

CHILDRENS SERVICES IMPROVEMENT MONITORING FRAMEWORK - March 2015

AREA FOR IMPROVEMENT 1: Ensure that practitioners have reasonable workloads								Alison Botham
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
To reduce workloads for practitioners based on a good understanding of what a reasonable workload is in different service areas. Consistently maintained, manageable workloads that enable improved quality of all aspects of assessment and care planning; Ongoing robust analysis of current workloads and capacity issues informing effective oversight and review of workloads.	<p>*Improved outcomes for children in need of help, protection and in care through improved assessment, and planning for children in need, and child protection and care planning as a result of increased capacity and less pressure from high caseloads for front line managers and practitioners;</p> <p>*At times of increased pressure anticipatory action is taken to ensure that workloads are effectively managed across the service as a whole; and</p> <p>*Staff are appropriately supported.</p>	Undertake an analysis of current case loads to identify reasons for recent additional pressures in the Advice and Assessment Service, issues to address caseloads in the Children in the Community service and specific issues in the Children in Care and Care Leavers' Services;	1.Situation Analysis completed; 2.Consider immediate implications alongside the recent analysis undertaken by the PSW into caseloads.	1.March 15 2.April 15	1.Complete 2.In progress	A	2. Meeting rescheduled to meet milestone	<p>MEASURED BY:</p> <p>*Agreed optimum Workload figures for each service area.</p> <p>*Sustained,manageable workload across all service areas.</p> <p>Linked to measures within improvement area 15 & 16.</p>
		Develop and agree caseload action plan to address immediate pressures and continue weekly monitoring arrangements	1.Case Load Action Plan Agreed 2.Action plan review (monthly) 3.Incorporate Careleavers into existing action plan.	1. Jan 15 2.Feb 15, thereafter monthly 3.April 15	1.Complete 2.Completed- ongoing monthly reviewing 3.In Progress	A		
		Progress to stage 1 implementation of the Children's Social Care reconfiguration to begin to reduce the number of changes of social worker	1.Implementation plan agreed and initiated	1. Feb 15	1.Completed	G		
		Agree framework and plan for stage 2 of Children Social Care reconfiguration. Ensuring that the plan is informed by analysis of current work (2.1) and the implications of the developments in relation to the TOM for Early Help (1.2)	1. Agree timescale for the reconfiguration project plan, and Scoping document. 2. Agree reconfiguration project plan; and 3. Agree reconfiguration scoping document. 4.Implement reconfiguration project plan.	1. April 15 2. April 15 3. April 15 4. September 2015	1.In progress 2.In progress 3.In Progress	A		

AREA FOR IMPROVEMENT 2: Improve management oversight on casework and the quality of staff supervision								Joy Howick
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
* Encourage reflective practice which provides effective challenge to social workers around case work; * Improve the consistency and quality of supervision * Create speedier improvement planning following audit activity; and * Create consistency in management scrutiny, driving plans to improve outcomes for children.	*There is evidence of effective challenge in review and case recordings; *There is evidence of improved outcomes because plans are driven forward as a result of case and thematic Audits; *There is evidence of effective scrutiny from senior managers in review and case recording; and *To reduce the rate of re-referrals into the service.	Framework for monitoring the quality of supervision, linked to the caseload action plans agreed	1. QA arrangements for supervision agreed 2. Monitoring framework implemented.	1. April -15 2. April -15	1. Meeting to review supervision arrangements 30th March 15 2. Meeting 10th April 15	A		MEASURED BY: *Frequency of supervision; *Quality Audits of supervision; *Impact on quality of case transfers;
		Review the Performance Framework	1. Revised Framework to include supervision agreed	1. May 15	1. Meeting 15th April 15	A		
		Review the framework for post audit improvement plans	1. New improvement plan framework agreed. 2. New improvement plan framework implemented.	1. May 15 2. July 15	1. Meeting booked 30/3 to review improvement plan.	A		

