

WORKING DOCUMENT: CHILDREN'S SERVICES IMPROVEMENT PLAN

Key to RAG rating

	Complete
	In Progress on schedule
	Behind Schedule

PRIORITY 1: ENSURE THERE IS A TIMELY AND EFFECTIVE RESPONSE TO SOCIAL CARE ENQUIRIES

R1	RECOMMENDATION : Ensure that the outcomes of child protection enquiries are recorded promptly								
	Amend the monitoring of S47 enquiries to focus on accurate recording and evidence that the child has been seen by a qualified social worker and is safe.	Timely identification of those children who are not safe	Ofsted 2012 unannounced report (Safeguarding)	Monitoring of S47 enquiries on protocol with notes of audit added to protocol by the Service Delivery Manager (SDM)	Immediate	Maria White Di Partridge RS Angela Yapp Helen Smith	Aug-12	Monitoring system has been established with weekly reporting from protocol of outstanding tasks. Weekly meetings are now held between the Service Delivery Manager (SDM) and individual team managers for Child Protection (CP) team and Assessment and Case Management Team (ACM) teams to audit the completion of current S47 investigations. Weekly meetings are now held between the Service Delivery Manager (SDM) for Children's Specialist Services and the Disabled Children's team and this arrangement is to be extended to the CIC team.	complete
	Include focus on writing up of Child Protection (CP) enquiries in weekly meetings between SDM and CPT managers	Timely identification of those children who are not safe	Ofsted 2012 unannounced report (Safeguarding)	Monitoring of CP enquiries on protocol by SDM	Immediate	Maria White Di Partridge RS Angela Yapp	Aug-12	The recording of CP enquiries is now an agenda item on the weekly meeting between SDM and CP team manager.	complete
	Put in place a process to ensure that CP enquiries are being recorded promptly across ACM, DCT and Cohesion Service (CS) teams	Prompt recording of CP enquiries across the appropriate teams in Children and Family Services	Ofsted 2012 unannounced report (Safeguarding)	Monitoring of CP enquiries on protocol by SDM	Immediate	Maria White Di Partridge RS Angela Yapp	Apr-13	Process in place for immediate discussions between SDM and team managers within ACM, CIC, CSW and DCT where CP enquiries are not recorded promptly. There has been a reduction of outstanding cases and a plan is in place to clear the backlog of assessment recordings in the Child Protection Team.	complete
R2	RECOMMENDATION : End the unsafe practice of holding cases as contacts and referrals for prolonged periods while information gathering								
R3	RECOMMENDATION: Ensure the prompt identification of referrals at Family Connect and Safeguarding Advisory Team								

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	Review Family Connect Safeguarding Advisory Team (FCSAT) to ensure that risks to children are promptly assessed by a qualified social worker and referrals completed within 24 hours.	Contacts completed and authorised within 24 hours. There are no CP or CIC cases in the CPT or CSW teams for longer than 10 days after Initial Child Protection Call (ICPC)	Ofsted 2012 unannounced report (Safeguarding)	Dashboard - Percentage of referrals completed within 24 hours	Immediate	Maria White	Apr-13	FCSAT redesigned to ensure that only qualified social workers process contacts and referrals. This has included increasing SSW capacity to 1 Full Time Equivalent (1FTE) to provide more support to the team managers. Second review completed and recommendations agreed by Children & Families Leadership Team to further improve arrangements. Management arrangements for the Safeguarding Advisors Team transferred from SDM Assessment and Case Management to the SDM Family Connect.	complete
	Review cover arrangements between the team managers of the CP team and the FCSAT to spread the load amongst more team managers	Contacts completed and authorised within 24 hours There are no CP or CIC cases in the CPT or CSW teams for longer than 10 days after ICPC	Ofsted 2012 unannounced report (Safeguarding)	Dashboard - Percentage of referrals completed within 24 hours	Immediate	Maria White Debbie Lloyd Di Partridge	Apr-13	Arrangements agreed so that all social workers and managers will know at any time what the cover arrangement are for Family Connect Safeguarding Advisor Team and Child Protection Team through a procedure which is being implemented using calendars on Microsoft outlook.	complete
	Put in place a process to monitor contact and referral timescales		Ofsted 2012 unannounced report (Safeguarding)	Milestone	Immediate	Marie White Debbie Lloyd Di Partridge Helen Smith	Aug-12	Monitoring system established with weekly reports from protocol of outstanding tasks and management checks on why tasks are outstanding.	complete

