

Observations from the Audit

What could be improved?

11. The timescales were tight which led to some agencies not being able to complete the audit or have representation at the workshop and others had to make alternative arrangements to support the process.
12. Feedback regarding the agreed tools used were too broad and not relevant for all agencies, and took a significant amount of time and resources to complete.
13. The Survey Monkey audit was difficult to navigate and some agencies were unable to access the information when the survey was closed. There was also confusion about the survey being in two parts, resulting in some agencies only completing part of the survey. Auditors could not save a copy of the audit and the only way access their information was to specifically request this from the LSCB Business Unit which was downloaded and sent to them. This was not explained to the auditors which resulted in the majority of agencies not having a copy of their completed audit on the day.
14. The venue booked did not have Wifi, therefore, agencies were unable to access information to clarify certain points of their audits. This needs to be better planned for future audits. The confirmation regarding the workshop was unclear in terms of roles and expectations of those in attendance; the preparation required in advance of the workshop; the information that they may need to bring with them; and also that refreshments and lunch would not be available.

What worked well?

15. Attendance was good and many agencies were engaged and contributed to discussions. Those in attendance commented that it was a good learning opportunity and were committed to having a positive outcome of what was a difficult day.
16. Agencies viewed the day as an opportunity to reflect and challenge their own and each agencies' work.
17. As it was a multi-agency audit this resulted in agencies having a holistic view of what all agencies knew and understood about the young person and also what was not known or understood.

Learning from the audits

18. Good practice was identified as well as areas needing improvement.
19. The audit highlighted that agencies had differing views and used different terminology which led to some confusion. For example the word referral means different things to different people.
20. The following learning points were of note:
 - All agencies should be involved in assessment and decision making processes.