



Shropshire Safeguarding
Community Partnership

Multi-Agency Case File Audits MACFA's

Guidance, Process and Schedule



Date Completed	05/05/2021
Status	Approved
Date of Approval	02/07/2021
Approving Body/Group	Operational leadership group
Revised	08/06/2023 – 11/01/2024
Due for review	2024/2025

What is a Multi-Agency Case File Audit (MACFA)?

These audits allow services to look at the experiences of people who have accessed their service firstly individually and then collectively to take a holistic view of the individuals experience of services. It allows agencies to identify good practice, see how well they have worked with other agencies and identify areas of improvement.

Findings from these audits are reported to the SSCP Practice Oversight System Groups for them to ensure that the recommendations for service and system improvements are actioned.

Each Practice Oversight Group can complete up to two audits a year. It may be that the Practice Oversight Groups decide to have a joint audit

SSCP System Groups

Adult Safeguarding and Protection Practice Oversight

Including Self-Neglect - Adult's priority

Child Safeguarding and Protection Practice Oversight

Including Child Neglect – Children's priority

Community Safety Practice Oversight

Including Reoffending, Hate Crime, Anti-social Behaviour and Serious Violence

Why are Multi-Agency Case File Audits necessary?



Completing the Audit form

- Audit Forms are sent out by email and are completed on a word document.
- Scan the QR code or click on the hyperlink to access an example MACFA form







[Example SSCP Multi-Agency Case File Audit MACFA Form](#)

- You (the auditor) should only focus on your own agency. Multi-agency discussion will take place in the audit meeting.
- Know what your relevant service standards, legal duties and multi-agency procedures are prior to starting the audit.
- Identify good practice as well areas where there may need to be improvements.
- Once submitted you will be able to save or print a PDF copy of each completed audit.

Grading

Your grading for each section should be based on whether your agencies input had a direct influence on the person(s) subject to audit (relating to the specific theme that has been chosen).

You should use the comments sections of the form to explain fully the rationale of your grading.













 Outstanding	<ul style="list-style-type: none">• Meets requirements of good +• Strong evidence of Research-informed practice,• Innovative and creative practice that makes an exceptional difference to a person's life
 Good	<ul style="list-style-type: none">• Statutory functions met• Research informed practice is present• Risks identified assessed & managed• Standards/multi-agency procedures followed• Clear evidence of person-centred practice
 Requires Improvement	<ul style="list-style-type: none">• Limited statutory functions have been met• Some gaps in practice• Risk identified with gaps in assessment /management• Some evidence of Standards/multi-agency procedures• Limited evidence of the persons voice
 Inadequate	<ul style="list-style-type: none">• Statutory functions not met• Significant gaps in practice• Risks not identified• Standards not followed• Multi-agency procedures not followed• No evidence of the persons voice

How often will Multi-Agency Case File Audits take place?

Each Practice Oversight Group can complete up to two audits a year, it may be that they decide to undertake a joint audit

- Audit themes are chosen by the three Practice Oversight Groups and should relate to the identified needs within the groups business plans.
- Themes should be agreed for the following financial year no later than quarter four of the previous financial year.
- SSCP Business Unit publish a Multi-agency Case File Audit (MACFA) Schedule for all partners.

Multi-Agency Case File Audit (MACFA) Process

	<p>Theme of the audit is identified by the Shropshire Safeguarding Community Partnership (SSCP) Practice Oversight Groups and co-ordinated by the Business Unit.</p>
	<p>Up to ten people will be identified by a relevant agency, depending on the theme of the audit. All other agencies will then be asked if they can confirm if they have had contact with the people identified in the last 12 months, and if they know of any other agencies that might have been involved.</p>
	<p>Three peoples case files will be selected to audit, looking at cases where there has been the widest multi-agency involvement.</p>
	<p>5 to 6 weeks before the multi-agency audit meeting the audit form will be sent out to involved agencies.</p>
	<p>Agencies should complete one form for each subject person which should include any information about identified connected people.</p>
	<p>Agencies must submit their completed audit forms by the deadline</p>
	<p>Completed audit forms from all agencies must be read, to enable this they will be emailed three working days before the meeting</p>
	<p>Multi-Agency audit meeting takes place, led by the Chairperson of the relevant group. Each agency summarises their audit findings. Individual audits will be allocated 45 minutes for discussion.</p>
 <p>Delete</p>	<p>As the audits contain restricted information, following the meeting any audit information from other agencies must be deleted from your emails or computer system.</p>
	<p>A report, learning briefing, short video or learning event will be produced/organised from the multiagency meeting .</p>
	<p>The findings will be presented by the Chair of the Practice Oversight Groups. Actions from the audit will be added and monitored in the groups business plan. Participating agencies will receive a copy of the report and are expected to disseminate the learning identified.</p>
	<p>An impact assessment will be sent to all those that took part three months after the audit to assess the impact the recommendations arising have had on practice within agencies.</p>