AREA FOR IMPROVEMENT 3: Improve the electronic social care record system so that it delivers accurate and timely data and performance information to improve the quality of service								Kevin Brooks
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
<p>* To create/review a performance management framework providing a framework for robust quality assurance</p> <p>* Review requirements of electronic case management system and data reporting to inform commissioning system in line with requirements and developments needed across all children's services, and in tandem with considering requirements for Adult Social Care</p>	<p>* Improvement functionality and ease of use for practitioners;</p> <p>* Create confidence in our performance framework;</p> <p>* Greater ownership of data accuracy within service areas; and</p> <p>* Reduction in the use of manual recording systems.</p>	Complete review of service requirements in the context of needs and developments necessary in all linked systems e.g. Learning and Communities and Adult Social Care	I. To be set through the transformation programme	1. June 2015	In Progress. First meeting held 16/3/15 to scope business requirements.	A		<p>MEASURED BY:</p> <p>* Improved quality of case records</p> <p>* Capacity of staff is freed up</p> <p>* more evidence based decision making</p> <p>* Less practitioner and management time on in putting</p> <p>* Improved data quality and reporting capability;</p>
		Progress upgrade of current Care First system to improve ease of use and reporting facilities	I.Requirements reviewed and necessary up grade commissioned	<p>1. June 2015</p> <p>2.Completion of tender process.</p> <p>3.Implementation of new system.</p>	<p>1.Programme of upgrades identified and underway, with completion date of 30th March 2015</p> <p>2.Nov 2015</p> <p>3.TBC</p>	A		
		Review mobile working arrangements in service to address some aspects of the capacity issues	I.Needs identified and plan for implementation agreed	1. June 2015	Meeting scheduled for 24th March to scope needs.	A	To be considered as part of review of service requirements.	

AREA FOR IMPROVEMENT 4: Robustly challenge commissioners to ensure that child protection medical examinations are conducted without undue delay.								Alison Botham
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
*Children and young people are provided with the medical examinations without inappropriate delays waiting to be seen; * Children feel safe when undergoing a medical examination.	* All children who require a child protection medical examination are examined promptly; and * The impact of medical examination on children is minimised.	Arrange meeting with CCG, Plymouth Hospital NHS Trust to agree new arrangements for CP medicals	1. Initial Meeting to scope arrangements. 2.Subsequent meeting to agreed arrangements. 3. New arrangements in place.	1. January 15 2. March 15 3. April 15	1. complete 2. complete 3. In progress- safeguarding clinic being set up from April 1st ongoing issue provision of medicals being monitored by CCG via contract monitoring arrangements	A		*Reduced waiting times.
		Contract revision/implementation.	1. Meeting CSC AD, Head of Co-op Commissioning and CCG 2. New commissioning arrangements	1. February 15 2. Arrangements to form part of 2015/16 CCG commissioning cycle	1. complete 2. In progress via CCG independently from PCC	G		
AREA FOR IMPROVEMENT 5: Improve the quality and analysis of return interviews of missing children so that they are an effective tool to safeguard individual young people and inform the strategic response								John Miller
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
*To ensure that children who have gone missing are safe; *Information from the ‘return interviews’ are used to understand patterns and trends and inform the delivery of effective and timely services; and *Multi-agency arrangements to protect children from Child Sexual Exploitation are in place and sustained.	*All children who go missing are interviewed to inform future planning for the child; *Quarterly performance reports including analysis; *Annual report on patterns and trends is produced and presented to the corporate parenting group; *Continue to implement and monitor our multi-agency arrangements to protect children from Child Sexual Exploitation;	Performance data requirements identified to inform the analysis of trends and therefore strategic and operational planning	1. Performance framework agreed 2.Narrative within performance report to include trends in return interviews. 3. REACH and operational MACSE to join in order to improve communication re trends.	1. March 15 2. March 15 3. March 15	Complete- Monthly updates provided to HoSs and AD.	G		*Reduction in children going missing; *Reduction of repeat episodes of going missing; *Percentage of return interviews undertaken; and *Production of an annual report.
		Arrange meeting to discuss information sharing and assurance across PCC service.	1.Agreement and information process/protocol agreed for Operational MACSE 2. Membership reviewed and adjusted	Apr-15	Complete	G		

