

Children & Young People's Overview and Scrutiny Committee

21 November 2017

Case File Audits



Report of Margaret Whellans, Corporate Director of Children & Young People's Services

Purpose

- 1 The purpose of this report is to provide Members of the Children and Young People's Overview and Scrutiny Committee with an overview of the Audit Programme being delivered in Children's Services.
- 2 The presentation will be given by Julie Scurfield, Children's Services Strategic Manager supported by Rachel Harris, Children's Services Service Improvement Manager.

Introduction

- 3 The Audit Programme forms part of the Ofsted Improvement Plan and a target of 90-100% Good or better by March 2018 has been set for audited casework by the Quality Improvement Board which oversees the implementation of the Ofsted Improvement Plan and which is chaired by the Corporate Director for Children & Young People's Services.
- 4 The presentation will take Members through the following aspects of the implementation of the Audit Programme:-

- **Quality Improvement Framework**

We will share with Members the Quality Improvement Framework (attached Appendix 2) developed and implemented across the Service post Ofsted. The Framework sets out the Service aspirations and ambitions regarding developing a quality culture of "High Expectations, High Challenge, High Support".

- **Auditing Methodology, Process and Practice:**

We will describe to Members how the Audit approach was developed, taking account of the learning from Ofsted, and from other authorities where inspection outcomes have been good. The presentation will cover how objectivity is provided and how the audit programme contributes to the quality culture which is being embedded across the service.

- **Quality Improvement Activity to support Practice Improvement:**

The audits are not a “stand-alone” exercise, they sit within a broad programme of quality improvement being implemented across the Service. The presentation will share with Members an outline of the range of activity taking place which underpins and supports the Quality Improvement agenda.

- **Quarterly Audit Programme:**

The presentation will set out our quarterly audit programme and describe the range of full case file and thematic audits that have taken place, and those that are planned, and how these support and inform progress against issues of practice identified during the Ofsted Inspection, and also those identified by managers as requiring further in-depth investigation. We will describe how the outcomes from each quarterly audit inform service improvement and development.

- **External Validation:**

In order to provide additional independent scrutiny, the Service engages with external auditors who carry out a bi-annual audit of randomly selected cases that have been audited by service auditors. The presentation will share the findings from the two independent exercises carried out to date.

- **Audit Outcomes:**

Members will be provided with an overview of the outcome of the first three quarters auditing from January to September 2017. The progress and quality improvement journey which the audits are demonstrating is taking place across the Service will be described.

- **Next Steps:**

The presentation will conclude with the key actions and next steps being taken by the Service to continue to drive quality improvement activity.

Recommended

5 Members of Children and Young People’s Overview and Scrutiny Committee are requested to receive the presentation and comment accordingly.

Background Papers

None

Appendix 1: Implications

Finance - None

Staffing - None

Risk - None

Equality and diversity/Public Sector Equality Duty - None

Accommodation - None

Crime and disorder - None

Human rights – None

Consultation - None

Procurement – None

Disability Issues - None

Legal Implications- None