Children, Young People & Families - Local Assurance Test (LAT) - People Directorate - 2016/17

LAT Guidance: Input evidence to key questions in column D, provide risk assessment rating by selecting from the drop down box in column E and provide action plan with timescales in column F (F must be completed if risk assessment rating evaluated at 'requires improvement' or 'inadequate')

Risk
Assessment
Rating
(Column E):Inadequate Input urgent
actions for

Assurance Parameters	Key Ouestions	Evidence provided in 2016/17	Risk Assessment	Romarks / Action Plan
Clarity about how senior management arrangements ensure that the safety and the educational, social and emotional needs of children and young people are given due priority and how they enable staff to help the local authority discharge its statutory duties in an integrated and coherent way.	arrangements for safeguarding and the promotion of improved outcomes for children and young	Evidence provided in 2016/17 Senior Management arrangements are regularly reviewed and monitored to avoid inadvertant job drift and a lack of focus on safeguarding. The Assistant Director (AD) for the recently redesigned and implemented Children, Young People and Families Service (CYP&F) reports directly to the Strategic Director for People (DCS) who in turn reports to the Chief Executive. (CEX). The AD CYPF has accountability for operational matters relating to children in need, children in care child protection services, safeguarding and quality assurance. This includes services focus not only on analysis of risk and safety, but, within that framework, on actively taking steps to improving outcomes for children and young people. Work within CYPF service is further supplemented by that undertaken by the AD for Education, Participation and Skills. This post holder also reports directly to the DCS. This role provides the key link through school improvement to supporting the effective deployment of safeguarding responsibilities in school settings, including operational responsibility for the virtual school. Within this department the children with disabilities social work service and other SEND services report to the AD, ensuring not only that a high profile is given, but that opportunities for identifying synergy with other services exist. Formal and appropriate social care supervision arrangements are in place for the Heads of Service (HOS). There are also opportunities for cross working futher across the Directorate, organisation and wider across partners whilst the Transformation agenda continues to roll out. This is facilitated by active Hub and Gateway processes with involvement of our partners to facilitate good outcomes for children and young people. A report highlighting Plymouth's achievements in delivering services to children and young people with special educational needs and disabilities (SEND) was published in December 2016 following a joint Ofsted and Care Quality Commission (CQC) inspection. This		All senior managers receive regular performance reviews from their line managers. This is in addition to an annual performance review and these have taken place as required, in line with Corporate arrangements. Regular 1:1 meetings are scheduled and ad hoc conversations also take place as required. Safeguarding matters are discussed at these meetings, there is the opportunity for all parties taking place to highlight concerns or report on examples of good and outstanding practice. Appropriate professional supervision arrangements are in place to complement any corporate requirements.
	2. Are staff able to understand and articulate the line of accountability and know where in the management structure to go with a concern about safeguarding, unsafe practice and 'whistleblowing'.	Accountabilities within the newly implemented CYPF service and other areas in the People directorate are clear. Employees understand their line management accountabilities, clear guidance is given on hand offs and boundaries for work. NQSWs and other new employees and workers who attend some of the NQSW learning sessions receive training from the Local Authority Designated Officer (LADO) as part of their induction. The allegations management process is discussed and it is made clear who concerns should be reported to. Information is also provided on how to access the SWCPP and PSCB websites for reference. LADO also undertakes a presentation at joint service training sessions between CSC and Early Years providers, most recently in 2016. This service specific work is supplemented by corporate information provided on joining and then available on the PCC intranet. This provides guidance on professional conduct, whistleblowing and how to raise other concerns. There have been no recent Whistleblowing incidents. All employees are required to report actual or suspected physical or sexual abuse, or other inappropriate behaviour, if they believe this is occurring. Failure to do so is highlighted, along with serious breaches of professional codes of practice as a potential reason for disciplinary action against them. Commissioning arrangements are robust in monitoring the effectiveness of safeguarding arrangements by providers. "Whistleblowing', child protection procedures and HR policies to support this are required as part of the terms and conditions of contract and tested at tender. As part of the selection process providers have to undertake a prequalification process, which tests their policies and processes, including safeguarding, and safer recruitment and requirements are updated as changes in, for example, Employment Law are enacted. Non-complaint bids will not progress within a tender and providers who fail this area are not selected. As part of contract monitoring processes there is an ongoing focus on Safegu		With a recent review of the management structure more capacity has been released and we continue to focus on reducing caseloads and providing a strong professional social work culture where the child is at the centre of all work carried out.
