

**ROTHERHAM METROPOLITAN BOROUGH COUNCIL - CHILDREN AND YOUNG PEOPLE'S SERVICES**  
**Improvement Panel - Action Delivery Plan – October 2012**

Ref No	Recommendation	Action Required	Planned Completion Date	Lead Officer / Agency	Progress and related outcomes
<b>Immediate</b>					
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.	<b>complete</b>	LSCB P&QA Sub Group	Sample agreed, full briefing has been issued by Director of Safeguarding, Children and Families. re this action.
		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.	<b>complete</b>	LSCB P&QA Sub Group	Case samples have been identified and social workers have been contacted to instruct them to commence the work  Director of Safeguarding, Children and Families has received list of cases.
		Initiation of review by Social Workers undertaking a graded care profile	Nov 12	LSCB P&QA Sub Group	Briefing events have been held on 2 <sup>nd</sup> & 9 <sup>th</sup> October, where the Graded Care Profile has been shared with staff and timescales set for completion. Further session booked for 23 <sup>rd</sup> October. Director of Safeguarding, Children and Families to review cases and to identify the ones to be referred for full MA audit.
		MA review panel to be convened	Nov 12	LSCB P&QA sub group	Panel to be arranged
		Completion of detailed multi-agency review	Mar 13	LSCB P&QA Sub Group	P&Q subgroup scheduled for 1 <sup>st</sup> February 2013, with full RSCB sign off in March 2013
CP2	Ensure all strategy	ICS Form to be amended with		Warren Carratt	Briefing has been issued by Director

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	discussions meet statutory requirements, are clearly and fully recorded and signed off by a manager.	awareness sessions delivered	<b>Complete</b>		Safeguarding, Children & Families re: this action. Forms have been amended and uploaded to Documents Library. Ongoing compliance to be monitored as part of QA framework
		Incorporation of strategy discussion process with Q.A. Framework	<b>Complete</b>	Warren Carratt	Included in QA framework and addressed with staff in Team Manager event on 9 <sup>th</sup> October 2012.
CP3	Ensure the outcomes and rationale for all Section 47 enquiries are clearly recorded and signed off by a manager.	Compliance issue. To be discussed at Ofsted feedback sessions.	<b>Complete</b>	Warren Carratt	Briefing has been issued by Director Safeguarding, Children & Families re: this action.  Feedback has been provided to social workers via OfSTED feedback event on 20 <sup>th</sup> September. Additional awareness raising took place at Team Manager event on 9 <sup>th</sup> October 2012  Compliance checks as part of QA framework
<b>Within 3 Months</b>					
CP4	Improve the consistency and quality of referrals from partner agencies to the contact and referral team.	Multi Agency Referral Form (MARF) to be refreshed to facilitate referrals to CART	Nov 12	Terry Irvine	MARF launched 12 months ago, further work due to take place around the thresholds and to publish these and to create a link between the form and the threshold descriptors. Policy Sub committee for approval 19 <sup>th</sup> October 2012
		Revised Multi Agency Threshold Descriptors to inform MARF.	Nov 12	Terry Irvine	Early Help Partnership seminar taking place on 29 <sup>th</sup> November 2012. Thresholds to be re-published
		Workforce development programme to be delivered to support roll out of refreshed Early Help Strategy.	Nov 12	Warren Carratt	Event planned for 29 <sup>th</sup> November 2012 to launch workforce development programme and communicate pathways to frontline practitioners.

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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>	New arrangements put in place to ensure all non urgent notifications are received within 2 working days of police report. New screening tools and training (Barnado's) being developed and negotiations for CART and PPU to co-locate on a rota basis.
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	<b>complete</b>	Linda Alcock	Procedure and checklist issued 15 <sup>th</sup> October for immediate effect.
		Review, improve and simplify the CP and CIN plan document.	Nov 12	Warren Carratt	CIN and CP plan documents revised and subject to consultation. Final amendments to be made by QA Manager before revised forms are launched.
		New Statutory Visit will be implemented to ensure consistency and relationship to plan.	<b>complete</b>	Warren Carratt	New stat visit form launched and shared with Team Managers at TM action learning sets on 27 <sup>th</sup> September 2012.
		Targeted learning sets and workshops to take place with teams and Team Managers	<b>complete</b>	Warren Carratt	Learning sets scheduled monthly across all teams (2 per area), first session delivered 2 <sup>nd</sup> October 2012. TM ALS taking place monthly
CP7	Ensure that core groups, children in need meetings and supervision sessions focus on the progress made to reduce the risks identified in plans.	Develop and implement the template for Core Groups and upload to Documents Library and linked to policies and procedures.	Nov 12	Diane Hyner	Documents revised and subject to consultation. Final amendments to be made by QA Manager before revised forms are launched.
		New supervision policy to be	Sept 12	Warren Carratt	Supervision policy part of Tri-X policy library

