## Multi Agency Case File Audit Findings…at a glance

### 2016-17/Audit 1 (Domestic Abuse - 5 cases where child present when a DA incident took place/5 cases where an adult was the victim/perpetrator)

### What we saw

#### Early Identification / History of Involvement

- **Good Practice**: GMP assessed, recorded & reviewed, risk levels in all cases.
- **Issues Identified**: Needs identified & services requested but little evidence that DA a key issue within early help offers – CAF/Early Help Assessment

#### Assessment & Intervention

- **Good Practice**: Range of assessments evidenced
- **Issues Identified**: Some assessments did not consider whole family

#### Planning

- **Good Practice**: Multi-agency meetings evidenced with appropriate attendance
- **Issues Identified**: In 1 case the ‘plan is narrow & does not include consideration of DA’.

#### Review

- **Good Practice**: Crisis support from mentor was immediate & pastoral support offered daily in 1 case
- **Issues Identified**: Need for improvement in the transition to FE provider in 1 case

#### Case Management

- **Good Practice**: Up to date case records
- **Issues Identified**: Delays in sharing relevant information can create gaps in agencies monitoring processes

<table>
<thead>
<tr>
<th>Good Practice</th>
<th>Issues Identified</th>
<th>Issues Identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>GMP assessed, recorded &amp; reviewed, risk levels in all cases.</td>
<td>Needs identified &amp; services requested but little evidence that DA a key issue within early help offers – CAF/Early Help Assessment</td>
<td>Some assessments did not consider whole family</td>
</tr>
<tr>
<td>Arrests made in 3/5 cases which had an impact on the situation for the children &amp; victim/s</td>
<td>Information on engagement and uptake of services is limited</td>
<td>Impact / outcome of work not sustained or not evidenced</td>
</tr>
<tr>
<td>Prompt referrals to relevant agencies</td>
<td>Long cycle of CAF, CIN, CAF, CIN in 2 cases.</td>
<td>2 cases did not evidence that DA risk was considered as part of the other case complexities</td>
</tr>
</tbody>
</table>

### Issues Identified

- Needs identified & services requested but little evidence that DA a key issue within early help offers – CAF/Early Help Assessment
- Consideration of historical DA not evident in all assessments
- Two agencies were not aware of DA incidents within the family in the majority of cases
- Impact of historical work undertaken not sustained – in one case – 11 years of reported DA could be seen.
- DA not known to some partners – where self-disclosed - good responses demonstrated

### Issues Identified

- Some assessments did not consider whole family
- Information on engagement and uptake of services is limited
- Long cycle of CAF, CIN, CAF, CIN in 2 cases.
- 6 week delay in ‘6 week’ assessment of a new born in 1 case
- Parent did not reveal DA - was asked at antenatal appointment
- In 1 case the ‘plan is narrow & does not include consideration of DA’.
- Impact / outcome of work not sustained or not evidenced
- Plan closed too early in one case
- MARAC meetings not formally minuted
- Need for improvement in the transition to FE provider in 1 case
- Despite the young person asking for help it cannot be seen that this was actioned in 1 case
- 2 cases did not evidence that DA risk was considered as part of the other case complexities
- Impact of interventions from commissioned services is not visible

### Good Practice

- Multi-agency meetings evidenced with appropriate attendance
- CAF plan, CIN Plan, Health Care plan, My Plan, CP Plan = SMART
- Referrals to or engagement with a broad range of services can be seen – family support, CAMHS, Holding Families, Resolve, Freedom Project
- Continued support by FSW for family even when child disengaged
- Risk factors are considered & reviewed regularly
- Views of children considered & evidenced even when invites to meetings refused
- Evidenced based tools used to measure & monitor improvement

### Good Practice

- Crisis support from mentor was immediate & pastoral support offered daily in 1 case
- Reflection & evaluation of interventions was identified as a strength in 1 case
- Regular reviews via meetings, plan reviews and supervision in all cases
- Holding Families work has been very effective in one case
- Effective information sharing - within agencies & between partners

### Issues Identified

- Delays in sharing relevant information can create gaps in agencies monitoring processes
- Some evidence of internal time-scales for the distribution of meeting minutes not being met
- Various single agency case management issues identified
- A gap in some relevant documents being available to some agencies eg CP Plan /GP, meeting minutes, chronology.
Multi Agency Case File Audit Findings...at a glance

2016-17/Audit 1 (Domestic Abuse - 5 cases where child present when a DA incident took place/5 cases where an adult was the victim/perpetrator

Multi-Agency Recommendations

- To give assurance that the MARAC process is sufficiently robust, effective and is improving outcomes
- Agree an evidenced based tool to measure improvements in domestic abuse
- Domestic Abuse strategy to be informed by this audit and the DA Action plan to include actions to address the findings
- Broader use of the Strengths and Difficulties questionnaire

Key messages for practitioners

- Work relating to Domestic Abuse needs to be undertaken, even when other case complexities are present.
- It is important to specifically address the issue in assessment and to explore the range of services available.
- Practitioners need to understand the emotional impact of Domestic Abuse on the young person.
- Where a young person is living elsewhere or parents are separated the wider family should always be considered within the assessment.
- Good record keeping makes a difference - Chronologies should always be kept up to date, plans shared, and minutes from meetings need to be completed and shared within appropriate timescales.