

Identify issues with the Child Protection process (from Referral to Case Conference) which may impact on the quality of assessments

Quality issue / initial problem

Findings from a 100 case file audit showed that assessments for Initial Child Protection Case Conferences were of a lower standard than those written for other children's multi-agency meetings.

Specific aim

Identify the issues which can impact on the quality of assessments for Initial Child Protection Case Conferences and undertake tests of change over next 3 months.

Measurement of improvement

An improvement in the standard of assessments for Initial Child Protection Case Conferences.



Tests of change

An initial test of change to be taken forward from focus group results

Tools

- Process Map
- Gallery Walk (Focus Group)
- Pareto Chart

Anticipated Effects of Change

- New documentation to present information to Initial Child Protection Case Conferences
- Improved allocation process

Lessons learned and message for others

Great way to get people involved, whose daily work involves using the process you are trying to improve, and use their input to bring about change.