

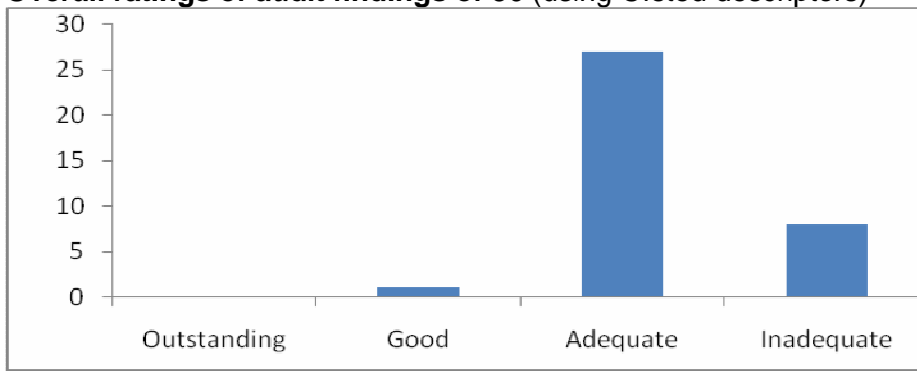
Analysis of multi-agency case audits between 2009 – 2010

The QAAC sub group has undertaken multi-agency case audits since April 2009 auditing 8 children subject to a child protection plan. The audit reviews case files from all agencies working with the child and their family including GP records.

Individual case audit findings

36 children subject to child protection plan have been audited, accompanied by sibling and parental case records, totalling up to 20 case records for some case audits.

Overall ratings of audit findings of 36 (using Ofsted descriptors)



Feedback of the case findings has been given to the individual practitioners involved, their manager and their agency. The DSCB is provided with the overall findings using the five themes identified below.

In two cases the audit team requested immediate intervention to make sure the child protection plan was reviewed and updated.

The initial audit identified 5 areas which have subsequently been audited against:

- Record Keeping;
- Multi-Agency working;
- Identification of risk to children;
- Effectiveness of child protection meetings, and;
- Supervision and management oversight.

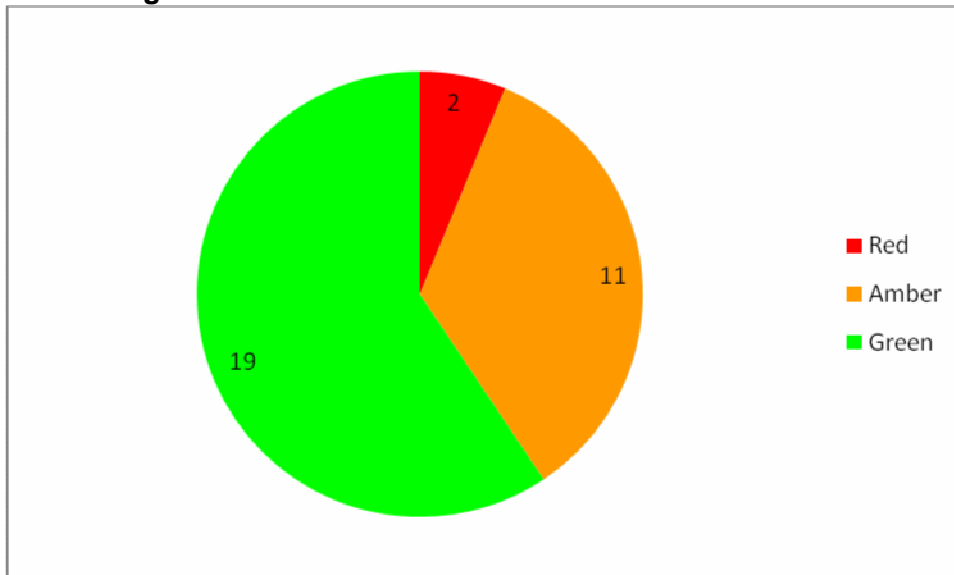
From April 2011 the audit team will rate cases (using the Ofsted descriptors) for the five areas audited and provide a breakdown of findings.

