

**REPORT TO: CHILDREN & YOUNG PEOPLE'S SERVICES COMMITTEE ON  
7 OCTOBER 2009**

**SUBJECT: COMMUNITY SERVICES SERVICE DEVELOPMENT &  
IMPROVEMENT PLAN 2009- 10, MONITORING REPORT, FIRST  
QUARTER , APRIL – JUNE 2009**

**BY: DIRECTOR OF COMMUNITY SERVICES**

**1. REASON FOR REPORT**

- 1.1 The Committee is invited to note and scrutinise the Department's performance against the Service Development & Improvement Plan 2009-10 for the quarter, 1 April to 30 June 2009, as detailed in **APPENDIX 1** to the report.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme relating to the exercise of the function of the Council as Social Work Authority under the Social Work (Scotland) Act 1968.

**2. RECOMMENDATION**

- 2.1 **It is recommended that the Committee scrutinise the performance against the Service Development & Improvement Plan 2009-10 contained within APPENDIX 1.**

**3. BACKGROUND**

- 3.1 The Children & Young People's Committee approved the Service Improvement Priorities 2009-10 for Children's Services at its meeting on 20 May 2009 (para 21 refers).
- 3.2 **APPENDIX 1** details the progress of the Department against Cross-Divisional and Children and Families priorities for the period April – June 2009. Committee are asked to note the following:
  - 3.2.1 Cross Divisional:  
All priorities have been achieved within target or are currently on target to be completed on time.

3.2.2 Children & Families

All priorities have been achieved within target or are currently on target to be completed on time.

4. **SUMMARY OF IMPLICATION**

(a) **Single Outcome Agreement/ Service Improvement Plan**

This report is in line with National Outcome 8 – We have improved the life chances for children, young people and families at risk.

(b) **Policy and Legal**

This report covers the local reporting requirements for monitoring the Service Development & Improvement Plan.

(c) **Resources (Financial, Risks, Staffing and Property)**

None

(d) **Consultations**

Consultation has taken place with the Head of Children & Families and the Quality Assurance Manager who are in agreement with information set out in **APPENDIX 1**.

5. **CONCLUSION**

- 5.1 It is recommended that the Committee note and scrutinise the performance against the Service Development & Improvement Plan 2009 -10 contained within **APPENDIX 1**.

Author of Report: Gavin McClafferty, Research & Information Officer

Background Papers: held by author

Ref: HB670696

Community Services: Service Improvement Plan Report: 2009-10

Cross-Divisional

	<b>Priority</b>	<b>Action to Address Priority</b>	<b>Target</b>	<b>Progress Update Q1</b>	<b>Lead Officer</b>
1.1 Service Priority 1.1 Social Work Training	1. Support teams to develop induction resources as per Scottish Social Service Council (SSSC) requirements.	New Employees will have access to training and support material as part of their professional induction.	March 2010	Interviews held with all NQSW's employed 2008/9 to establish what would have improved their experience.  Work scheduled for over summer to identify possible options for support.	Joyce Lorimer
	2. Ensure staff are aware of their responsibilities in relation to child and adult protection.	All staff to have attended child protection and adult protection training as appropriate to their role.	March 2010	Process established to ensure social work training advised of all new employees to department.  Trainers trained to deliver NESCPD basic child protection awareness training.  Dates set at two monthly intervals for this training. Dates sent to all teams.	Joyce Lorimer

	<b>Priority</b>	<b>Action to Address Priority</b>	<b>Target</b>	<b>Progress Update Q1</b>	<b>Lead Officer</b>
	3. Re-establish a Local Practitioners Forum.	Forum established.	March 2010	<p>Contact made with other Practitioner Forum's across Scotland to see "what works" in other areas.</p> <p>Re-launch occurred on 24 August 2009. Invitations sent to all practitioners across Moray, including voluntary/ independent sectors</p>	Joyce Lorimer