	3. Has the integrity and coherence of the structure been 'tested' to ensure fitness for purpose? Can staff confirm that the structure does not impact negatively on them performing their functions or duties?	Following the Ofsted SIF in 2014 PCC were aware of the areas where we needed to improve. No issues around this subject were highlighted in the more recent SEND inspection. As well as managing individual cases safely and appropriately, there have been a number of operations involving multiple children, and challenging situations including trafficking that have demonstrated robust responses, planning and arrangements are in place. For example operation Triage, as well as joint work with adults safeguarding that was commended in court. PCC continues to reflect on any structural matters that may be impacted by, for example, restructuring, management changes, changes in legislation and practice and then takes action to remedy these as required. During the recent restructure employees and Trade Unions were fully consulted with to ensure any points they wished to make about how the service would operate were aired and responded to.	Good	Restructure review process has begun and where appropriate actions have already been taken and will be identified when full review completed in July.

Assurance Parameters	Key Questions	Evidence provided in 2016/17	Risk Assessment	Remarks / Action Plan
Clarity about how the local authority intends to	• • • • • • • • • • • • • • • • • • •	Employees, partners and councillors are clear about how services deliver their functions and responsibilities. Councillors are briefed regularly and scrutiny is applied to the	Good	Progress re work with partner agencies will be monitored by the
•	deliver its children's services functions clear and	work of the department. There are regular formal webcast committee meetings where direct scrutiny by councillors takes place in public. Effective induction is provided for all		children's improvement board and the PSCB
be held accountable for them from political,	understood by (i) staff (ii) partners (iii) councillors?	new starters - see above. Specific induction and training is provided for councillors. This includes specific sessions in relation to safeguarding responsibilities, and their role as		
professional, legal and corporate perspectives		corporate parents. Trade Union colleagues are also briefed regularly around the structure and work of the department.		
(including where, for example, services are	* Are delivery structures clear and coherent?	The Ofsted SIF commented and recognised that corporate parenting resposibilities are well understood and embedded in Plymouth.		
commissioned from external providers or	* Are critical factors e.g. referral systems,			
mutualised in an arm's length body)	equalities, threshold criteria shared and	The service redesign and transformation has improved clarity around how referral arrangements work internally and across our partnerships via a Gateway and Multi Agency		
	understood by staff and partners?	Hub approach. There has been work undertaken to counter previous concerns about how well thresholds are understood by partners with a piece of joint work through the		
	* Are key relationships and processes around	PSCB being undertaken and the board updated. The appropriate and necessary relationships and processes are in place, and the PSCB is supporting work to improve the		
	safeguarding, child protection and children in	contributions of key partners including the police and GPs in attendance at CPCs and effective contributions to other processes such as strategy meetings and discussions.		
	need shared; understood and effectively implemented?	Regular reports are being provided to the PSCB, and targets have been set for key agencies. There are new practices and procedures - documented - which support the embedding of the review across PCC and our multi agency partners.		
	* Are staff in Commissioning clear about	embedding of the review across FCC and our multi agency partners.		
	relationships and processes within CSC?			
	* Are information sharing agreements in place and			
	supported as necessary by multi-agency training?			
	supported de necessary by main agency naming.			
	5. How are children's services functions reported		Good	Fulll and active scrutiny of activities is undertaken regularly and via
	and accountable to (i) the corporate organisation	with the DCS via formal senior strategic management meetings at the highest level. The cabinet member with portfolio is also regularly briefed and, as above, the details can be		formal and informal mechanisms.
	and (ii) the democratic structure?	scrutinised and discussed more widely. The cabinet member is active in providing responses to challenges at, for example, scrutiny panels, where questions are asked from all		
	How effective is the scrutiny process and how involved are Members?	sides of the polictical spectrum around, for example, the numbers of placements, outcomes for those on care plans, departmental finances and plans to ensure safeguarding for		
	involved are Members?	children and young people is of the highest level. There is a Corporate Safeguarding Improvement Plan which contains actions for CYPFS, Adult Social Care and the council as a whole. In 2015-16 the Children's Services Improvement Plan from the OFSTED inspection required actions. The CSIP is led by the ADs and subject to scrutiny and		
		challenge at a quarterly Safeguarding Assurance Meeting, attended by the DCS, Chief Exec, Portfolio Holders, and Leader of the Council.		
