%. Case files graded as 'good' in February 2015 was 37%.



Audit Programme 2015/2016

- 6 The Audit Programme for 2015/16 has been finalised and includes monthly single agency audits (Children's Social Care), Thematic Audits and Multi-Agency Audits (Appendix A).
- 7 From April 2015 an electronic audit tool will be introduced for all monthly, thematic and multi-agency audits.
- 8 The electronic audit tool is operated in Google Docs which allows for reporting on specific areas of practice, supervision and management oversight on a monthly basis. The electronic tool will allow data collection and analysis on thematic audit areas identified in the 2014/15 Ofsted Improvement Plan that were not completed.
- 9 Monthly and thematic audit findings and trends will be collated by the Lead Quality Assurance Auditor. Quality Assurance Practice Mentors will support Team Managers to use audit findings to improve individual, team and service performance through action plans.
- 10 Multi-Agency Audits will be completed in partnership with Hillingdon Safeguarding Children's Board (HSCB). Findings will be reported back to the HSCB and action plans agreed across all agencies. HSCB Business Manager and QA Auditor will lead and coordinate multi-agency audits.

Appendix A - Quality Assurance Audit Programme 2015/2016

2015 Month	Single Agency Audit	Thematic Audits	Multi-Agency Audit	Quality Assurance monitoring
April	Monthly single agency audits	Decision making in the MASH	-	-
May	Monthly single agency audits	-	Multi-Agency Child Sexual Exploitation Audit (to include multi-agency casework audit)	-
June	Monthly single agency audits	Implementation of Practice Standards - Visits to Children	-	-
July	Monthly single agency audits	-	Multi-Agency Domestic Abuse Audit (to include multi-agency casework audit)	-
August	-	-	-	-
September	Monthly single agency audits	Supervision	Multi-agency casework audit (CSE)	Service Manager and TM six monthly performance review. (audits, consultations, complaints, IMRs etc)
October	Monthly single agency audits	Implementation of Practice Standards - CP Plans	-	-
November	Monthly single agency audits	-	Multi-Agency Youth Violence Audit	-
December	Monthly single agency audits	Implementation of Practice Standards - Care Planning	-	-

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January	Monthly single agency audits	-	Multi-agency casework audit (Domestic Abuse)	-
February	Monthly single agency audits	Implementation of Practice Standards - Referral and Assessment	-	-
March	Monthly single agency audits	-	Multi-Agency Casework audit (Youth Violence)	Service Manager and TM six monthly performance review. (audits, consultations, complaints, IMRs etc)