AREA FOR IMPROVEMENT 6: Accelerate the implementation of the early help framework to prevent the need for escalation to children’s social care and ensure that children get help at the earliest opportunity

Joy Howick/Jo Siney

OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
		Early Help Target Operating Model (TOM)	1. Early Help TOM agreed; 2.Timescale for implementation of TOM. 3. Communications plan; and 4. Consulting on the implementation of the TOM with partners and stakeholders through a series of workshops.	1. Jan 2015 2.15th March 3. Jan 15 4.June 15	1. Reworked model in draft 2.To be set at Transformation Board alongside 1. above 3. Agreed and complete 4. Workshops underway	A	1. To be agreed at Transformation Board 31/3	

<p>*Ensure timely progress of the Early Help Project within the Children and Young People's Integrated Health and Well Being transformation programme. This includes developing an agreed outcomes framework for all aspects of early help provision and a specific implementation plan for the Early Help Framework that will replace the use of the Common Assessment Framework in Plymouth; and</p> <p>*Reduce the number of inappropriate contacts to CSC.</p>	<p>Established and implemented framework with realistic timeframe to commence work against early help outcomes will be delivered.</p>	<p>Agree and deliver the Implementation Plan for the Early Help Framework</p>	<p>1. Implementation timescale agreed; 2.Key partners agreed; 3.Professional development needs and plan agreed; 4.Communications plan developed and initiated; 5.Implementation plan agreed; and 6.Monitoring arrangements in place.</p>	<p>1. March 14 2. April 15 4. April 15 5. May 15 6. June 15</p>	<p>1. To be agreed at March Transformation Board 2. In progress 3. In progress 4. In progress- Dependency is TOM plan</p>	A		<p>*Early help framework implemented. *Reported quantitative and qualitative early help assessment data. *Report reduction in inappropriate contacts to CSC.</p>
		<p>Early Help outcomes framework agreed</p>	<p>1. Proposed outcomes framework developed 2. Proposed framework agreed 3.Implementation plan informed by EH Framework and TOM agreed</p>	<p>1. 01/02/2015 2. June 15 3. June 15</p>	<p>1. Complete 2. In progress 3. In progress</p>	A		
		<p>Improve understanding of the drivers behind increased contacts and referrals to CSC</p>	<p>1. Raise with partners at PSCB; 2. Analysis of data workshop led by data analysts in Public Health, performance, and CSC; 3. PSCB partners solutions workshop; and 4. Report to PSCB and propose action plan, including specific workforce development issues in partner agencies. 5. Review data and identify themes relating to inappropriate contacts to A&A- requested by PSCB, March 6.Ensure themes are embedded into EH Workforce development plans</p>	<p>1. 01/12/2014 2. 01/01/2015 3. May - 2015 4.June 15 5. June 15 6. September 15</p>	<p>1. Complete 2.Complete 3.In progress 4.In progress 5.In progress 6.In progress</p>	A		
		<p>Improve awareness of thresholds in partner agencies and internal response arrangements</p>	<p>1. Action plan from PSCB solutions workshop to inform workforce development needs across all partners and CPD plan agreed; and 2. Individual and joint partner agencies action plans to be agreed.</p>	<p>01/06/2015 01/06/2015</p>		A		