## Children & Families

	<b>Priority</b>	<b>Action to Address Priority</b>	<b>Target</b>	<b>Progress Update Q1</b>	<b>Lead Officer</b>
4.1 Improving key delivery processes	1. Balance professional, para-professional and administrative roles in the delivery of services.	Clear guidance on the respective roles of professional, paraprofessional & administrative staff.	September 2009	A staff consultation exercise was undertaken on the 10 and 11 June 2009, which is being analysed to identify opportunity areas for improved clarity, effectiveness and efficiency. We plan to facilitate a number of further staff focus groups in Quarter 2.	Jeremy Akehurst
	2. Update procedures and working tools for assessment, care planning and review.	Clear guidance is available enabling children & young people to have single integrated action plans.	September 2009	Progress has been made in respect of materials for the Children's Hearings system and Child Protection processes. In Quarter 2 we plan to update materials and guidance in respect of looked after children processes.	Jeremy Akehurst
	3. Upgrade and improve the operation of Carefirst.	Carefirst is a more effective tool for professional, administrative and managerial purposes.	March 2010	CareFirst Business Process meeting on 19 May 2009 looked at flowcharts for child care services.	Jeremy Akehurst
4.2 Ensure children are safe and their needs met	1. Implement the action plan for the HMle Child Protection Inspection.	The action plan is implemented in accordance with set timescales.	June 2009	Work started on implementation of the action plan while it was still in draft form. HMle and SWIA re-visited in June and reported broadly satisfactory progress in its implementation.	Jeremy Akehurst

	<b>Priority</b>	<b>Action to Address Priority</b>	<b>Target</b>	<b>Progress Update Q1</b>	<b>Lead Officer</b>
	2. Prepare for follow-up inspection.	Preparation completed.	June 2009	The inspectors were happy with the arrangements for the follow-through inspection visit. Complete.	Jeremy Akehurst
	3. Implement revised child protection procedures.	The implementation of the revised child protection procedures is monitored.	December 2009	A number of updated audit tools and reporting processes have been created to enable monitoring and auditing of critical processes. Feedback formats for key participants in the process are to be adapted from available models.	Jeremy Akehurst
4.3 Increasing care placement options	1. Develop a Moray Kinship Care Scheme.	Kinship Care Scheme is operable.	December 2009	Ruth Jeffries has been appointed to post of Kinship Care Social Worker. Start date 28 September 2009. Given start date a more realistic date for the commencement of the scheme would be April 2010	John Carney
	2. Increase the recruitment of foster carers.	Increased number of foster carers recruited.	March 2010	5 families approved for fostering. 5 families being assessed for fostering.	John Carney
	3. Work with partner agencies to develop services that will reduce the pressure on care placements.	Improved services are in operation.	March 2010	Meetings are held monthly with Action for Children and Aberlour Trust. Both contracts are being reviewed. Consideration is being given to the continuation of Crowhall and the development of the Level 4 (Choices for Children) Fostering Scheme.	John Carney

	<b>Priority</b>	<b>Action to Address Priority</b>	<b>Target</b>	<b>Progress Update Q1</b>	<b>Lead Officer</b>
4.4 Improve collaborative working	1. Achieve progress on key performance indicators in the Single Outcome Agreement & Integrated Children's Services Plan.	Progress is achieved.	March 2010	Performance indicators for both the SOA and Integrated Children's Services Plan (ICSP) have been agreed.	John Carney
	2. Review performance indicators for the 2010/11 Integrated Children's Services Plan.	Performance indicators agreed.	March 2010	No development activities required in this quarter.	John Carney
	3. Implement Local Integrated Assessment & Planning arrangements and tools for recording stakeholders view.	LIAP arrangements are improved.	March 2010	The implementation of the new arrangements has been monitored and reported in each ASG. Data has been received in terms of quality audit, practitioner feedback and service user feedback. A report has been completed for consideration by the Smarter Coordinating Group on the 27 August 2009.	John Carney
4.5 Increase our capacity for self-evaluation	1. Adjust the children services performance management framework in the light of Moray Performs.	Performance management framework is compliant.	March 2010	A report setting out proposals in respect of Service Outcomes and Service Standards was provided to Operational Managers on the 29 June 2009. Indicators will now be finalised.	Jeremy Akehurst

	<b>Priority</b>	<b>Action to Address Priority</b>	<b>Target</b>	<b>Progress Update Q1</b>	<b>Lead Officer</b>
	2. Develop more effective feedback tools and methods in relation to service quality & standards.	Tools and methods are developed.	June 2009	Proposals for improved methods were considered and approved by managers in May. Improved audit tools for Child Protection processes were also developed and have been implemented. Complete.	Jeremy Akehurst
	3. Develop means through which to engage service users in service development.	Mechanisms are developed.	December 2009	An outline engagement strategy was approved by managers in May and the strategy will be further developed over the next few months.	Jeremy Akehurst