



## Information Governance Team

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)  
Request ID: FOI323799431**

Thank you for your request for information relating to Quality assurance in children's social work.

You have requested the following information:

**1. What Children's Social Care Management System (formerly known as ICS) is the Local Authority currently using?**

Liquid Logic (Protocol).

**2. What audit toolkits are currently used at each Tier? Please can I request a copy of these.**

Please see the attached current casefile audit tool document.

**3. If files are audited inside the management system, such as on a QA module, does it provide quality assurance reports and if so please can I request a copy of the most recent reports (redacted if necessary)**

The information you requested is being withheld as it falls under the exemption(s) in Section 22 of the Freedom of Information Act 2000, which relates to Information Intended for Future Publication. A report containing this information will be taken to Scrutiny Board in this municipal year.

Section 22 is a qualified exemption subject to the public interest test. We have considered the public interest in releasing the information against the interest in withholding it. There is a public interest in transparency being demonstrated by releasing the information with this reply. However transparency is also achieved by the Council publishing the information after scrutiny.

The exemption under Section 22 of the FOIA recognises that it must be reasonable to withhold the information until the date of publication. We have therefore concluded that the public interest in withholding this information outweighs the public interest in releasing it.

To assist, a previous report containing this information is accessible using the weblink below:

<https://edemocracy.coventry.gov.uk/documents/s36749/Quality%20Assurance%20Audit%20Activity?>

**4. Has the Local Authority commissioned external QA of children's case files from consultants or auditors in the last 12 months? If so, which ones? If not, which role in the Local Authority normally does this?**

No. Quality Assurance activity is undertaken on a monthly basis by all Children's Services managers at all levels

**5. How are QA reports the Local Authority produces currently compared with statistical peers?**

Through regional performance networks and our regulatory body, Ofsted.

The supply of information in response to a Freedom of Information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**

<b>Auditor name</b>	
<b>Tracked case number</b>	
<b>Audited previously</b>	
<b>Age band</b>	
<b>Strand</b>	

<b>Field</b>	<b>Quality of child's experience</b> (Exceeds good/meets good/does not meet good)	<b>Text</b> (please keep this evaluative and succinct)
<p><b>Risk is identified, responded to and reduced in a timely way.</b> Where relevant, include evaluation of identification and response to children who experience and/or are at risk of:</p> <ul style="list-style-type: none"> <li>▪ sexual exploitation</li> <li>▪ neglect</li> <li>▪ emotional abuse</li> <li>▪ sexual abuse</li> <li>▪ physical abuse</li> <li>▪ domestic abuse</li> </ul>		
<p><b>Children, young people and families are appropriately involved</b></p> <p>Is there evidence of impact of the involvement of children and their families in assessment, planning and intervention. Are the views of significant males effectively gathered? Are children seen, and seen</p>		



<p>alone, and do they benefit from stable and effective relationships? Do children and parents/carers have an equal voice? Does it evidence individual work undertaken, including appropriate direct work?</p> <p>Is this linked to the plan and the reduction of risk? What is the impact of this for children and their families?</p>		
<p><b>Decision making is effective and timely.</b></p> <p>Is there evidence of effective and timely management oversight and direction on cases, and clearly recorded rationale for decisions being made?</p> <p>Is case recording clear, comprehensive and reflective of work undertaken and focused on the experience and progress of children and young people?</p>		
<p><b>Assessments are timely, comprehensive, analytical and of high quality - and lead to appropriately focused help.</b> Do they incorporate historical factors, informed by up to date case chronology? Do they identify risk, needs and protective factors, including parental capacity?</p>		
<p><b>Coordination between agencies is effective.</b> Is joint working, information sharing in improving and sustaining the experience and progress of children and young people.</p>		
<p><b>Consideration and impact of diversity.</b> For example, age, disability, ethnicity, faith or</p>		

belief, gender, identity, language, race and sexual orientation.		
<p><b>Quality of plans.</b>  Are they: up to date and updated, timely, comprehensive, specific with measureable outcomes and dynamic?  Are they implemented?  Consider length of plan or any themes? Do they show quality of management oversight? Are they influenced by views of children and parents/carers and diversity issues?</p>		
<p><b>Permanence is achieved without delay and reflects assessed needs.</b> Are plans for permanence, including adoption, in the best interests of children and young people, and achieved without delay?  Evaluate the quality of preparation for placement.</p>		
<p><b>Children and young people participate in and benefit from effective regular reviews</b>  Are reviews scrutinised and challenged robustly to ensure that they support children in making good progress.  What is the influence and impact of Independent Reviewing Officer/Child Protection?</p>		
<p><b>Quality of placement</b>  (at home or looked after) – Are children appropriately placed according to their assessed needs?  Evaluate the effectiveness of: matching, stability and maintenance of contact with</p>		

family/friends support for placements (including adoption support)		
<p><b>Are young people prepared for independence and are they living in high quality accommodation that meets their needs.</b></p> <p>Is it safe, permanent and affordable (children at home or looked after)?</p>		
<p><b>How has the help provided improved outcomes?</b></p> <p>Are children supported to achieve their full potential? Evaluate impact (including education, physical health, and their emotional well-being). Do children have developed networks within their community and are they safe?</p>		
<p><b>Agreed actions to achieve good outcomes for child</b></p>	<b>By whom</b>	<b>By when</b>
<p><b>Auditor Overall Grading and any additional comments</b></p>		