In addition, two families have been audited using Appreciative Inquiry. This is too small a sample to produce any findings, however, both cases had been subject to child protection plans for more than 12 months and were recognised as 'stuck' by many of the professionals working with the family. Participants have identified that the case planning has taken a different direction with identified needs and agreed desired outcomes for the children.

DSCB recommendations

32 recommendations have been made to the Board for consideration. The DSCB Executive develops monitors implementation of recommendations.

RAG rating of recommendations



Evidence of Impact

Multi-agency safeguarding hub (MASH)

All agencies working together to share information at the earliest opportunity. Nationally recognised. Visited by Tim Loughton, Children's Minister and Professor Eileen Munro review team. Local Authorities, Health Trust and Police Trust making visits.

The Safeguarding Golden Rules

Recognised by all children's workforce in Devon. Principal adopted nationally as guidance for Health Visitors.

Learning and Development

Findings have influenced single and multi-agency training programmes. Review of supervision policies and procedures.

Individual case findings

Initial audit completed in April 2009 identified 5 out of 8 cases 'inadequate' across the agencies. In September 2010 one case highlighted as overall 'good', 7 cases 'adequate', of these 7 cases each had an area under the 5 headings that did not meet the 'adequate' threshold.

The attached document provides further evidence of the improvements undertaken from the findings of multi-agency case audits.

Audit of Multi-Agency Case Audit recommendations	
Professional Leads	Maria Kasprzyk, Helen Hyland, Alison Allen, Sasha Bishop, Andrew Berry, Jane Lake, Jim Wood, Laura Spittles and Sally Casebow.
Director Lead	Rory McCallum
Timescales	Six monthly
Reference	Multi-Agency Case Audits – March 2009, December 2009, April 2010 and September 2010
Update completed	4th March 2011

1	March 2009		
No.	Recommendations	Evidence	RAG
1.1	A multi-agency team concept should be developed for Child Protection.	<ul style="list-style-type: none"> Multi-Agency Safeguarding hub MASH in place screening all enquiries to Early Years and Families and Police (121a) notifications. Team in place from January 2010 Full roll out planned from 1st April 2011. Team consist of staff from police, social work, education, health probation, YOS. http://dscb.info/practitioners/multi-agency-safeguarding-hub-mash/ Opportunities being considered for social workers (and other professionals) to co-locate with police Child Abuse Investigation teams (CAIT) from September 2011 in Southern Devon and later in the year in Eastern and Northern Devon. Agreed golden rules for all agencies developed by DSCB. http://dscb.info/wp-content/uploads/downloads/2010/07/Golden-Rules-flyer.pdf 	

1			
March 2009			
No.	Recommendations	Evidence	RAG
1.2	Develop a robust quality and assurance framework around initial child protection conferences and reviews. This will enable the LSCB and Child protection chairs to promote good practice around agency participation rather than contribution and report writing for child protection conferences.	<ul style="list-style-type: none"> • Operation Manager of Independent Safeguarding and Reviewing Unit (ISRU) produces quarterly report on a range of qualitative and quantitative data concerning CP conferences. • Reviewing Officers undertake audit of reports presented to conference and review. 	Green
1.3	There should be a standard single format for report writing used by all agencies	<ul style="list-style-type: none"> • Single Report format has been developed and consulted across agencies. Will be in place from 1st April 2011. 	Green
1.4	The role of the Child Protection Chair is to ensure the meetings remain child focused. Child Protection Chairs need to engage/challenge all professionals and make sure they understand their roles and responsibilities.	<ul style="list-style-type: none"> • ISRU files audited as part of MACA. Evidence seen in audits of challenge to other professionals and management of disagreements. • ISRU Operation Manager member of audit team and feedback on findings and themes to Chairs is given through team meetings and supervision. 	Green
1.5	Child Protection Chairs must be given the skills to achieve these outcomes through specific training, and through having a robust framework for escalating any concerns regarding practice to relevant managers in partner agencies.	<ul style="list-style-type: none"> • ISRU Operation Manager member of Countywide Operations Management Team meeting. • Chairs have participated in national training events. • Further opportunities are being explored between Adult and Children Services and neighbouring LSCB's to share training costs. • Escalation framework contained within SWCPP. • http://www.online-procedures.co.uk/swcpp/contents/managing-individual-cases/resolution-professional-disagreements/ 	Orange
1.6	The core group structure must be robust, rigorous and	<ul style="list-style-type: none"> • Policy updated and frequency increased to minimum of 4 weekly 	Green