AREA FOR IMPROVEMENT 7: Conduct a further test of assurance, including a risk assessment, of the dual role of the Director of Children's Services (DCS)								Alison Botham
OBJECTIVE	OUTCOMES		PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
*Confirmation that the Director for Social Care is able to undertake the whole range of duties and responsibilities expected of them to effectively lead and manage a wide range of services confidently.	*A renewed test of assurance for the role of the DCS scopes the whole range of duties and responsibilities and includes analysis of risk; and *The local authority is satisfied that the DCS has sufficient capacity to effectively lead and manage the range of services expected.	Assurance test to be revised and undertaken	1.New assurance test agreed	Apr-15		A		*Production of the assurance test for the role of the DCS.
AREA FOR IMPROVEMENT 8: Ensure that Independent Reviewing Officers (IROs) and child protection conference chairs carry out their quality assurance roles in a way that provides robust scrutiny of practice and, where necessary, strong challenge.								Alison Botham
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
*Outcomes for children are progressed because their care planning is adequately supported by the scrutiny and challenged offered by the role of the Independent Reviewing Officer.	*Appropriate caseloads held by Independent Reviewing Officers (IROs) caseloads so that they have capacity to track and monitor between reviews so that they are able to provide a level of scrutiny and challenge which is sufficient enough to ensure plans are implemented promptly; and *There is evidence within review and case records of IRO challenge.	IHWB transformation programme and the CSC reconfiguration project to inform planning to reconfigure independent chair arrangements so that appropriate caseloads are maintained in the new service arrangements	1.Scoping Document for phase two CSC reconfiguration agreed. 2.Scoping Document implemented	1.March 15 2. April 15	1. Complete 2. In progress	A		*Number of cases held by IROs and Child Protection Conference Chairs; and *Case and thematic audits demonstrate that IRO scrutiny is evident.
		Safeguarding service reconfigured and tasks for IROs reviewed to ensure capacity and appropriate caseloads	1. Review of roles and configuration within the Safeguarding Service and across other related posts. 2. Plan for reconfiguration of Safeguarding service developed. 3.Implementation of reconfiguration of safeguarding service.	1. May 15 2. July 15 3.Sept 15	1. Review is underway-considered at Feb Service Day and dependent on decisions elsewhere in CSC reconfiguration process.	A		

AREA FOR IMPROVEMENT 9: Ensure that short-term placement stability is improved for looked after children								Anne Osborne
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
*Children in short-term placements do not experience disruption to their placement; and *Social workers have a range of providers to match a child to when a child comes in to care in an emergency.	*There is an increase in the sufficiency of foster carers in the city; *There is an increased access to a wider range of placement providers through market development; and *Placement stability meetings continue to be held for any child where there is a risk of a placement ending in an unplanned way. - to support the sustainability of any placement where there is a concern about istability; - more robust matching process for any child requiring placement in care.	Review and update the Placement stability Action Plan attached to the LAC strategy	1.Placement stability plan up dated, review meeting held and publication of new action plan	Apr-15	1. Meeting booked for the 30th March with multi agency group to update the placement stability plan	A		*Reduction in moves for children in short-term placements; *Increase in the availability of emergency placements; and *Contract monitoring evidencing qulaity service provision and intevention which enhances placement stability *Outcome of placement stability meetings resulting in placement supported and no placement changes. *Longer term improvement of outcomes for CYP in education attainment. *Development of a wrap around service resulting in more CYP support within the community
		CYP Commissioning intentions established and Business cases developed	1.CYP Commissioning intentions published	1.Mar 15	1.Draft strategy published for consultaion	A		
		Business case for wrap around service design	1.Business case considered and in place 2.Project lead to be appointed to implement the wrap around process	1.Apr 15 2.Sept 15	1. Complete 2. Appointment process underway	A		
		Recruitment strategy to ensure sufficiency of in house fostering resources.	1.Recruitment strategy agreed and in place 2.12 month recruitment campaign, reviewed regularly	1.Apr 16 2.Sept 15	1. In progress	A		

