

# Appendix 6 - Quality Assurance Audits

## Quarter 2 – Audit Overview Report

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### *Quality Assurance Audits*

Quality Assurance Audits take place on a monthly basis within Children and Young People Services and Adult Services. This report gives an overview of the thematic audits reported on in quarter 2 of 2018, what is working well, what we will improve and by what methods. Previously the audit overview report only gave information on audit activity in Children and Young People Services, however from this audit report onwards, audit activity in Adult Services will also be included.

Each audit tool devised is circulated to relevant stakeholders in Childrens and Adults Services prior to audits being completed. Audit days usually take place once a month in the Quays IT room with team managers collectively auditing and analysing the themes arising.

### *Audits Completed*

During this quarter we have reported on four thematic audits:

Audit Theme	Cases Audited	Service
Information, Advice and Assistance	42 cases	Joint Adult and Childrens Audit
Looked After Children Statutory Visits	45 records	Childrens Services
Childrens Assessments over 42 working days	34 cases	Childrens Services
Adult Services Tactical Panel	20 cases	Adult Services

### *What are we doing well?*

We've identified through the audit process what is working well and have highlighted many good working practices evident across the Social Services IT System.

#### **In the Information, Advice and Assistance Audit we found that:**

- In all of the cases audited in Childrens Single Point of Contact (SPOC) and in 78% of the Adult SPOC cases the person's circumstances were clearly documented in the referral. Combined this was 87%
- In 84% of the Childrens SPOC cases audited it was clear who had undertaken the proportionate assessment
- In 88% of the Childrens SPOC cases and 76% of the Adult SPOC cases audited the case had not been reopened since the proportionate assessment
- Overall any comments be the manager or screening worker were clear in 80% of the cases audited
- In 85% of the Childrens SPOC cases auditors felt the assessment was proportionate to the individuals needs
- Over a two thirds of the Adult SPOC cases audited were completed in appropriate timescales

#### **In the looked after children statutory visits audit:**

This was the first audit that we have undertaken where we surveyed service users (looked after children) about their experiences in relation to the audit topic. In addition to the audit with team

managers, we selected some questions relevant to the audit to enable us to compare the results of the team manager audit with what some of our looked after children thought. This has given a holistic view in some areas and the survey has reassuringly backed up much of the positive findings from the team manager audit. The full looked after children's survey findings can be found at Appendix 1. The good practice findings from the audit were:

- Children/young people were overall seen alone at each visit in 87% of the cases audited (*source: team manager audit*)
- 98% of the visits were completed in the appropriate timescales (*source: team manager audit*)
- The child/young person's voice was heard in the visits in 97% of the cases audited (*source: team manager audit*)
- In 98% of the cases audited the child/young person was visited by their own social worker (*source: team manager audit*)
- There was evidence of telephone contact in between visits in 93% of the cases audited (*source: team manager audit*)
- There was clear evidence of the foster carer being spoken to in 86% of the cases audited (*source: team manager audit*)
- In every case audited the statutory visits evidenced progress towards the plan (*source: team manager audit*)
- In 93% of the cases audited it was clearly evident that the child/young person was part of the foster family (*source: team manager audit*)
- 92% of the children/young people surveyed said that they see their social worker as often as they would like (*source: child/young person survey*)
- 64% of the children/young people surveyed felt they could talk to their social worker all the time and 36% of the children/young people felt they could talk to their social worker sometimes. No children/young people felt they could never talk to their social worker (*source: child/young person survey*)
- 97% of the children/young people surveyed liked their bedroom in their foster home (*source: child/young person survey*)
- Children/young people reported that they sometimes know when their social worker is going to visit 56% of the time and 25% of them report that they know when they will visit all of the time (*source: child/young person survey*)
- 92% of the children/young people surveyed felt part of their foster family (*source: child/young person survey*)
- 86% of the children/young people surveyed felt their social worker knows what they want (67%) or mostly knows (19%) what they want (*source: child/young person survey*)

**In the children's assessments over 42 working days audit we found that:**

- The reason for the assessment was still relevant at the point the assessment was signed off in 94% of the cases audited
- In 76% of the cases audited the CYPS assessment clearly listed the dates the child/young person was seen
- In 83% of the cases audited the CYPS assessment clearly listed the dates the parents/carers were seen
- In 79% of the cases audited there was clear evidence of telephone calls and emails to professionals throughout the course of the assessment