1	March 2009		
No.	Recommendations	Evidence	RAG
	<p>reliable.</p> <p>Core group meetings will be subject to scrutiny through the quality and assurance framework. Data regarding the quality of reports and agency participation will be monitored through the LSCB quality and assurance subgroup.</p>	<p>commenced June 2010.</p> <ul style="list-style-type: none"> Performance monitoring has recently been initiated using CareFirst and reported to SMT. Participation in core groups is managed through individual supervision. Core group meetings subject to both MACA and recently revised Children's Social Work auditing regime. 	
1.7	<p>For any child subject to a child protection plan there should be a single file held electronically that all agencies can access and into which they can view or input any relevant data.</p>	<ul style="list-style-type: none"> Single social work electronic file for all children subject to a CP plan held on TRIM (DCC system). All professionals in the MASH and named nurses, NHS Devon can access the file. Work continuing to increase opportunities for health to access files in Minor Injuries Units and Emergency Departments. 	
2	December 2009		
No.	Tasks	Evidence	RAG
2.1	<p>All DSCB agencies to record chronologies using the same format and to develop a multi-agency chronology for all children subject to a child protection plan.</p>	<ul style="list-style-type: none"> Introduction of core group managing multi-agency chronology through updating at each meeting with allocated social worker responsible for coordination and circulation with core group minutes being introduced from 1st April 2011. Policy and format has been completed. 	

1	March 2009		
No.	Recommendations	Evidence	RAG
2.2	To develop 'Appreciative Inquiry' model as a standard tool for multi-agency reflective case audit, for individual cases not reaching the threshold for a formal serious case review, but has been identified by the serious case review sub group that learning needs to be identified.	<ul style="list-style-type: none"> Multi-Agency training available for all staff. Audit team trained in Appreciative Inquiry (AI). Using as part of audit process and with colleagues from Serious Case Review (SCR) sub group in identified 'near misses'. Audit team used Appreciative Inquiry with District Councils to undertake section 11 self assessment. Devon participating in work with SCIE. 	Green
2.3	Multi-agency Neglect Strategy and training to be made available developing the "Graded Care Profile - a tool for assessing Neglect " to understand how to assess signs and symptoms of neglect, and how effective interventions can be measured to improve children / young people's outcomes.	<ul style="list-style-type: none"> Neglect guidance available of South West Child Protection Procedures (SWCPP). http://www.online-procedures.co.uk/swcpp/contents/useful-resources/dealing-with-neglect/ Neglect Conference for Social Workers held February 2011. NHS Devon using Graded Care Profile risk and resilience factors in their toolkit. Task and Finish Group in place to develop Neglect Strategy and toolkit for assessments. 	Orange