		Challetinge at a quarterly Saleguarding Assurance Meeting, attended by the DCS, Chief Exec, 1 Ortiolio Floiders, and Leader of the Council.		
	6. How is the LA requirement in relation to	PCC continues to meet the PSCB Safer Employment Quality Standard. PSCB Business Manager has developed safer recruitment guidance for PCC, commissioned services	Good	We continue to work with partners to ensure commissioning activity is
	safeguarding standards and practices articulated,	and other organisations. The document is available to the public on both the PCC and PSCB websites. The LADO has delivered allegations management training to prospective		robust and supported to provide quality services to vullnerable people.
	evidenced and implemented in commissioned and	peninsula providers (i.e. Childrens Homes, 16+ providers, foster carers etc.) THe LADO meets with commissioners and providers as required to deliver bespoke training and		Checks and balances exist and there is a clear structure for dealing
	'arm's length' services?	learning around the allegations management process in direct response to contract concerns. This approach hopes to prevent issues arising in the first place but also offers a		with under performance.
	What early warning indicators can trigger a	structured response and identification of next steps if problems arise.		
	review?			
		Providers of regulated services such as residential providers, fostering providers and special schools are required to notify the commissioning team and the relevant social		
		worker of any incidents under regulation 4 and 5 of the minimum standards. Local Authorities share information about provider performance and work closely with Ofsted		
		Inspectors, who attend quarterly Peninsula Meetings to share intelligence on provider performance. When there are performance or safeguarding concerns, local authority		
		officers visit sites and meet with managers to ensure robust improvement plans that are monitored by the Peninsula Board Members. If a provision fails it's Ofsted Inspection,		
		they are automatically suspended from the provider list.		
The seniority of and breadth of responsibilities	7. Does the management structure recognise and	The Strategic Director for People carries a range of responsibilities that include: Integrated Commissioning and the joint responsibility with the CCG for a system wide and fully	Good	Management structures receive high level scrutiny where changes are
allocated to individual post holders and how	allocate capacity to the key functions of the DCS	pooled budget; a Director of Integrated Commissioning role is in place and reports jointly to the Strategic Director of People and the New Devon CCG, Chief Operating Officer.		proposed. There is regular oversight of workload, priorities and
this impacts on their ability to undertake those	to ensure that these can be effectively discharged	The DASS role, the delivery of Adult Social Care, which since April 2015 has been provided by, Livewell Southwest, a Community Interest Company, which delivers an integrated		performance of our senior management team.
responsibilities (especially where a local	and are relationships working well?	health and social care continuity service. Community Connections which cover housing responsibilities; neighbourhoods and community safety. The senior management		
authority is considering allocating any		structure is agreed at full council and members, via the Chief Officer Appointment Panel, are fully consulted on any proposed amendments, for example to the content of role		
additional functions to the DCS and LMCS		profiles and responsibilities. The management structure ensures capacity is in place, there are specific working arrangements to ensure these functions are fulfilled and that a		
posts)		senior representative is available. These arrangements include performance monitoring arrangements and regular reports to the DCS. DCS is a full member of the PSCB, and		
		ensures effective links within the Health and Wellbeing Board, and Children's Partnership. In addition the DCS has a programme of meetings, observations and visits, that		
		ensure they are sighted and in touch with front line practice and practitioners. The chief executive, cabinet member and DCS meet with frontline staff at least twice a year and		
		more if this is necessary. The oversight and understanding of how the DCS undertakes all other responsibilities, and maintains capacity to fullfil these statutory responsibilities is		
		overseen by the chief executive through regular 1-1s, and the corporate performance review requirements that ensure regular performance discussions throughout the year and		
		a full review annually.		
