

Case Audit

CHILD'S NAME	Audit Completed By:	AGENCY/SERVICE/TEAM
Date of Birth:	Date Audit Completed:	Type of Case (e.g. CAF/TAC, Child in Need, CP Plan, LAC)
Case Reference:		Period of Agency Involvement Audited
Practice area	What to look for <i>Amend in line with service expectations/standards</i>	Evaluation <i>Consider both compliance in respect of expectations/standards</i>
Basic information	The case audit should identify if basic information about the family has been provided on file. This would include case details such as ethnicity of children, family relationships, the key concerns or difficulties that families are facing.	
Effectiveness of current and previous interventions	The case audit should be able to identify the impact of previous and current intervention, whether it has been positive and achieved desired changes within the family. If possible the case audit should be able to identify particular factors associated with the success of any help the family have received. A good case audit should be able to separate out the contribution of both the competence of the worker involved and the actual intervention itself and how it helped.	
Assessment of need and analysis – have risk and protective factors been considered?	The case audit should be able to identify clearly the risk factors that impact on the child in the family, for example, domestic violence, drug and alcohol abuse, mental health problems, isolation etc. The case audit should also be able to see if protective factors have been considered by the agencies involved. It should be possible for the case audit to identify how the risk and protective factors have been balanced to produce a good assessment which looks not only at the difficulties within the family but also at their strengths. The case audit may focus on the quality of the analysis provided in assessments.	
Service response	The case audit should be able to identify whether the service response has been efficient and timely. This is likely to be mainly in response to referrals to the agency and will include whether the agency acted promptly, kept the referrer informed of actions, and took appropriate action following the referral or receipt of new information.	

Effective planning and review	Case audits will often look at care plans, child protection plans and other documents which set down plans for a child. The case audit should be able to identify if such plans are child centred, have clear and measurable objectives and identify who is doing what and when. The case audit should look at the timeliness and effectiveness of reviews of care plans.	
Building a trusted and effective relationship	The core of good social work practice, the case audit should be able to comment on the extent to which the family are involved in decision making and planning and the skill of the practitioner in building a relationship with the child and family. Particular features for example, proactive approaches to involving extended family in safeguarding or the involvement of fathers, may be pertinent in some cases and would be expected to be considered within the case audit.	
A child-centred approach including attention to equality and diversity	The case audit should look at whether the child has been seen alone and his or her views considered in decisions and case planning. The audit should look at evidence of practice which pays attention to a child's individual needs, and the response to factors relating to their age, ethnicity, or disability.	
Multi-agency involvement	The case audit should look at the effectiveness of multi-agency working and the impact on the case of other agency involvement. Communication and information sharing will be key elements which should be considered by the case audit. Specific difficulties within and between agencies should be identified in order to identify themes and patterns which may emerge across a number of cases.	
Management, supervision and oversight of practice	Most agencies will require first line managers to provide evidence of supervision on the case file itself and in these instances the case audit template should include attention to supervision notes or management direction and sign off at various stages. However the agency may use other mechanisms for checking the quality of supervision which are outside any case file audit and which should be considered. In particular it is unlikely that any critical reflection activity will be documented on the case file but would be an important element of supervision.	

Quality of case recording	The case audit should look at the standard of case recording including factors such as clarity of information, concise report writing, up-to-date entries in the file, recording of basic information, and the presence of key documents for example, chronologies, core assessments etc.	
Process monitoring	There are various processes which need to operate smoothly to support good practice. In particular, child protection procedures being implemented in line with statutory guidance but also other organisational processes such as case allocation, transfer, use of threshold criteria and referral to other agencies. The case audit should consider how well these processes have been followed in any one case.	

Outcomes Judgements

OUTCOMES	What is your judgement in how well the actions which your service has taken have improved the outcome for the child/young person?
Being healthy	
Staying Safe	
Enjoying and achieving	
Making a positive contribution	
Achieving economic well-being	

Overall Judgement Rating

Please make an overall judgement (*circle as appropriate*)

- Outstanding All requirements/standards met, no deficiencies in terms practice, evidence of effective interventions and impact of improving outcomes for children
- Good All requirements/standards met, no deficiencies in terms of practice
- Adequate All requirements/standards met
- Inadequate All requirements/standards are not met, serious deficiencies in practice

Improvements/Actions

What improvements have you identified as a result of completing this audit?	What action will you or service take?	By When?

Additional Information (optional) Please make any additional comments about the audit or this template

Please return completed audit tool to your QA Lead or DSCB Representation or to stacey.garner@dudley.gov.uk

For more information about the DSCB Quality Assurance Framework, contact graham.tilby@dudley.gov.uk or sue.caddick@dudley.gov.uk