

Multi-Agency Case Audit

6 Step Briefing

Disabled Children – Tier 3 Services

Theme / Cases

- Themes are based on priorities identified by the NSCB this theme was selected following discussion at NSCB Board in December 2018.
- Cases are selected at random by Business Intelligence.
- Cases are selected to ensure there is a cross selection of children, their requirements and service intervention.

Process

- Completed chronologies and audit tools submitted for 5 pre-selected cases from each agency.
- Multi-agency meeting to examine and analyse each case.
- Learning Summary developed.
- Actions identified and followed up as part of MACA Action Plan.

Strengths identified per case

Case 1

- All agencies individually completed good positive work to step the case down to Child In Need.

Case 2

- All agencies were aware of the child's disabilities from both a physical and emotional perspective ensuring these were catered for at appointments.
- There was evidence of good quality assessments and intervention carried out by the Social Worker and good multi agency work under the Child Protection Plan.
- School monitored the child well.

Case 3

- When home visits were started by Early Help a better relationship was noticed between the mother and child.
- Escalation of the case to Tier 3 had a positive impact on outcomes for the child.
- Good work is in place by both the school and Early Help which can be seen in practice and assessments.

Case 4

- Schools has good positive contact with the child and ensures its asks the child about their wishes and feelings showing the voice of the child is sought.

Case 5

- Where the child has presented with the need for specialist intervention this has always been sought by agencies.

Findings identified per case

Case 1

- The Graded Care Profile is not being used a preventative tool in this case to evidence progress which should be used.
- Better communication is needed between all agencies to include better sharing of assessments, individually agencies are undertaking good positive interventions but evidence can't be seen as us working as a multi-agency partnership in this case.
- Engagement with health services was often sporadic and needed to be appropriately challenge on a regular basis.

Findings identified per case

Case 2

- A need to ensure the child's voice is heard & acted upon in a meaningful way and not simply taken at face value.
- The transferring and sharing of information was a challenge which needs to improve. Information sharing is evidenced between some agencies but needs to be shared more widely to all agencies involved.
- Section 47 enquiries and Single Assessments should have been completed in a timely manner.
- A better understanding and evaluation of parent's capacity to change was needed.

Case 3

- This case has been well managed with evidenced improvements including the Tier 3 support from school and Early Help, detailed case records include SMART actions being addressed with concerns raised and what is working well for all partners evident.
- The voice of the child is evident throughout the case file.

Case 4

- The opportunity to convene a Strategy meeting & conduct Section 47 enquiries when threshold was met had been initially missed.
- Although the good practice displayed by the school in seeking the views of the Child it has too often been lost in this case, evidence that children in this family need to be spoken to more with their voices recorded and acted upon in a meaningful way.
- The Audit reads as a family in need of support although they often refuse support offered which needed to be challenged more effectively.

Case 5

- Need to ensure that information is shared to include agencies based outside of Northamptonshire.
- Parent's capacity to change & ability to protect needs to be assessed in light of them not providing consent for support or withdrawing consent at the last minute.
- Evidence is needed that the Voice of the Child is being heard and acted upon appropriately.

Recommendations – Issues Identified Across Multiple Cases

Voice of the Child

It is evident that while in 1 case the Voice of the Child was recorded and evidenced extremely well in other cases this was not the case. Professionals need to ensure the Voice of the Child is captured and recorded accurately in all cases.

Information Sharing

Information Sharing remains an issue, it is up to all agencies and professionals to ensure they are sharing information in an effective and timely manner. The NSCB and its Sub Groups are required to monitor this closely.

Parents Capacity to Change

Better assessment and evidence of assessments is needed across multiple cases to assess parent's capacity to change, the tool for doing this can be found in the NSCB Neglect Toolkit.

Good Practice and Evidence as a Result of this Audit and similar Reviews

- Schools are working hard to ensure the wellbeing of the child is maintained.
- Single Agencies are working well to provide support needed to children in these audits.