	Where key functions are delegated, is the	It is clear where lines of responsibility lie. As cited above the DCS is a full and active memebr of the PSCB. The AD's for CYP&F and Education, Participation & Skills also sit on	Good	No actions necessary.
	scope of delegation clear and does the relevant	the PSCB and the AD for CYP&F has the corporate lead for children's safeguarding. Appropriate and considered decisions are made in relation to operational responsibilities, for		
	post holder hold the appropriate level of seniority	example when there have been serious incidents requiring the triggering of silver or gold protocol operations with the police a case by case decision will be made between the		
				1
	both departmentally and corporately?	AD and DCS about when it is appropriate to delegate to the AD. When appropriate and necessary there will be daily briefings, discussions, and joint agreement between the		
	both departmentally and corporately?	AD and DCS about when it is appropriate to delegate to the AD. When appropriate and necessary there will be daily briefings, discussions, and joint agreement between the DCS and AD, communication is responsive, and swift as necessary.		
	both departmentally and corporately?			

Assurance Parameters	Key Questions	Evidence provided in 2016/17	Risk Assessment	Remarks / Action Plan
The involvement and experiences of children	9. How do the voices of children, young people	All children and young people over 4 years old involved in the Child Protection process or in care have access to advocacy services. Feedback from the Advocacy and	Good	No specific actions.
• • • • • • • • • • • • • • • • • • •	and families inform and influence policy making	Independent Visiting services is considered at the quarterly contract monitoring meeting and informs service development. From April 2015, the Independent Chairs have		'
	and priorities for CYP and families.	provided quarterly reporting to the AD on themes and issues, with the expectation that this influences service planning, and this feedback reflects a strong focus on their IRO role	,	
		in promoting the views and wishes of children and young people. The recent (2016/17) restructure of the CYPF department has not diminished this role. A young Safeguarders		
		group has direct access to the PSCB. Alongside this, there is a strong commitment to ensuring that children and young people's voices influence planning and commissioning		
		of services. Thie input is regularly sought through the Listening and Care Council, via young carers participation and through the commissioning of bespoke participation		
		projects. These have included reports produced on alcohol and substance misuse and domestic abuse and are the provision of a key worker role for children with special		
		educational needs. Information provided by these groups and projects has been utilised to influence the Children and Young People's Commissioning Strategy and the future		
		commissioning intentions. It has also led to active consideration of the way that the structure of the department is shaped to ensure that services interact in the most effective		
		way with children and young people.		
		Young Inspectors continue to work with other young people who have experienced child protection services. Their work is fed back directly to senior managers and actions		
		agreed in response. A recent example is the redesign of reception and meeting areas within PCC reception for young people to a design and specification created and agreed		
		by them to ensure their experience within the system was improved.		
		The PSCB has established a Shadow Children & Young People's Board facilitated by PCC Youth Service. This group has become a formal sub group of the Full Board and the		
		Chair of the PSCB will determine with young people the best mechanism for input and dialogue between the parties. Children & young people were asked to identify their '10		
		Wishes' for working more positively in partnership with professionals in order to better support their needs and help ensure they are safeguarded and protected from potential		
		harm. The '10 Wishes' and agency commitments are published on the PSCB website. In addition to the identification and support around the '10 Wishes', the Shadow Children		
		& Young People's Board developed a DVD to support the PSCB multi-agency training programme. The DVD, produced and performed by young people, contains the thoughts,		
		views, ideas and experiences of C&YP around the '10 Wishes', child sexual exploitation, sexual abuse, on line safety etc. These experiences help practitioners to improve		
		safeguarding practice and ensure safer outcomes for C&YP. Supporting documents, eg leaflets, are produced to explain processes and procedures appropriately. CIC and		
		LAC are regularly consulted with, for example on the production of the IRO report and various strategies to ensure their voice is properly heard.		
		TLAC are regularly consulted with, for example on the production of the IRO report and various strategies to ensure their voice is properly fleard.		
Clarity about child protection systems,	10. Are the operational management and practice	Following the implementation of the new structure and ways of working, operational management arrangements and practice systems are clear. Actions identified by the	Good	There is a clear plan for continuous transformation, efficiency and
		previous Ofsted SIF have been undertaken in relation to the recording of some management oversight, work to embed a culture of continous improvement in the quality of	3000	improvement. Accountabilities are clear.
practice is robust and can be challenged on a	* Are timescales managed/adhered to?	practice and supervision is supported by a decision to include a dedidicated Head of Service for safeguarding and quality assurance. Additional capacity has been released		improvement. Accountabilities are clear.