AREA FOR IMPROVEMENT 10: Improve analysis to identify trends and ensure sufficiency of placements for children who require adoption								Anne Osborne
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
There is a continual understanding of the needs of children who require adoption placements so that efforts to increase adoptive placements meet needs; and there is a better understanding of the sufficiency of the placements available for children who require adoption.	The local authority is able to predict the future need of placements for children who require adoption and are able to influence the sufficiency of adoptive placements available and Children who require adoption are match to adopters who most meet their needs.	Agree framework for improved data and analysis including the necessary requirements for the Care First up grade (Dependency : Improvement 3)	I.New framework and reporting functions agreed	Jun-15	I. Being considered alongside CF upgrades as per s3	A		*Adoption key performance indicators met * Reduction in drift for Children and young People *Decrease in adoption breakdown * Improved matching for adoption therefore decrease in adoption breakdowns
		Ongoing programme of work with partner LA's and agencies to increase sufficiency of prospective adopters	I.TV campaign which will also focus on targetting harder to place children	I. April/October 15/Jan16	I. In progress	A		

AREA FOR IMPROVEMENT 11: Develop robust arrangements to monitor the decision making and progress of care planning for children who require adoption								Anne Osborne
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
Arrangements for children who require adoption continue to improve and undue delay is avoided.	*The quality of children's permanence reports continues to improve; *The existing arrangements for matching children with adopters and adoption support plans continue to improve; and *Quality assurance within the children in care and adoption services' evidences decision making and monitoring provides support and challenge which accelerates plans.	Improve timescales through the implementation of the two-stage adoption process to assess adopters	I.Quarterly review	01/02/15	Complete	G		*Thematic audits evidence robust decision making and monitoring; *Reduction in disruption of adoption placements; *numbers of children placed for adoption - timeliness of placement for adoption from placement order preventing drift - timescales for assessment for prospective adopters
		Review and revise current monitoring and analysis arrangements (Dependency : Improvement 3)	I.Revised monitoring arrangements available to inform I.I.3	Jun-15	I. In Progress as per IO.I	A	Manual data collection and tracking systems in place pending development	
		Care First upgrade includes appropriate reporting arrangements in place for all adoption requirements (Dependency : Improvement 3)	I.Care First upgrade requirements established	Sep-15	See s 3 above	A	meeting set for the 27th March to consider the improvements required	
		Further actions to be confirmed if Carefirst 6 is unable to deliver the required reporting arrangements for adoption	I.Decision making in relation to alternative reporting facility	01/06/15		G		

AREA FOR IMPROVEMENT 12: Take action to increase the number of care leavers in education, employment and training (EET)								John Miller
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
All Care Leavers receive the appropriate level of education, employment or training.	*Care Leavers are prioritised in schemes and programmes designed to increase the number of young people in education, employment and training; *Continue to deliver plans which support care leavers in to education, employment or training through the re-introduction of mentors; *Continue to provide priority places on the Summer Mix Programme, helping them to make decisions about their future careers; *Continue to provide apprenticeships to care leavers at the local authority; and *There is a plan in place to address the deficit of 19 year old care leavers in Education, employment and training.	Agree additional actions for care leavers to improve their take up of education, training or employment. Arrange meeting with partners to identify additional opportunities for CLs	1. Produce 18+ Team Action plan/response. 2. Further opportunities identified with pathways/support for Care Leavers agreed. 3. Contract for careers support and advice tender to include bespoke support for careleavers	1. Feb 2015 2. October 15 3. April	1. Completed- ongoing work to ensure fit for external audiences by April 2. Meetings with University to explore support for Careleavers entering higher education underway. Exploration of support to secure apprenticeships underway. 3. In progress	A		*Percentage of care leavers in education, employment or training; *Percentage of 19 year old care leavers in education, employment or training; *Percentage of care leavers participating in programmes delivered jointly with Job Centre Plus and Plymouth University; *Percentage of care leavers participating in Summer Mix; *Number of apprenticeships awarded to care leavers at the local authority; and *Number of schemes and programmes where priority to care leavers is considered.
		Social care reconfiguration planning includes care leavers	I. See milestones above for improvement 2 and Scoping Document	Jul-15	Initial scoping document completed March 15. Reconfiguration dependent on timescales in 2 above.	A		
		Further Action within the Skills Plan	1. Meeting to be held to review specific opportunities to support care leavers within the Skills Plan. 2. Action plan in place and implemented	1. April 15 2. June 15	1. In progress	A		