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March 2009			
No.	Recommendations	Evidence	RAG
2.4	Staff must record legibly, using specific language, clearly stating their agency, name, status and date of record. Ethnicity, religion and language	<ul style="list-style-type: none"> Recording skills training delivered in Social Work. Guidance for file structure, content and recording sent to schools. Police (121a) record updated and recording content requirements training delivered to all police officers. Safeguarding recording standards delivered to Health Visitors and School Nurses. Devon Partnership Trust (DPT) updated information on case file to include information about children. 	Green
2.5	Reinstate child protection change of circumstance form used by all agencies	<ul style="list-style-type: none"> Change of circumstances for updated with guidance and will be available for download from DSCB website from 1st April 2011. 	Green
2.6	The use of video and telephone conferencing between agencies to be considered. This will enhance opportunities for early multi- agency strategy discussions and may improve agency representation at CP conferences/reviews etc.	<ul style="list-style-type: none"> Video conferencing available across some DCC sites. Practice Managers using telephone conferencing. All Practice Managers to be provided with information to set up telephone conferencing and encouraged to use from 1st April 2011. 	Orange

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March 2009			
No.	Recommendations	Evidence	RAG
2.7	Improve quality of strategy discussion to include all relevant agencies involved with the child and their family in compliance with 'Working Together' 2006 (5.54).	<ul style="list-style-type: none"> Social Work team meetings held team discussion on 5.54 Working Together 2006 and updated information with 5.56 Working Together 2010 Audit evidence in April and September 2010 shows increase of professionals involved in strategy discussions. Information package from MASH improved information sharing and identifying professionals early in process. 	Amber
2.8	Chairs need to ensure language and plans are specific, clear and SMART	<ul style="list-style-type: none"> Introduction of improved CP plan format in June 2010 has improved quality of plans 5 of 8 plans audited in September 2010 were of good standard. 	Amber
2.9	All agencies/professionals need to understand their own role and responsibilities and the role and responsibility of other agencies when attending/contributing child protection conference/reviews Leaflet for professionals explaining their role and responsibility when attending child protection conference/reviews	<ul style="list-style-type: none"> Level 1 training programme updated Guidance developed. Advice for professionals on SWCPP. http://www.online-procedures.co.uk/swcpp/contents/managing-individual-cases/child-protection-conference/professionals-at-a-conference/ In-house communication and discussion in supervision taken place. 	Green

1	March 2009		
No.	Recommendations	Evidence	RAG
2.10	All Reports to be submitted to the Chair and the family 5 working days prior to the child protection review.	<ul style="list-style-type: none"> No evidence in audit work that Reports completed 5 days before Conference/ Review. Chairs report that many agency Reports continue to be presented on the day of the meeting. Little evidence family have had opportunity to see / discuss Reports prior to meeting. 	
2.11	DSCB should ensure all staff involved in Child Protection work should have access to regular child protection supervision	<ul style="list-style-type: none"> All agencies have reviewed supervision structure and updated policies to ensure professionals undertaking child protection work have access to regular supervision. 90% files audited in September 2010 had evidence of supervision / management oversight on the file. 	
3	April 2010		
No.	Tasks	Evidence	By When

1	March 2009		
No.	Recommendations	Evidence	RAG
3.1	<p>The opportunity for Child Protection chairs to be trained to use the Appreciative Inquiry model to use all or aspects of the model as part of their practice</p> <p>To consider using the Appreciative Inquiry model with Child Protection cases that do not appear to be moving forward</p> <p>To consider using the model with cases subject to a child protection plan for longer than 2 years.</p>	<ul style="list-style-type: none"> • 3 Chairs have attended Core Skills training • Chairs will participate in learning opportunities provided by SCIE 	
3.2	<p>DSCB to promote the Core Skills Appreciative Inquiry training programme so that there is a large range of practitioners who understand the ethos of the Appreciative Inquiry model.</p>	<ul style="list-style-type: none"> • 186 practitioners trained in Core Skills. • Evidence if Appreciative Inquiry being used at CAF / TAC level 	
3.3	<p>Each agency to consider the recommendation relevant for their organisation and to report back through their audit representative which will be monitored through the Executive Board.</p>	<ul style="list-style-type: none"> • DSCB Executive responsible for developing and monitoring action plans. • Action Plan standing agenda item for Executive. • Identified themes from single agency audits coated and monitored by QAAC sub group. 	

