

REPORT TO: CHILDREN & YOUNG PEOPLE'S SERVICES COMMITTEE ON 2 DECEMBER 2009

SUBJECT: COMMUNITY SERVICES SERVICE DEVELOPMENT & IMPROVEMENT PLAN 2009- 10, MONITORING REPORT, SECOND QUARTER , JULY – SEPTEMBER 2009

BY: DIRECTOR OF COMMUNITY SERVICES

1. REASON FOR REPORT

- 1.1 The Committee is invited to scrutinise the Department's performance against the Service Development & Improvement Plan 2009-10 for the quarter, 1 July to 30 September 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 a Social Work Authority.

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 July – September 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:
Priority 4.1.1 Improving key delivery processes: Balance professional, para-professional and administrative roles in the delivery of services.
A report on the analysis of the staff consultation exercise has been produced but not yet discussed. As a consequence the further focus groups have not yet been planned, but the intention is to make a start with these during quarter 3.
 - 3.2.3 Priority 4.1.2 Improving key delivery processes: Update procedures and working tools for assessment, care planning and review.

Meetings arranged to take this forward in quarter 2 have not taken place, owing to staff sickness. We intend to progress this further in quarters 3 and 4, with training in using updated methods before the end of quarter 4.

3.2.4 Priority 4.3.1 Increasing care placement options: Develop a Moray Kinship Care Scheme.

The new postholder started work on 28 September 2009. The intention is for the scheme to be reported to committee in March 2010.

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 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: HB695315

Community Services: Service Improvement Plan Report: 2009-10

Cross-Divisional

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Lead Officer
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.	Draft framework prepared. To be reviewed by NQSW's on 27/10/09, prior to senior management approval. Aiming for Jan 2010 launch.	Joyce Lorimer

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Lead Officer
	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	<p>Process established to ensure social work training advised of all new employees to department.</p> <p>Trainers trained to deliver NESPC basic child protection awareness training.</p> <p>Dates set at two monthly intervals for this training.</p> <p>Dates sent to all teams.</p>	<p>Team brief re Adult Support and Protection training has gone out to all Council staff Sept 2009.</p> <p>Ongoing courses booked for adult protection and child protection for remainder of year.</p>	Joyce Lorimer
	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.</p> <p>Invitations sent to all practitioners across Moray, including voluntary/ independent sectors.</p>	<p>Steering group established following launch in August. Initial meeting held. Next event planned on the theme of personalisation for November 2009.</p>	Joyce Lorimer

Children & Families

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Lead Officer
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.	A report on the analysis of the staff consultation exercise has been produced but not yet discussed. As a consequence the further focus groups have not yet been planned, but the intention is to make a start with these during quarter 3.	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.	Meetings arranged to take this forward in quarter 2 have not taken place, owing to staff sickness. We intend to progress this further in quarters 3 and 4, with training in using updated methods before the end of quarter 4.	Jeremy Akehurst

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Lead Officer
	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.	Area Managers and Casework Services Manager met with the CareFirst Project Manager on the 11 th September. At this meeting various targets were agreed about ensuring the accuracy of core data on CareFirst. At a review meeting on the 30 th October it was acknowledged that those targets were close to completion and further targets were set regarding clarification of some of the 'drop down' lists for recording actions in child care cases. The report on the business benefits meeting with the OLM Consultant on the 22 nd September will be circulated for comment when submitted by the consultant.	Jeremy Akehurst

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Lead Officer
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.	Further progress has been made on a number of aspects of the improvement plan and the inspectors' follow through report showed they were broadly satisfied with the progress being made.	Jeremy Akehurst
	2. Prepare for follow-up inspection.	Preparation completed.	June 2009	The inspectors were happy with the arrangements for the follow-through inspection visit. Preparation is now 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.	Monitoring of key processes is taking place, using the tools created for that purpose. A feedback format has also been devised and feedback sought from teams.	Jeremy Akehurst

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Lead Officer
4.3 Increasing care placement options	1. Develop a Moray Kinship Care Scheme.	Kinship Care Scheme is operable.	December 2009	Worker 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.	The intention is for the scheme to be reported to committee March 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. For adoption 2 approved and 4 others being assessed.	2 families approved for fostering. 10 families participated in a Skills preparation course.	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.	Agreements have been reached to expand the Level Four fostering scheme and for Action for Children to increase involvement in the after care of young people from residential care in Moray.	John Carney

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Lead Officer
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.	First progress update on the ICSP was reported to SMARTER Theme Group on 24 September 2009.	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.	Working Group established to commence planning for the 2010-11 ICSP having a close tie in with the Single Outcome Agreement.	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 was completed for consideration by the Smarter Coordinating Group on the 27 August 2009.	Feedback will be collected until November.	John Carney

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Lead Officer
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 be finalised during July.	Performance indicators and performance management methods have been agreed and adopted. Complete.	Jeremy Akehurst
	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.	There has been no significant progress on development of the strategy during quarter 2 though there has been work done on individual projects. The requirement to develop our overall strategy is now being prioritised.	Jeremy Akehurst