regular basis, including an appropriate focus	* Is there a culture of effective supervision?	back into the system to give this area the support needed.		
on offering early help and working with other	* Is there a culture of continuous learning &	QA of children's cases is well supported via the Independent Chairs and individual team managers. There is a quality assurance framework in place, which includes participation		
agencies in doing so.	development?	in multi-agency systems audits (MASAs) and the s11 audit undertaken by the PSCB. There is a well embedded system of monthly case audits undertaken by senior managers		
agencies in doing so.	* Is there a system of routine line management	with partner agencies. Frameworks include a regular audit of supervision records by service managers, audits of quality of assessments in line with a bespoke audit tool, and		
	QA of practice and decisions?	themed audits commissioned via CSCMT in response to emerging issues. The framework includes a focus on ensuring learning is disseminated, and practice and service		
	·	improvements are monitored via CSCMT.		
	systems in place?	Prevent training has been offered across the staff team and messages relating to the Prevent agenda are contained within the PSCB safeguarding training. The Safeguarding		
	1 *	Service Manager attends the quarterly Channel Meeting and ensures that key staff, including foster carers, contribute to planning for any vulnerable children/young people		
	any allegations about those who work with	identified. The IROs are vigilant in this area and ensure they seek young people's views, using interpreters as appropriate, and referring up any concerns.		
	1	Operational management and practice systems are provided via Tri-x online procedures and the Plymouth Children's Safeguarding Board online procedures. These are		
	* What arrangements are in place to protect	supplemented by a comprehensive programme of single and multi agency training.		
	vulnerable children from being drawn into	Effective supervision is being driven by the newly developed framework "Quality Assuring Supervision in Children's Social Care" with key milestones as detailed in the Service		
	terrorism?	Improvement Plan (area 2).		
	terrorism:	Improvement Flan (alea 2).		
		There is a culture of continuous Learning and Development and this is evidenced by the joint quality assurance of supervision files by the author of the supervision notes and		
		their direct line manager which feeds into a conversation around learning and development needs of the author's own supervision session. The collation of overall judgements		
		by the Professional Development Service will ensure the service stays alert to any need for ongoing supervision training requirements.		
		by the Professional Development Service will ensure the service stays alert to any need for ongoing supervision training requirements.		
		There is a named Local Authority Designated Officer (LADO) who is based in the Children Voung Books and Earlies Convice. The LADO works alocaly with the Advice 8		
		There is a named Local Authority Designated Officer (LADO) who is based in the Children, Young People and Families Service. The LADO works closely with the Advice &		
		Assessment Team (based with them for three days per week) and the Independent Reviewing Officers who chair allegations management strategy meetings (AMSTRATS).		
		Allegations Management Procedures are explained clearly in the South West Child Protection Procedures and the LADO has developed a series of leaflets to explain the		
		process to organisations and individuals subject to concerns. The leaflets are published on the PSCB website and can be downloaded for distribution. The PSCB website		
		contains a detailed flowchart explaining the allegations management process in easy to follow steps. The LADO has developed a model allegations management policy for		
		schools within the city. The LADO provides advice, guidance, challenge and direction to agencies at AMSTRAT meetings, via a telephone helpline and face to face meetings.		
		The LADO has delivered training to agencies and individuals around the allegations management process and general safeguarding practice - this includes schools (including		
		governing bodies) nurseries, foster carers, sports groups, church groups, care providers etc.		
		The second consequents to another billion from being drown into Tomorion include at 100 at 10		
		The agreed arrangements to protect children from being drawn into Terrorism include, the Channel Panel, all referals are dealt with through the MAH as Child Protection. All		
		schools have received training on their mandatory reporting responsibilities. Prevent training for CYPFS is currently being updated. There is a designated lead Service		
		Manager.		
			I	

Assurance Parameters	Key Questions	Evidence provided in 2016/17	Risk Assessment	Remarks / Action Plan
	operate those?	An Early Help Operating Model has been implemented and the Early Help Gateway is now in place and operating well. This has provided the better join up of the system required to mitigate and avoid different services planning in isolation without appropriate sharing of information and resources. Data reporting does present some challenges despite good buy in from partners, but more accurately reflects the multi agency work being undertaken now and there is good oversight to activities in this area. Our Commissioning Strategy continues to sets an ambition for integrating a graduated service offer to enable improved support planning, meeting need at the differing thresholds through a clear assessment of risk and protective facts influencing decisions for intervention. A system design group highlights where improvments can be used to optimise opportunities with oversight from the AD and DCS. It is recognised that there will always be a need for better co-ordination of services, particularly as resources reduce, much good and impactful provision in place can be evidenced across a number of delivery options.		Early Help continues to receive a high priority. The CAF is implemented and monitored to ensure effectiveness. Where practical and appropriate we are active in underrtaking a multi agency approach. Systems continue to be reviewed and issues identified and dealt with.