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		launched in September with Team Managers			(due to go live end of October), though already launched and shared with Team Managers at TM action learning sets on 27 <sup>th</sup> September 2012.
		Regular sample audit to be undertaken to review success of implementation to be tested	<b>complete</b>	Kevin Stevens	Included in QA framework
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.	Caseload review to be undertaken to ensure all caseloads are weighted and reflect current caseloads	Oct 12	Phil Bradley & Ailsa Barr	The Review of caseloads is currently underway with proposals for moving resources around the service being developed.
		Identify any gaps in workforce capacity and need for additional resources and/or their realignment, based on skills and experience of practitioners	Nov 12	Phil Bradley & Ailsa Barr	Changes to take place following above review
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.	Implementation of conference chairs "preparation for conference checklist" to QA the process.	<b>Complete</b>	Linda Alcock <i>with P&amp;Q Team</i> <i>Lynne Grice</i> <i>Saddington</i>	Procedure and checklist issued 15 <sup>th</sup> October for immediate effect.
		Ensure any information that we hold is captured, recording and presented in conferences.	Nov 12	Linda Alcock	Views of children are being captured in case notes as part of the conference preparation and presented at the conferences.
		Develop better and more innovative	Nov 12	Linda Alcock	P&Q team are pulling together a tool kit for use

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		ways of capturing and hearing the child's voice.			by practitioners to evidence the voice of the child.
		Investigate the options for advocacy services including commissioned and in-house with proposals developed	Nov 12	Linda Alcock <i>Lynne Grice</i> <i>Saddington</i>	Pilot to take place around the use of Rights to Rights Volunteers as part of an in-house advocacy service.
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.				
		Private Fostering workshops planned for 18 <sup>th</sup> Sept to Duty & CART.	<b>complete</b>	Gillian Ackerley	Completed on Workshops held on 18 <sup>th</sup> October
		LAC, North and South Services to receive briefing sessions.	<b>complete</b>	Gillian Ackerley	CYPS Team Managers and Service Managers received presentation on the 9 <sup>th</sup> October. presentation and information distributed to all Team managers and Service Managers on 15 <sup>th</sup> October for use with their teams.
		Ensure all "private fostering" arrangements are appropriately assessed	Dec 12	Gillian Ackerley	The presentation is a start of this process in terms of educating to ensure that early identification takes place. Audit work will be undertaken in next month in preparation for report back to safeguarding board in December
<b>Within 6 Months</b>					
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 of customer satisfaction processes in relation to the child protection process;-	Mar 13	Sue Wilson	Overall programme of improved customer satisfaction measures being developed to incorporate inspection recommendations
		Gather baseline customer experience information	<b>complete</b>	Sue Wilson	Baseline information complete

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	development.	Analysis of baseline including gap analysis	Oct 12	Sue Wilson	Currently in progress on target for completion end of October 12
		M2/M3 Session re child's voice/customer experience	Nov 12	Sue Wilson	23 <sup>rd</sup> November M2/M3 session to be used for the presentation
		Prioritisation work for development of customer experience programme	Nov 12	Sue Wilson	To take place once gap analysis complete to include CPP as a key area of work
		Begin implementation of customer experience programme	Dec 12	Sue Wilson	Customer journey mapping commenced in Fostering as part of broader work programme. Feedback obtained from newly approved Foster Carers and results currently in analysis
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	<b>Complete</b>	Joyce Thacker <i>Alan Hazell</i> <i>Linda Alcock</i>	Regular meetings have now commenced between all parties required.
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	Embed new framework to ensure compliance with timeframes.	Mar 13	Kevin Stevens <i>With Senior Management Team</i>	The framework has recently been revised taking into account feedback from managers. The January meeting of Safeguarding Children and Families M2 and M3 managers will be used to re-enforce the importance and expectations of the usage of the framework. The Framework is currently being used as a bespoke tool for deep dive audits eg Care Planning.

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	assurance work undertaken by partner agencies are reported to RLSCB.				