

1.3 Quality Assurance

Between April 2022 – March 2023 audits were completed across SEND children and adults social care as well as overnight short-breaks reviews, (QA report, 2023).

During the year a total of 10 adults were audited (8 detailed audits and 2 compliance audits) and 3 re-audits were completed and reflected a varied practice quality with 37.5% graded good, 50% requires improvement and 12.5% graded as inadequate.

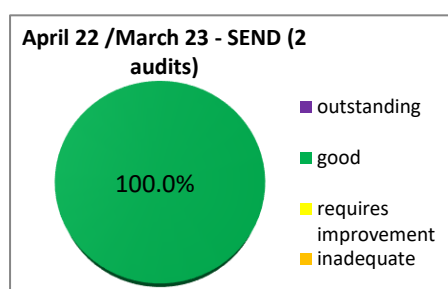
Audits highlighted improvement in all audit domains. Auditors particularly commented on the use of independent advocates and practitioners providing clear rationale when they used family members to represent and advocate for the young person. The majority of auditors found the communication needs of the young adult were fully explained and practitioners demonstrated an understanding of the impact on their personal circumstances. There was evidence of personalised outcomes and clarity about how risks were managed.

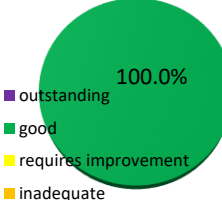
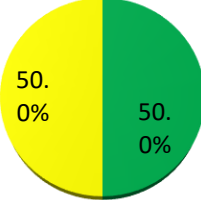

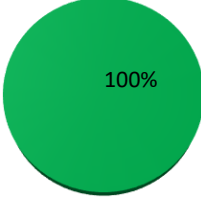
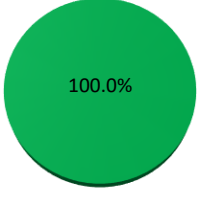
During the same period a total of 3 children were audited. 2 audits were “usual” audits and 1 themed audit about supervision and management oversight. The overnight Short Breaks reviews were undertaken by an Independent Reviewing Officer who sits within the child protection conferencing service. During 2022/23 in 16 of the 17 review meetings held, there was an up-to-date child in need plan in place. The performance in this area has remained consistent over the last four years. Since April 2023 all of the children who had a review had an up-to-date child in need plan.

During 2022/23 in relation to Education, Health and Care Plans being updated the performance has improved. It was noted at reviews that 75% of children had an up-to-date plan. Since April 2023 there has been positive improvement noted. Parents and school staff confirmed having the PCR meetings regularly and that the EHCP’s are being regularly reviewed.

The shorts breaks reviewing officer considers whether there is transition planning in place for the young person in preparation for when they reach adulthood. This should be discussed in the short breaks review meetings for young people from aged 16 years. Since April 2022 seven young people have fallen into this category only one young person did not have a transition plan started at the expected review. The other six young people had a SEN assessment and review officer allocated to them.

Overall findings of the 2 children audits were good in majority of the domains.



Recording	Management Oversight and Supervision	Child's Lived Experience	Assessment	Impact Analysis – Planning and Review
 <p>100.0%</p> <ul style="list-style-type: none"> ■ outstanding ■ good ■ requires improvement ■ inadequate 	 <p>50.0% 50.0%</p>	 <p>100.0%</p>	 <p>100%</p>	 <p>100.0%</p>
<p>Overall, the 2 audits were graded good the only area of focus highlighted were around use of "Language that cares" in their recording</p>	<p>Further consistency is required in supervision happening at regular intervals, being reflective and considering information from range of sources</p>	<p>Practitioner developed a positive relation with the children/your person. Visits were purposeful and practitioner meeting the young person did creative, explorative work with children who were pre-verbal or disabled with 100% compliance. Further areas of improvement were noted in understanding the child 's lived experience and the impact of cultural and social factors in the development of the young person were not explicit.</p>	<p>Overall grading was given good, however professional curiosity to explore various hypothesis and support arrangement and demonstrating evidence-based practice needs further strengthening.</p>	<p>Overall grading was given good, however auditors noted there was no evidence (0%) to inform children's plans had actions that were SMART with clear timescales.</p>

Feedback from parents/carers from audits:

“She is a very special person to me. She is really professional and dedicated to her job. She really understood me very well when she came to assess my daughter and understands the level of need. She is doing her job with passion; her communication is very good. I feel very confident with her. She is wonderful 100% I have had very bad experience in the past with social services, so I was anxious but when I met her I found there are wonderful people on the planet”

“I have had a consistent social worker which has been helpful. The only concern I would like to raise was that I was not kept informed from the outset that when my son turns 18, we can make a choice of his place of living., it is too late now, and he continues to live a supported placement”. (Mother of a young person supported by SEND team)

“X has been good. The issues we have is with the educational plan and the support provided to my son and X had to step into this, I am in the process of going to the tribunal and I am getting legal advice”. (Mother of a young person supported by SEND)

“P advised she hasn't had many dealings with social care assistant, but any contact and guidance provided was ok and she rated E good on the questions asked. She advised she is still waiting for the provision of Direct Payments and E is helping to “sort it out.” (Mother of young adult support by the SEND)

The summary of audit findings:

Areas of practice strengths:	Areas requiring increased focus:
<ul style="list-style-type: none"> ○ Good understanding of family’s history and its impact as well as family functioning ○ Practitioners developed positive relationships with children/ young people and knew how to best communicate with them ○ Assessments were clear, comprehensive and considered the child’s needs, risks 	<ul style="list-style-type: none"> ○ Consistent evidence of “language that cares” ○ Regular supervision & management oversight ○ Reflective supervision, considering hypotheses, ethical dilemmas, etc. ○ Consistent evidence of professional curiosity and use of research & evidence informed practice

<p>and protective factors; risks are understood and minimised</p> <ul style="list-style-type: none"> ○ Information sharing between agencies/ professionals was timely, specific, effective ○ The child's needs were prioritised, and thresholds appropriate ○ Plans are reviewed regularly, and children met their practitioner on their own to share their views ○ Consistent evidence of creative, interactive, and explorative work (direct work and observations) ○ Parental capacity and capability to change was considered and explored ○ Short-breaks overnight stays reviews are held in timescales ○ All the parents have been able to engage well in the reviews ○ Social work reports are completed to high standards 	<ul style="list-style-type: none"> ○ The impact of cultural and social factors is fully considered ○ Consideration of contingency planning, where relevant ○ Up to date chronology ○ Comprehensive genogram, depicting significant relationships ○ Up to date plan that is SMART ○ Practitioner to have good understanding of the child's lived experience and development
---	--

The SEND Social Care Team receives a high volume of referrals from the SEND Education Team, to ensure children and young people care needs are assessed to ensure they receive sufficient support. This also included multi agency working to ensure the child and young person as the right type of support and taking into consideration offering a carers assessment to full-time carers. The SEND Teams social care Dash performance has improved over the last year which is evident in the Council's DASH board Report in June 2022 and April 2023. Children in Need are seen on time. Those children being supported on a CIN Plan are never usually longer that 1 year in duration.