AREA FOR IMPROVEMENT 13: Ensure that care leavers have detailed pathway plans that are up to date and set out clearly significant steps that will help them in their transition to independence								John Miller
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
Care Leavers are supported in achieving independence through clear and detailed pathway plans	*Care Leavers continue to receive appropriate information about their entitlements; *Pathway plans consistently include medical histories; and *Continue to issue Health Passports to care leavers	Review and revise current operating process, and ensure that implementation is effectively monitored	1. Operating process reviewed with improvement actions in place. 2. Management monitoring agreed and operating. 3. Meeting with partners to review support and transition arrangements. 4. Review national best practice and identify further actions.	1. Feb 2015 2. March 2015 3. May 2015 4. July 15	1. Complete-Team improvement plan in place and initial meeting booked for April 2. Guidance on management monitoring process in development 3. Task group membership identified 4. lattending "Getting to Good" seminar in April, reviewing Nat Care Leavers Working Group information, visits being arranged to "Good" Local Authorities	A		*Thematic audits of pathway plans evidence quality; and *Number of care leavers who have been issued Health passports.
AREA FOR IMPROVEMENT 14: Work with care leavers and looked after children to develop a local care leaver 'pledge' that reflects their needs and that is in clear and accessible language								John Miller
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
All care leavers are aware of our local pledge to care leavers	*A care-leaving booklet is given to all young people when they become a care leavers which is written in a style that is accessible to them; and *Personal Advisors continue to explain the pledge commitment to them.	Work with Care Leavers and the Listen and Care Council to agree a local care leavers pledge	1.Pledge agreed 2.Pledge implemented and monitoring arrangements in place	May 2015	1. Review commenced on CSC pledge and work to date by Listen and Care Council and Shadow LSCB 2. Meeting with participation leads with work plan agreed	A		*Exit and manager QA interviews for care leavers

AREA FOR IMPROVEMENT 15: Ensure that assessments are consistently of good quality, analytical, child- focused, and take into account risk and protective factors								Joy Howick
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
The quality of assessments is consistently good, include analysis, consider all risk factors, include research to inform practice and include clear and detailed decisions.	*Continue to ensure the voice of the child is evident in all assessments; *Assessments include analysis, risk factors and research to inform care planning; and *Assessments are completed in a timely manner.	Improve quality of written assessments	1.Implementation plan for training. 2.Training and Development Plan in place. 3. Focus group to be held with TMs to explore barriers to poor quality putting work back to staff. 4.Focus group to be held with TMs to explore barriers to poor quality putting work back to staff. 5. Quality Assurance Supervision Framework to be embedded. 6. ½ day Refresher training/catch up training to be offered to Team managers. 7. Service managers to ensure consistent message via service meetings. 8. Any inappropriately signed off assessments to be escalated to Service manager	1.March 15 2.May 15 3.May 15 4.Action 2.1 5.June 15 6.April 15 7.June 15 8.June 15.	1.Complete 2.InProgress 3.Meeting booked for April 4.InProgress 5.InProgress 6.InProgress 7.InProgress 8.InProgress	A		*Case and thematic Audits evidence impact on the ongoing improvement in quality of assessments; and *Number of assessment completed within timescales.
		Single assessment at points of change of care plan or circumstances	1.Issue to be included specifically in support and mentoring around reconfigurations. 2. Use of single assessments to be included in any appropriate on-going supervision training and case recording training. 3. New report available to team managers and CSCMT	1.June 15 2. March 16 3.May 15	1.Included and ongoing 2.In progress 3.In Progress	G		