1	March 2009		
No.	Recommendations	Evidence	RAG
3.4	A review is undertaken to consider the findings identified regarding the lack of availability of child protection minutes and plans within reasonable timescales.	<ul style="list-style-type: none"> Additional admin resources in the ISRU committed in 2010 to resolve. Issue resolved. 100% of records audited in September 2010 had up to date minutes and CP plan on all agency records. 	
3.5	The QA sub group proposes to coordinate the findings of safeguarding audits undertaken in each agency to build an evidence library for improved practice and report to the Executive and the Board in a single Report twice a year.	<ul style="list-style-type: none"> Single agency audits being co-ordinated and considered by QAAC sub group April 2010. Reporting to Executive May 2010. 	
4	September 2010 (Integrated Children's Service)		
No.	Tasks	Evidence	RAG
4.1	Develop a protocol between Early Years and Families and the Integrated Children's Service to manage referral pathways for child protection concerns and case management of sibling groups subject to child protection plans.	<ul style="list-style-type: none"> Section 47 enquiry and children subject to a child protection plan protocol agreed between EY&F and ICS 3/3/11. All children subject to a child protection plan will be managed within EY&F with co-working link / allocation with ICS for children with additional needs. 	
4.2	Improve social work governance to make sure all practitioners have access to a suitable qualified and experienced social work manager to provide case supervision and assess significant harm.	<ul style="list-style-type: none"> Lead Governance social work role identified within ICS. Pathway in place for social workers to access a qualified social worker manager for clinical supervision and advice. 	

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March 2009			
No.	Recommendations	Evidence	RAG
4.3	Improve 'ways of working' between Early Years and Families and the Integrated Children's Service to make sure all social work professionals are working to the same set of standards, practice models and governance.	<ul style="list-style-type: none"> Joint Senior Management Team meetings held monthly. Multi-agency Governance group meets monthly. Joint local management meetings between areas managers and operation managers. All social workers in ICS able to access training, workshops and representation on the Quality and Practice Improvement Board. 	Green
4.4	The Integrated Children's Service to review their integrated assessment tool to include the domains and dimensions of the <i>Framework for Assessment of Children in Need and their Families</i> (DoH 2000) and produce a more holistic assessment including risk and protective factors		Red
4.5	Develop a performance framework for quality case audits and an audit policy that is regularly overseen by senior managers within the Integrated Children's Service.	<ul style="list-style-type: none"> ICS Social Work managers to undertake audits as required by EY&F managers. 	Orange
4.6	Develop a 'prompt' card for professionals attending child protection conferences and review outlining the categories for a child protection plan	<ul style="list-style-type: none"> To be implemented from 1st April 2011. 	Green

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March 2009			
No.	Recommendations	Evidence	RAG
4.7	The issue of different electronic recording systems in Education, Early Years and Families and the Integrated Children's Service (previously the Joint Agency Service) has been a thorny issue for many years. The audit team identified serious risks associated with a child's information being held over many different systems. It would therefore recommend a review of electronic recording systems across all service areas and a strategic plan to align wherever possible recording systems.	<ul style="list-style-type: none"> • Corporate applications strategy through DCC and ICT Data Commissioning Board leading ongoing review of system alignment. • • Joint discussions to consider electronic recording system to meet needs. • OLM (CareFirst undertaking viability study of ICS needs) • ICS implementing TRIM to become child's main case file. 	
4.8	Conduct a safeguarding training needs analysis for all staff and managers in the Integrated Children's Service.	<ul style="list-style-type: none"> • Training needs being identified. 	
4.9	Review the multi-agency training for professionals to make sure there is sufficient training on sexual abuse including signs and symptoms exhibited in young children, older children and young people and risks from 'risky' adults visiting the household.	<ul style="list-style-type: none"> • Level 3 and 4 training programmes have been reviewed. • Conference planned for late 2011. • Partnership learning programme being developed with C4EO working with resistant families. 	