

# Children's Services Audit Process

At the end of each month, the Quality Assurance (QA) Manager selects children/young people/care experienced young adults/families at random to be audited in the following month using the Annex A lists. The relevant allocated key workers, Team Managers, IROs/CP Chairs and Service Managers are informed of the children/young people/care experienced young adults/families selected.

At the beginning of the audit month, the auditor assigned will contact the allocated key worker to arrange a time to discuss work undertaken with the child, young person, care experienced young adult and family and any learning.

Auditors will have approximately one month to complete the audit, discuss findings with the allocated key worker and gather feedback from the child/young person/family/carers/IRO/CP Chair. All audits completed by the last working day of the month.

The audit is then uploaded to the child/young persons/care experienced young adults record for consideration by the allocated key worker and their Team Manager. The auditor will also add a case note to the record with any required actions. Team Manager and relevant Service Manager will be tagged into the case note and an alert will be sent to the relevant Team Managers tray to ensure audit recommendations are completed in a timely way.

The QA Manager will assign the audit action review form to the relevant Team Manager; once completed and finalised in LCS; an alert will automatically go to the QA manager to advise of completion.

The QA Manager will select a third of audits to be moderated approximately 4/6 weeks after the original audit date. The selected cases will be moderated by PSW/Service Manager QA & Practice Improvement, the Safeguarding & Review Service Manager and the QA Manager. Any audits graded good will be moderated by an Assistant Director.

A summary report of the main findings, key strengths, areas for improvement and recommendations is completed by the QA Manager with input from the Practice Improvement Team and Service Manager and presented at SMT practice meeting.

Audit feedback sessions will be delivered on a monthly basis to relevant practitioners involved in the audits, Team Managers and Service Managers to share learning and gather feedback on their experience of the audit process. There will also be a summary of audit activity within each Sefton Scoop newsletter.

Areas for development of practice will be identified via audit; taking into account feedback from all involved. The QA Team will deliver and develop tools and learning sessions which support learning and improvement. They will also provide support sessions to increase managers confidence in auditing.

When a good grade is confirmed via moderation, a Make A Difference summary will be created outlining what features contributed to the good grade for further learning. Make A Difference interviews will be organised with practitioners if the OA team are notified of good outcomes.