		Agree quality assurance and audit framework for assessments	1.Set of practice standards/expectations agreed 2. Audit tool reviewed and updated and standards assimilated into auditing practice. 3. Process for multi-agency case audits reviewed and updated. 4. Process for internal case audits reviewed and updated and compliance/capacity issues addressed. 5. Reporting expectations for completion of internal casework audits to be identified and put in place 6.Quality assurance framework reviewed and refreshed.	1.May 15 2. June 15 3. June 15 4. July 15 5. July 15 6. July 15	1.In progress 2.In progress 3.In Progress 4.In progress 5.In progress 6.In progress	A	
		Review and monitor the impact of action plans as a result of audits with quarterly reporting	1.See 15.3 above 2.Action plans presented to CSCMT quarterly and in response to ad hoc themes. 3.Action plans to be reviewed at CSCMT	1. July 15 2. June 15 3. June 15	1. As per 2 above 2.Will be rolled out and ongoing following actions above, June onwards 3.In progress	A	
		Quarterly reporting	Framework agreed at CSCMT	1.July 2015	1.In Progress	A	

AREA FOR IMPROVEMENT 16: Ensure that children's plans are outcome-focused, specific and include timescales; are reviewed and updated following significant events; and are written in straightforward language that parents, carers and children can understand								Anne Osborne/Joy Howick
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
Plans for children are effective documents for families which include clear outcomes, specific, achievable targets with timescales and contingency plans.	*Plans are informed by assessments which are explicit about children's needs and provide good analysis; *Reports and minutes are written in a clear style so that families can understand them; *Plans are outcome focused. *Plans are updated following significant events; *Issues of equality and diversity are evident within care plans when they are effectively considered; *Plans should have clear and effective contingency arrangements contained within them. *Management oversight and IRO scrutiny and challenge ensures that children's plans are realistic and deliverable within acceptable timescales; and *Management oversight and sign off of plans ensures that there is consistency across the service in the quality of children's plans.	Action plans to Improve the quality of Children's plans is reviewed and up dated (Links with Area 3 - System changes in relation to care planning.)	1.Revised improvement plan for CIN/CIC/CP implemented and monitoring agreed. 2.Endorsed by multi agency PSCB. 3.Endorsed by CYP Partnership.	Apr-15	Initial planning meeting booked on 26th March with multi agency group to consider improvements required.			*Case and thematic audits evidence improve quality of children's plans; and *Children's Plans are completed within timescales.
		LAC strategy specifically reviewed in relation to improving the quality of care planning for children in care	1.Revised plan required for 2015/16	Apr-15	Meeting booked on 26th March with multi agency group to consider improvements required.			

AREA FOR IMPROVEMENT 17: Take action to ensure that child protection conferences are held within statutory timescales and are attended by relevant partners								Siobhan Wallace
OBJECTIVE	OUTCOMES	Action description	PROGRESS MILESTONES	TARGET DATE	Status of milestone	RAG	Resolution for overdue milestones.	Measured By:
Important information about children's lives is shared at Child Protection Conferences which are well attended and timely	*Child Protection conference are held within 15 working days of strategy discussions; and *The police and GPs regularly attend Child Protection Conferences;	Identification of current issues impacting on the timeliness of initial CPC's	I.All issues identified	Feb-15	I. Complete- monthly review of out of timescales cases is ongoing to identify any further emergent issues	G		*Case and Thematic Audits evidence that there has been an improvement in the written style of child protection reports and minutes; *Number of child protection conferences held within timescale; and *Number of Police and GPs attending Child Protection Conferences.
		Action plan in place to address issues	I.Action plan agreed and implemented	Mar-15	I. Action plan is in place and implementation monitored via CSCMT	G		
		Agreed arrangements for improving attendance of police at CPCs agreed between police and CSC	I.Improvement plan agreed, presented to PSCB and implemented	Jun-15	I. Work is underway with representatives from the 4 authorities in the Peninsula to develop and deliver consistent process and data capture for case conference and strategy meeting invitations and attendance.	A		
		Arrangements agreed to improve GP attendance at CPCs	I.Meeting with NHS England to agree a plan to improve GP attendance and contributions to CPCs; 2.Plan agreed and presented to PSCB; and 3.Plan implemented and improved attendance and contributions achieved.	1.April 15 2. June 15 3. September 15 onwards	I. Series of meetings underway 2. New peninsular s47 process and reporting arrangements in draft for presentation to June PSCB	A		