

# Children's Resource Service Plan from HCC Audit

Improvement Board – May 2023



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# Context

- 2022 year was primary focus of the audit. Since that time, new service lead appointed and current consultation to restructure management arrangements.
- Vacant posts have been recruited into.
- Emphasis within CRS has changed to focus on quality and making the right decision for a family as opposed to adherence to timescales. Once improved practices are established, timeframe compliance will follow.
- Service delivery / improvement plans are based upon areas such as Ofsted feedback, Partnership reviews and audit feedback.



# Improvements

- **The journey of the child was not clear**

The journey of the child is now clearly documented in MASH contact tool, as the process now provides more detailed history of the child's journey and manager's rationale for decisions made. This enables a more informed decision-making process.

- **Threshold application was not consistently evidenced**

Pathways Document was not being consistently used to determine the most appropriate intervention for a child and their family. Threshold application is clear in every Management Oversight and therefore every contact leaving CRS.

- **Variable quality in management oversight. Sometimes lacking in analysis, exploration of risks and clear rationale of how decisions had been reached.**

For every Contact processed through CRS there is now a more detailed management Oversight using a proforma which prompts risk factors, strengths and analysis. Quality is checked through Dip Sample audits / peer audits.



# Improvements

- **For re-referrals, decision making was largely taking place without full MASH checks.**

This continues to be a focus area for us and 'MASHing' is considered on all re-referrals.

- **MASH was bypassed to the Brief Intervention Team (BIT) which appeared to contribute to inconsistency in management decision making or children closing without assessment or MASH checks where consent was refused.**

We no longer impose a statutory service on a family without consent. We are doing some data analysis and working with our BIT colleagues to understand how this can be resolved.



# Improvements

- **Children residing within the same household were assessed separately in MASH, especially when there were contextual safeguarding concerns.**

Now, all siblings are allocated for an assessment.

- **Some of the language used within the children's files was not child focused and there was a lot of acronyms used.**

The use of acronyms has been followed up with CRS staff and are no longer used. We will carry out a dip sample in August to consider acronyms alongside management oversight.