The adequacy and effectiveness of local partnership arrangements (e.g. the local authority's relationship with schools, the Plymouth Safeguarding Children Board (PSCB), the courts, children's trust cooperation arrangements, Community Safety Partnerships, health and wellbeing boards, Young Offending Team partnerships, police, probation, Multi-Agency Public Protection arrangements and Multi-Agency Risk Assessment Conferences) and their respective accountabilities	(i.e. does it have effective sub-committees to undertake detailed work. Are there effective Performance Management and Audit/Assurance systems?) * Do statutory and relevant voluntary agencies contribute sufficient professional time and resource to the PSCB and its sub-committees. * How does the PSCB report on its work and findings to the LA and other statutory agencies? * Are there other multi-agency partnerships, if yes, how does the PSCB formally link into these and to what effect? * What arrangements are in place to ensure schools and colleges fulfill their duties? * What opportunities are being sought to streamline processes and identify shared areas of	Ofsted undertook a review of the effectiveness of the PSCB during October/November 2014. The PSCB was judged to be meeting the requirements of 'Working Together 2013' but requires improvement to be a good functioning board. The PSCB drew up a 'Safeguarding Improvement Plan' for 2015/16 in response to the Ofsted review. The PSCB reviewed its working structure for 2015/16 and beyond with strategic work around CSE and the Shadow C&YP Board now integrated into formal sub groups of the Full Board. The PSCB has an agreed working protocol with the Children's Partnership and the H&WBB with representatives of both these bodies attending PSCB Full Board meetings. New arrangements have now been implemented following the Wood Review, which include a LSCB Board, Scrutiny arrangements and Participation and Engagement reqular sessions. A full review of the safeguarding business support area was undertaken, upgrading and enhancing the work of the Business Manager and creating a stronger focus on improved structures for the board. Performance monitoring and quality assurance are managed through the Learning & Professional Practice Sub Group (LPP) of the PSCB. A full data set of performance indicators around multi agency practice are analysed and the subject of intense scrutiny at regular dedicated meetings of the LPP Sub Group with formal reporting to the Full Board. A quality assurance framework is currently being developed by the LPP Sub Group and will dovetail with the PSCB Learning & Improvement Framework. Meeting minutes of the PSCB Full Board are published on the PSCB website and a 'highlights' document is produced and distributed to agencies within one week of each Full Board meeting. This document is cascaded to staff in all agencies. The Chair of the PSCB attends each Children's Partnership Board meeting and presents a brief report on national/local safeguarding issues/developments together with a range of challenges for the Partnership to consider. The Chair of the PSCB will provide in future a regular report to th	1	A PSCB Safeguarding Improvement Plan was monitired by the Executive Group and a report on progress was reported to the Full Board. A review of structural arrangements and operation has improved the format, mechanism and timing for PSCB reporting to the Children's Partnership and Council Scrutiny Committee. The relevant partners and individuals take an active part in the operation of the PCSB.
	place that are relevant to the wellbeing of Children and Young People? * How are Children's Services involved in MAPPA and MARAC structures? * How is the YOT Management Board integrated into the broader work of the Children's Service and PSCB? * How are partnership arrangements led and developed to ensure effective focus and coherence? * Are the health priorities for looked after children reflected in the CYPP and monitored by the Children's Trust Board?	The YOT management board is now chaired by the AD for CYP&F's and there is good integration with broader children's services. The HOS is also an active member of the		A PSCB Safeguarding Improvement Plan was monitired by the Executive Group and a report on progress was reported to the Full Board. A review of structural arrangements and operation has improved the format, mechanism and timing for PSCB reporting to the Children's Partnership and Council Scrutiny Committee. The relevant partners and individuals take an active part in the operation of the PCSB.