



Ofsted Action Plan (Child Protection)

Area for Improvement	Actions	Lead	Responsible Officer	Evidence	Timescale	Link to other plans	Progress End July 2013	RAG	
Immediately									
1.	Ensure that decision making regarding new referrals is consistent and robust, clearly and fully recorded and subject to regular management overview	Staff and Management training programme to include decision making re new referrals	Head of Service: Vulnerable Children and Customer Care	Team Manager Team 12	Training programme delivered	15 April 2013	Families First Strategy	Programme delivered	
		Introduce new screening tool to ensure quality of decision making and management overview			Screening tool implemented	30 April 2013		New screening tool implemented	
		Implement monthly audits of decision making and management oversight with findings fed back to ensure continuous improvement			Monthly audits in place and demonstrate quality of decision making and evidence of management oversight.	15 May 2013		NFA and CIN audit tools designed and in use	
2.	Ensure that all children in need cases have a clear plan focused on addressing their assessed needs and that the progress and appropriateness of the plan is regularly reviewed	Develop database to monitor and track all Child in Need Cases	Head of Service: Vulnerable Children and Customer Care	Team Manager Team 11	Database in place	1 March 2013	Families First Strategy	Database in place	
		Provide written guidance to staff and team managers to ensure clear plans and regular reviews			Guidance produced	31 March 2013		Written guidance provided to staff and managers	
		Implement audit of all Children in Need cases at the 6 month point to ensure quality of plans			Audit demonstrates that all cases have a clear plan with regular reviews	3 May 2013		Audits in place	
3.	Ensure that management case discussions clearly record any decisions made and where relevant timescales for agreed actions.	Implement process for recording decisions and timescales and deliver staff briefing	Head of Service Vulnerable Children and Customer Care	Team Manager Team 12	Process in place	31 March 2013		Staff briefed and new process implemented	
		Develop and implement template to evidence management case discussions and decisions with timescales			Template in use and demonstrates quality of management case discussions	30 April 2013		Template in use	
Within 3 Months									
4.	Establish robust processes for cases	Set up multi-agency Early Intervention Practitioners'	Head of Service: Stronger	Team Manager Team 1	Forum in place	28 February 2013	Families First Strategy	Forum in place and working well	

Achieved

On Task

At risk of not achieving

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moving between support provided under the Common Assessment Framework (CAF) and targeted social care interventions, including clear and well recorded access to social work advice and expertise	Forum to provide access to social work experience	Communities Head of Service: Vulnerable Children and Customer Care						
	Implement the Families First Step-up Step-down approach	Head of Service: Vulnerable Children and Customer Care	Team Manager Teams 1, 2, 3, 10, 11, 12	Approach implemented	31 March 2013		Staff trained and approach implemented	
	Improve access to social work advice and expertise by seconding a Social Worker to Visions Children Centre one day per week for 6 months and developing peer supervision	Head of Service: Stronger Communities Head of Service: Vulnerable Children and Customer Care	Team Manager Teams 1, 10	Arrangements in place	31 March 2013		Implemented and working well	
	Deliver briefings to relevant parties, including 11-19 Partnership, Primary Heads, Local Safeguarding Children's Board, Families First Board	Head of Service: Stronger Communities		Briefings delivered	30 April 2013		Briefings delivered	
5. Improve the consistency and quality of work undertaken under the CAF	CAF Co-ordinator to attend first and final CAF meetings to improve quality	Head of Service: Stronger Communities	Team Manager Team 1	Improvements in quality of CAF demonstrated through Richter scale (measuring families' experience)	28 February 2013	Families First Strategy	Arrangements in place. Rickter Scale has demonstrated improvements. Rickter audit in progress to be completed by 30 September 2013.	
	Audit the quality of CAF work	Head of Service: Stronger Communities	Team Manager: Team 1	Audit completed	28 February 2013	Families First Strategy	Audit completed and action plan in place. A further full audit of all closed CAF cases is planned for October 2013	
	Devise multi-agency training programme to improve CAF quality	Head of Service: Stronger Communities	Team Manager: Team 1	Programme in place	15 April 2013	Families First Strategy	Events delivered and more planned with good multi-agency representation.	
6. Ensure that Leicestershire and Rutland Safeguarding Children Board provides effective scrutiny and challenge of the progress of work being undertaken to improve early help services in Rutland.	Local Safeguarding Children's Board to provide scrutiny and challenge	Assistant Director, Services for People Chair of Local Safeguarding Children's Board	Head of Service: Stronger Communities	Scrutiny and challenge in place	15 May 2013	Local Safeguarding Children's Board Annual Plan LSCB Quality Assurance Framework	Presentation to LSCB Executive delivered 22/04/13. Ongoing scrutiny arrangements in place	

Achieved

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At risk of not achieving

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7. Undertake a safeguarding audit of open disabled children's cases and review the arrangements for management oversight of this work.	Audit disabled children cases and management arrangements	Head of Service: Inclusion	Team Manager Team 3	Case audit completed & recommendations for improvements made.	30 th June 2013		Audit completed, recommendations for improvement made. Process implemented to manage CIN cases that have been opened for more than 6 months.	
	Ensure all relevant staff use the transfer protocol	Head of Service: Inclusion	Team Manager Team 3	Transfer protocol in use.	15 May 2013		Transfer protocol updated and in use	
Within 4 Months								
8. Ensure performance management and quality assurance arrangements include a clear and consistent focus on service quality and that progress in key areas of improvement is regularly evaluated	Develop audit tool focusing on service quality			Audit tool developed	31 March 2013		Audit tool developed Meetings have commenced to develop themed audits which will track journey of child and service provision.	
	Implement quarterly audits to regularly evaluate progress in key areas of improvement within a performance management and quality assurance strategy	Senior Manager: Health, Wellbeing and Commissioning	Officer Team 9	Audit programme commenced	15 June 2013		Schedule of audits in place	
9. Establish arrangements to strengthen the influence of the experiences and views of children and their families in the development of child protection and children in need services.	Deliver staff development event to ensure the views of the child are strengthened	Head of Service Stronger Communities	Team Manager Team 2	Seminar delivered	8 May 2013		Completed	
	Views of children and families to be collected systematically and reviewed	Head of Service: Vulnerable Children and Customer Care Head of Service: Stronger Communities	Team Manager Teams 1, 2, 3, 10, 11, 12	Views collated and used to inform service development	15 June 2013	Local Safeguarding Children's Board Annual Plan	All documentation has been updated to ensure that the views of the child and family are explicitly recorded. Parent participation session's feedback has been fed into service development. Rickter Scale audit completed end July highlighting service user voice.	
	Children in Care Council to provide feedback on their experiences and on Care Leavers' Pledge	Head of Service: Stronger Communities	Team manager Team 2 Youth & Community Development Officer	Views of Children in Care Council recorded and fed into processes with improvements made if required.	15 June 2013		SUSO have reviewed the charter and pledge and fed back observations and comments to HOS – Vulnerable People. Quality Assurance visit completed on 26 th June,	

Achieved

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At risk of not achieving

Area for Improvement	Actions	Lead	Responsible Officer	Evidence	Timescale	Link to other plans	Progress End July 2013	RAG
	Establish a twice-yearly focus group of children and young people to feed back on their experiences and contribute to service development	Head of Service: Stronger Communities	Team Manager Team 2 Youth & Community Development Officer	Focus group established	15 June 2013		report fed into HOS Vulnerable People. First focus group held and recommendations made. Team managers are now starting to implement them.	

