

## **Supporting our staff to deliver quality for our children through case file audits**

### **Why**

Children and Families audit framework provides a consistent mechanism to ensure that social work intervention is having an impact on improving children's lives.

### **How**

This is done by:

- Assessing the quality of case recording
- Identifying gaps in social work practice
- Evidencing accountability
- Enabling reflective practice conversation to improve practice

The following processes for auditing are facilitated by the Safeguarding and Quality Assurance Service:

- Monthly case file audits are undertaken by Advanced Practitioners, Team Managers, Child Protection Advisors, Independent Reviewing Officers, Service Managers and Heads of Service.
- The process for recording audit activity and outcomes is embedded in the child's record on LCS.
- All case file audits are carried out collaboratively and include input from both the social workers and team managers.
- Case selection is made from all areas of the Service to reflect the child's journey

### **Safeguarding**

Auditors share risk and have the responsibility to ensure that risks are addressed without delay..

- Where immediate action is required to safeguard a child, the auditor must meet with the allocated team manager and follow up in writing, and alert the relevant Head of Service, the Head of Service Safeguarding and Quality Assurance and the Practice Improvement Practitioners (PIP)
- A PIP will monitor the case daily to ensure that the child is safe within 24 hours. Where the child remains unsafe the case will be escalated to Deputy Director
- Weekly data reports are provided to the PIP who will monitor all audits with inadequate rating for safeguarding and alert managers where Part B's have

not been completed on audits with Inadequate or Requires Improvement ratings

## **Feedback & Learning**

Individual social workers and managers receive direct feedback on audited cases. Emerging themes are used to inform learning and development for social workers and managers CPD.

Learning is also shared across the service via:

- TV screens
- Practice Alerts.
- Service and Team Meetings
- Individual supervision

## **Practice Improvement**

Outcome from audits enables a monthly review of our social work practice and supports opportunities for transformation.

The development of improved practice will be supported through a number of methods:

- A range of training events.
- Development of an online resource library for general use comprising research, good practice, case studies etc and linked with TriX
- Bespoke commissioned support for individuals or teams

## **Identification of areas for themed audits**

Themed audits are commissioned by The Deputy Director and Head of Service Team. The choice of subject area for a themed audit will be come from various sources and be targeted to meet a range of needs:

- Identified by senior managers as areas for exploration, development or raising concern
- Identified through data analysis
- Identified through monthly audits
- Identified by contemporaneous issues

**This document is to be read and applied in conjunction with Quality Assurance and Impact Framework.**