

**REPORT TO: CHILDREN & YOUNG PEOPLE'S SERVICES COMMITTEE ON  
14 APRIL 2010**

**SUBJECT: COMMUNITY SERVICES SERVICE DEVELOPMENT &  
IMPROVEMENT PLAN 2009 - 10, MONITORING REPORT, THIRD  
QUARTER, OCTOBER – DECEMBER 2009**

**BY: DIRECTOR OF COMMUNITY SERVICES**

**1. REASON FOR REPORT**

- 1.1 The Committee is invited to scrutinise and note the division's performance against the Service Development & Improvement Plan 2009-10 for the quarter, 1 October to 31 December 2009, as detailed in **APPENDIX 1** to the report.
- 1.2 This report is submitted to Committee in terms 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 and note 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 of the minute refers).
- 3.2 **APPENDIX 1** details the progress of the division against Cross-Divisional and Children and Families priorities for the period October – December 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.  
The meeting referred to in quarter two took place on 8 January 2010.
- 3.2.3 Priority 4.1.2 Improving key delivery processes: Update procedures and working tools for assessment, care planning and review.  
The initial implementation period for new procedures for Local Integrated Assessment and Planning concluded at the end of November 2009. A report on consultation feedback was considered and revisions to the procedures were drafted, for consideration by a focus group on 11 January 2010 and the

Moray GIRFEC group on the 12 January 2010. Work will now commence in revising procedures in relation to Looked After Children. (In quarter four, the priorities are –

1. Finalising revisions to LIAP Procedures
2. Planning training regarding the latest revisions to LIAP procedures.
3. Revising procedures for reviewing plans for Looked After Children.)

3.2.4 Priority 4.2.3 Ensure children are safe and their needs met: Implement revised child protection procedures.

The Social Work Child Protection Improvement Team receives regular reports on child protection enquiries and investigations prepared by the Casework Services Manager. An evaluation of the quality of reports to CP Case Conferences and the quality of CP Risk Assessments was undertaken at the end of January through early February.

3.2.5 Priority 4.5.3 Increase our capacity for self-evaluation: Develop means through which to engage service users in service development.

A departmental strategy has been drafted and the outline divisional strategy will be developed over quarter four.

#### 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 Performance & Strategy 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: HB757357

Community Services: Service Improvement Plan Report: 2009-10

**Children & Families**

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Progress Update Q3	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.	The meeting referred to in Q2 took place on 8 January 2010. A set of proposals was circulated to teams for comment. (Q4 - a procedural note has subsequently been agreed and disseminated that sets out which administrative and recording responsibilities should be discharged by administrative staff and which by practitioners.)	Jeremy Akehurst

	<b>Priority</b>	<b>Action to Address Priority</b>	<b>Target</b>	<b>Progress Update Q1</b>	<b>Progress Update Q2</b>	<b>Progress Update Q3</b>	<b>Lead Officer</b>
4.1 Improving key delivery processes	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.	The initial implementation period for new procedures for Local Integrated Assessment and Planning concluded at the end of November. A report on consultation feedback has been considered and revisions to the procedures have been drafted, for consideration by a focus group on the 11 January 2010 and the Moray GIRFEC group on the 12 January 2010. Work will now commence in revising procedures in relation to Looked After Children. In Q4, the priorities are – 1. Training regarding the latest revisions to LIAP procedures. 2. Revising procedures for reviewing plans for Looked After Children.	Jeremy Akehurst

	<b>Priority</b>	<b>Action to Address Priority</b>	<b>Target</b>	<b>Progress Update Q1</b>	<b>Progress Update Q2</b>	<b>Progress Update Q3</b>	<b>Lead Officer</b>
4.2 Ensure children are safe and their needs met	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.	The Social Work Child Protection Improvement Team receives regular reports on child protection enquiries and investigations prepared by the Casework Services Manager. An evaluation of the quality of reports to CP Case Conferences and the quality of CP Risk Assessments was undertaken at the end of January through early February.	Jeremy Akehurst
4.5 Increase our capacity for self-evaluation	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.	A departmental strategy has been drafted and the outline divisional strategy will be developed over Q4.	Jeremy Akehurst