- The team manager comments were clearly recorded on why the assessment was out of timescales in 76% of the cases audited
- The case had generally been discussed in supervision during the course of the assessment in 79% of the cases audited

**In the adult services tactical panel audit we found that:**

- In all of the cases where the referral to panel was available there was an informative pen picture, presenting needs and current services/support appropriately completed
- Almost a third of the cases where the referral to panel was available there were clear arrangements in place to review the change if agreed
- All of the cases where the referral to panel was available the change was agreed
- Where a case recording had been entered with following panel, over a third of these gave clear information on the outcome of the panel

***What will we improve?***

1. We will continue with the alignment of Adult and Childrens SPOC Teams in respect of the Information, Advice and Assistance
2. Childrens SPOC team to reduce the timeframes for completing the proportionate assessments
3. Ensure that full information is received from the referrer
4. More details and analysis by the worker undertaking the proportionate assessment around the five key elements and how the eligibility criteria has been applied
5. We will review how the assessment prints out as the layout could be improved
6. We will increase the number of visits to looked after children by *other* social services professionals involved with the case e.g. other teams involved such as Independent Reviewing Officer and Fostering Worker
7. We need to explore further why 64% of the young people surveyed did not know what their LAC plan was. It is anticipated this was due to the wording of the question on the survey.
8. We will increase the number of unannounced visits to the looked after child
9. Contact arrangements will be routinely monitored in the statutory visits
10. We will ensure there is a mechanism in place for following through of any actions identified at the statutory visit
11. We will ensure that there is clear explanation if a child's bedroom was not seen during the statutory visit
12. Where there is delay in completing an assessment we will ensure that this is discussed in the relevant case supervision and the social worker also accounts for this within the assessment itself if appropriate
13. We will ensure that dates entered on the assessment correspond with the dates of the case recordings
14. We will ensure that we evidence the use of any tools or instruments being used during the course of the assessment
15. We will ensure that assessments have the depth around the child/young person's wishes and feelings as auditors felt that more focus is sometimes spent on the parents/carers
16. We will ensure in adult services that all information relating to care package decisions made on a case are evident on the service user's electronic file as these were usually stored separately to the case file

***How will we do this?***

- Through developing the IT system to reflect and record the information we want to evidence
- By changing, communicating and reinforcing to staff processes and procedures to follow
- By holding training sessions for staff on specific areas of the system where new processes have been introduced

- By direct feedback on individual cases to the responsible team manager and case worker
- By looking at the way we encourage engagement and participation of children, young people and their parents/carers
- Through circulation of audit tools to all practitioners to enable them to have an understanding of the areas auditors are looking at which will become evident in future audits on the same topic
- By discussing and ratifying proposed changes and improvements through the Outcome Focussed, Quality Assurance and the Practice Improvement Groups
- By circulating the thematic audit reports to all staff for their information
- By having a transparent quality assurance audit process in place which is responsive to suggestion and change

### ***What have we learnt?***

In this last quarter we have identified clear areas in each of the audit themes that we will improve, work is being undertaken to achieve this and will be guided by the Quality Assurance Group and Practice Improvement Group. We have evidenced in the four completed audits on individual cases good working practices and embedded principles throughout the Adult and Childrens Service.

We have fundamentally learnt from this audit the added value of surveying the relevant groups in conjunction with the audit theme. Although it must be noted that it would not always be possible to undertake a survey for every audit undertaken across Social Services, we will include this in any of the audits going forward where it would be appropriate to do so.

To promote reflective learning within the service, the good practice and areas for improvement identified within each audit and the individual case file audit forms will be shared with the appropriate Team Managers and the workers involved in the case, this is done either on a 1:1 basis or through group sessions.

### ***Next Steps?***

Our effective auditing process is identifying key themes on good practice and areas we will improve. Post audit we have mechanisms in place for following through on actions identified. Any actions identified from each audit are transferred to an audit action register whereby individual actions are discussed and agreed, this allows us to monitor desired outcomes and progress. This gives a transparent view on the Childrens and Adult Services, what we recognise is working well, what we will improve, how we will do it and when it will be in place. All audit tools and reports are disseminated to the teams within Social Services, this provides staff with information on good practice and areas for improvement and it also provides a visual tool for staff that can be referenced in the everyday tasks completed. We will now also look to incorporate where possible more surveys and feedback from the individuals, families or professionals involved in particular theme to ensure we have a holistic view on the quality of the services we provide.

**Quality and Audit Coordinator – Mel Weaver**



