

Families First – External Partner Case Audit Findings 2019/2020

Quarter 1



We audited 20 open Families First Assessments where the keyworker was an external Partner.
The audited cases included 39 Children and 32 Adults who were receiving support.



What we are doing well?



Identifying needs and initiating FFAs early.

Evidence of effective collaborative and partnership working.

Less cases escalating into specialist services.



Identifying the right keyworkers early.



What we would like to improve?

Toggling families correctly on EHM within the Families First Assessment to ensure needs are correctly recorded.

Practitioners to be more proactive in contacting their local Senior and Families First Coordinators for practice support.

Effective case recording on EHM, in particular, the need to better evidence the work we are doing with families and impact of our work on improving outcomes.



Adherence to Practice Standards to effectively manage cases.



Key Learning

- 100% of audited cases evidenced that the family's needs and correct keyworkers were identified early, and cases were progressed in a timely manner to FFA Registration.
- The quality of FFAs completed by partner agencies remains varied across agencies; 5% rated good, 70 % rated requires improvement and 25% rated inadequate.
- The quality of recording and evidencing of support/intervention or the impact of early help through EHM episode was poor in all cases that were audited. Case recording was no consistent.
- 65% of FFAs were initiated by the keyworker without a referral to Children's Services, 25% initiated following a referral to Triage, 5% initiated following a referral to MASH and 5% initiated following advice given by the Consultation Hub.