

ROTHERHAM METROPOLITAN BOROUGH COUNCIL - CHILDREN AND YOUNG PEOPLE'S SERVICES
Improvement Action Plan - Actions from Inspection of Child Protection Services

Overall Improvement Lead: Howard Woolfenden

Ref No	Recommendation	Action Required	Completion Date	Lead Officer	Progress and related outcomes
IMMEDIATE ACTION					
CP1	Undertake a multi-agency review of cases of serious neglect where children's social care services have been involved for a significant period of time.	Review to be based on 10% sample of Child Protection and CIN cases where 'neglect' is the main category of concern. Leading to 65 cases to be reviewed (32 CP 33 CIN). Identification of these cases will prioritise the length of plan and focus on long standing cases. Initiation of review by Social Workers undertaking a graded care profile Completion of detailed multi-agency review	Nov 12	Phil Morris Juliette Greenwood	Identification of cases has been completed.
CP2	Ensure all strategy discussions meet statutory requirements, are clearly and fully recorded and signed off by a manager.	ICS Form to be amended by mid September with awareness sessions delivered Incorporation of strategy discussion process with Q.A. Framework	Sept 12	Warren Carratt	
CP3	Ensure the outcomes and rationale for all Section 47 enquiries are clearly recorded and	Compliance issue. To be discussed at Ofsted feedback sessions.	Sept 12	Warren Carratt	

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	signed off by a manager.				
ACTION WITHIN THREE MONTHS					
CP4	Improve the consistency and quality of referrals from partner agencies to the contact and referral team.	Workforce development programme to be delivered to support roll out of refreshed Early Help Strategy.	Nov 12	Warren Carratt	
CP5	Ensure that domestic violence notifications from the police are timely and include a child focused risk assessment.	Ongoing process issue with South Yorkshire Police and social care. Resolution to be progressed with new District Commander.	Nov 12	Howard Woolfenden / Jason Harwin <i>Borough wide Service Manager</i>	
CP6	Improve the quality and consistency of child protection and children in need plans, ensuring they are appropriately focused on key risks and the actions required to reduce risks and set clear, specific and measurable outcomes.	Implementation of conference chairs "preparation for conference checklist" and the escalation procedure Review, improve and simplify the CP and CIN plan document. New Statutory Visit will be implemented to ensure consistency and relationship to plan. Targeted learning sets and workshops to take place with teams and Team Managers	Sept 12 Nov 12 Nov 12 Nov 12	Linda Alcock Warren Carratt	
CP7	Ensure that core groups, children in need meetings and	Develop and implement the template for Core Groups and upload to Documents Library and	Sept 12	Diane Hyner	

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	supervision sessions focus on the progress made to reduce the risks identified in plans.	<p>linked to policies and procedures.</p> <p>New supervision policy to be launched in September with Team Managers</p> <p>Regular sample audit to be undertaken to review success of implementation to be tested</p>	Sept 12	Warren Carratt	
CP8	Take action to reduce the caseloads of the busiest teams and workers, ensure all newly qualified social workers have a caseload appropriate to their skills and experience and review the overall social work capacity needs of the service.	<p>Caseload review to be undertaken to ensure all caseloads are weighted and reflect current caseloads</p> <p>Identify any gaps in workforce capacity and need for additional resources and/or their realignment, based on skills and experience of practitioners</p>	Oct 12	Phil Bradley & Ailsa Barr	
CP9	Ensure that full consideration is always given as to how children and young people's views are represented in child protection conferences including, when appropriate, enabling access to advocacy support.	<p>Implementation of conference chairs "preparation for conference checklist" to QA the process.</p> <p>Ensure any information that we hold is captured, recording and presented in conferences.</p> <p>Develop better and more innovative ways of capturing and hearing the child's voice.</p> <p>Investigate the options for advocacy services including</p>	<p>Sept 12</p> <p>Nov 12</p> <p>Nov 12</p> <p>Nov 12</p>	<p>Linda Alcock <i>with P&Q Team</i> Lynne Grice Saddington</p>	

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		commissioned and in-house with proposals developed			
CP 10	Ensure all social workers and managers in duty and children in need teams understand the requirements for identifying, assessing and monitoring private fostering arrangements.	<p>Undertake benchmarking exercise to identify best practice</p> <p>Private Fostering workshops planned for 18th Sept to Duty & CART.</p> <p>LAC, North and South Services to receive briefing sessions.</p> <p>To be incorporated within performance management arrangements</p> <p>Ensure all "private fostering" arrangements are appropriately assessed</p>	Nov 12	Gillian Ackerley	
ACTION WITHIN SIX MONTHS					
CP 11	Develop and implement systems to collate and evaluate feedback from children and families subject to child protection processes and use this feedback to inform service development.	<p>Development of customer satisfaction processes;-</p> <p>Gather baseline customer experience information</p> <p>Analysis of baseline including gap analysis</p> <p>M2/M3 Session re child's voice/customer experience</p> <p>Prioritisation work for development of customer experience</p>	<p>Mar 13</p> <p>Oct 12</p> <p>Oct 12</p> <p>Nov 12</p> <p>Nov 12</p>	Sue Wilson	

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		programme Begin implementation of customer experience programme	Dec 12		
CP 12	Strengthen the degree of independent challenge in the child protection system by, for example, creating direct links between the manager of the child protection chairs, the Strategic Director of Children's Services and the chair of Rotherham Local Safeguarding Children Board (RLSCB).	Strategic Director CYPS to convene meetings with Independent Chair of LSCB and Case Conference Chairs	Oct 12	Joyce Thacker <i>Alan Hazell</i> <i>Linda Alcock</i>	
CP 13	Fully implement the proposed quality assurance framework. Include in this the regular collation of practice issues noted by child protection chairs and ensure that findings from all quality assurance work undertaken by partner agencies are reported to RLSCB.	Embed new framework to ensure compliance with timeframes.	Mar 13	Kevin Stevens <i>With Senior Management Team</i>	

Where appropriate the success of the identified actions above will be subject to independent quality assurance following implementation and associated measures may also be built into existing performance management processes.