

**REPORT TO: CHILDREN & YOUNG PEOPLE'S SERVICES COMMITTEE ON
9 JUNE 2010**

**SUBJECT: COMMUNITY SERVICES SERVICE DEVELOPMENT &
IMPROVEMENT PLAN 2009- 10, MONITORING REPORT,
FOURTH QUARTER , JANUARY – MARCH 2010**

BY: DIRECTOR OF COMMUNITY SERVICES

1. REASON FOR REPORT

- 1.1 The Committee is invited to scrutinise and note the Department's performance against the Service Development & Improvement Plan 2009-10 for the quarter, 1 January to 31 March 2010, as detailed in **APPENDIX 1** to the report.
- 1.2 This report is submitted to Committee in terms of Section D(23) of the Council's Administrative Scheme relating to developing and monitoring the Council's Performance Management Framework for Children & Young People's Services.

2. RECOMMENDATION

- 2.1 **It is recommended that the Committee 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 refers).
- 3.2 **APPENDIX 1** details the progress of the Department against Cross-Divisional and Children and Families priorities for the period January – March 2010. Committee are asked to note the following:
 - 3.2.1 Children & Families:
 - Priority 1.1.2. Social Work Training: Ensure staff are aware of their responsibilities in relation to child and adult protection.
In total 68% of all social work staff have attended child protection training.
In total 72% of all social work staff have attended adult protection training.
Basic awareness programmes for adult and child protection are booked for the remainder of the year.

- 3.2.2 Priority 4.3.1 Increasing care placement options: Develop a Moray Kinship Care Scheme.
Details of the Moray Kinship Care Scheme will be presented to the June meeting of the Children & Young People's Service Committee for approval.

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 the performance against the Service Development & Improvement Plan 2009 -10 contained within APPENDIX 1.**

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Background Papers: Held by Author
Ref: HB779505

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Community Services: Service Improvement Plan Report: 2009-10

Cross-Divisional

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Progress Update Q3	Progress Update Q4	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.	Interviews to be held with all New Qualified Social Workers (NQSW). Draft framework prepared. To be reviewed by 2008/9 NQSW's on 27/10/09, prior to senior management approval. Aiming for January 2010 launch.	Material finalised. Launch Jan 2010	Programme delivered and evaluated. Support material available from April 2010.	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 NESPCPC basic child protection awareness training. Dates set at two monthly intervals for this training. Dates sent to all teams.	Team brief re Adult Support and Protection training has gone out to all Council staff September 2009. Ongoing courses booked for adult protection and child protection for remainder of year.	116 people attended child protection training from April - Dec. 119 people attended adult protection training from April – Dec.	In total 68% of all social work staff have attended child protection training. In total 72% of all social work staff have attended adult protection training. Basic awareness programmes for adult and child protection are booked for the remainder of the year.	Joyce Lorimer

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Progress Update Q3	Progress Update Q4	Lead Officer
	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>	Steering group established following launch in August. Initial meeting held. Next event planned on the theme of personalisation for November 2009.	Personalisation event well attended. Steering committee for forum established.	Forum established and operational.	Joyce Lorimer

Children & Families

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Progress Update Q3	Progress Update Q4	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 8th of 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.)	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

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Progress Update Q3	Progress Update Q4	Lead Officer
	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 th January and the Moray GIRFEC group on the 12 th January. Limited progress has been made in respect of 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.	Following recommendations by the GIRFEC Group the Smarter Coordinating Group has authorised a LIAP training programme of briefings for service heads and senior managers in May, full day training events early in June and a series of subject workshops in the autumn term. Procedures for reviewing children Looked After at home have been agreed and implemented in quarter 4 and these will inform reviewing practice for other Looked After Children.	Jeremy Akehurst

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Progress Update Q3	Progress Update Q4	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.	Further meetings with Area Managers and members of the CareFirst Team with a focus on ensuring that core data is accurate. Data resolved to date includes ethnicity, dates of birth, titles and classification. Recent supervision policy has resulted in clarity about recording when cases are discussed in supervision focus now on the nature and content of the supervision information recorded. Planned discussion with CareFirst Team about some changes to 'drop down' lists to ensure that outcomes from CP Enquiries and Investigations recorded on CareFirst mirror outcomes reflected in CP Procedures.	Exercise to ensure that Core data recorded on CareFirst is accurate (title/ ethnicity/ classification/ DOB) now complete – arrangements in place for Area Managers to receive monthly updates with aim of maintaining current level of accuracy. Some preliminary amendments made to 'drop down' lists on CareFirst to ensure the information recorded mirrors outcomes recorded in current procedures. Future changes to data recorded will be linked to work on management information being done in Moray through MCOG/ Pan-Grampian through NESPC.	Gordon Sinclair

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Progress Update Q3	Progress Update Q4	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.	The HMle Action Plan was most recently reviewed on the 18th December at the Social Work Improvement Team. A number of further items in the plan were marked as complete. Most items are on track and agreement was reached on how they would be 'impact assessed' in advance of the June inspection.	Work has progressed in completing the social work impact assessment (to be considered at the Children and Families Child Protection Improvement Team on 29 th April) and in updating the multiagency action plan (to be reviewed at the Moray Chief Officers Group on 22 nd April). These are actions in preparation for the follow-through inspection in June.	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.			A further evaluation of reports to Child Protection Case Conferences was undertaken in quarter 4, to assess the impact that changes in procedures have had on practice. A multi-agency file-audit has also been undertaken in quarter 4.	Jeremy Akehurst

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Progress Update Q3	Progress Update Q4	Lead Officer
	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.	The Improvement Team continues to receive regular reports on investigations and enquiries. The two evaluation reports mentioned in Q3 were delivered in quarter 4 and considered by the improvement team and recommended actions to improve quality and consistency were approved.	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.	Ruth Jeffries started post on 28-09-09. The intention is for the scheme to be reported to committee March 2010.	Consultation held with social workers and current carers and administrative arrangements agreed. Report to Children & Young Peoples committee scheduled for April.	Details of the Moray Kinship Care Scheme will be presented to the June meeting of the Children & Young People's Service Committee for approval.	Jennifer Gordon

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Progress Update Q3	Progress Update Q4	Lead Officer
	2. Increase the recruitment of foster carers.	Increased number of foster carers recruited.	March 2010	5 families being assessed for fostering. For adoption 2 approved and 4 others being assessed.	2 families approved for fostering. 5 families participated in a Skills preparation course.	There were 2 families approved to foster + another approval where the plan is for adoption. There are 3 fostering assessments in progress.	5 Fostering assessments in progress .Adoption Prep leading to 5 families to be assessed with approval sought to foster where the plan is for adoption. Fostering Prep April/May with 5 families participating.	Jennifer Gordon
	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.	A major report to Children & Young Peoples Committee in December set out a full set of actions on the part of Social Work and Education in managing the use of out of area placements.	A further report on out of area placements will be tabled at the June meeting of the Children & Young Peoples services Committee and will update on progress in respect of the actions set-out in December.	John Carney

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Progress Update Q3	Progress Update Q4	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.	Work is continuing on a Moray wide basis and through Locality Management Groups against the KPI's. Further progress reporting will occur in quarter 4.	Progress updates have been reviewed and an 'annual' report will be tabled at the Smarter Theme Group on 24 June 2010.	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.	Format for the 2010-11 plan has been agreed through the SMARTER Theme Group.	The draft 2010-11 plan is now available for consultation and it is intended to take it to the June meeting of the Smarter Theme Group for approval.	John Carney

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Progress Update Q3	Progress Update Q4	Lead Officer
	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.	Report on the feedback was prepared and considered through the GIRFEC Group who have developed training materials on the revised arrangements.	The revised LIAP arrangements are authorized for use and available to all partners over the internet. These include robust arrangements for recording stakeholder views, for collecting feedback on the process and for monitoring by locality management groups, for reporting to the Smarter Coordinating Group.	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 be finalised during July.	Performance indicators and performance management methods have been agreed and adopted. Complete.	Reporting on the revised indicators has commenced.	A revised Performance Management Framework has been drafted and will be submitted for approval by members, together with recommended targets for new performance indicators, at the service committee meeting in June.	Jeremy Akehurst

	Priority	Action to Address Priority	Target	Progress Update Q1	Progress Update Q2	Progress Update Q3	Progress Update Q4	Lead Officer
	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.	A departmental strategy has been drafted and the outline divisional strategy will be developed over Q4.	Report and Strategy prepared for consideration by the Service Committee in April.	Jeremy Akehurst