PRIORITY 2: REDESIGN SOCIAL WORK SERVICES TO BETTER SUPPORT THE CHILD'S JOURNEY FROM NEEDING TO RECEIVING HELP

R4	RECOMMENDATION : Accelerate plans to provide edge of care service out of hours								
	Seek user feedback, agree specification for the edge of care out of hours service, cost and implement.	Improved outcomes and a reduction in costs in relation to out of hours placements	Ofsted 2012 unannounced report (Safeguarding)	Number of children who remain at home in a safe environment	3 months	Jas Bedesha Angela Yapp	Apr-13	Family On Call Service (FOCS) fully operational	complete
R6	RECOMMENDATION : Provide partner agencies with a clear definition of the roles and responsibilities of the community social work team								
	Consult with partner agencies to review and develop pathways to inform the definition of the roles and responsibilities of the community social work team.	Children and young people are referred to appropriate agencies	Ofsted 2012 unannounced report (Safeguarding)	Referrals to Safeguarding Advisory Service. Number of children attending residential or independent schools. SEN supported in school through education/ health care plan. Children coming into care	3 months	Diane Partridge Chris Marsh Jas Bedesha Debbie Lloyd Marie White	Mar-13	Recommendations regarding the role and function of Community Social Work Team presented to Senior leadership Team on 05.03.13. Pathways agreed and document produced clarifying role of CSW Team. Awareness raising activities undertaken across localities.	complete
R7	RECOMMENDATION : Facilitate the consistent delivery of planned interventions by minimising changes of social worker								
R20	RECOMMENDATION: Facilitate positive and productive relationships between children and social workers by minimising changes in social worker								
	Monitor the number of changes in social worker and the reasons for these changes.	Minimised changes in social worker	Ofsted 2012 unannounced report (Safeguarding)	Changes in social worker per child and evaluation of reasons under defined categories Service user feedback	3 months	Helen Smith Maria White Diane Partridge Angela Yapp	Apr-13	reporting system in place	complete

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Continue recruitment campaign to reduce use of agency workers	Minimised changes in social worker	Ofsted 2012 unannounced report (Safeguarding)	Monitoring of vacancy rates against a set target	3 months	Maria White Angela Yapp Diane Partridge	Apr-13	There has been a steady reduction in the SW vacancy rate as well as the number of agency social workers being employed (from a maximum of 14 down to 8.5 at the end of March 2013).	complete
Review pay differentials for social workers in line with neighbouring areas	Minimised changes in social worker	Ofsted 2012 unannounced report (Safeguarding)	Monitoring of vacancy rates against a set target	3 months	HR	Nov-12	Pay differentials reviewed with other West Midlands authorities Joining epaycheck – which will allow us access to comparisons regionally and nationally	complete
Carry out review of Social Worker service to better support the child's journey (produce recommendations to be presented to Assistant Directors)	Minimised changes in social worker	Ofsted 2012 unannounced report (Safeguarding)	Changes in social worker per child and evaluation of reasons under defined categories Service user feedback	3 months	Karen Perry	Jun-14	Review completed Staff briefings held across Children's Services Reconfiguration plan in progress resources secured to recruit temporary project manager	complete

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PRIORITY 3: ENSURE THAT THE QUALITY OF SOCIAL WORK PRACTICE AND EARLY HELP IS CONSISTENTLY GOOD									
R13	RECOMMENDATION: Review the format of review conference minutes so that risk and protective factors are recorded clearly and consistently								
	Introduce the new format of review conference minutes	Risk and protective factors are recorded clearly and consistently	Ofsted 2012 unannounced report (Safeguarding)	Quality Sample of minutes related to CP Plans	6 months	Jo Britton	Feb-13	Minutes are now outcome focussed and reflect risk and protective factors Implementation will be monitored via QA framework for safeguarding advisory service	complete
	Implement a Quality Assurance framework for review conference minutes	Risk and protective factors are consistently recorded clearly in minutes	Ofsted 2012 unannounced report (Safeguarding)	Quality Sample of minutes related to CP Plans	6 months	Jo Britton Maria White Diane Partridge	Feb-13	Framework agreed issue based learning in place. System of monthly file audit by Managers across Safeguarding and F&C implemented from April. QA framework to be reviewed in February 2014	complete
R16	RECOMMENDATION: Ensure the LSCB's activity links to demonstrable improvements in frontline social work practice								
	Work with frontline managers to identify projects where LSCB can drive improvements to frontline social work practice.	LSCB activity reflects frontline need.	Ofsted 2012 unannounced report (Safeguarding)	Monitoring and evaluation of LSCB Business Plan	6 months	Jo Britton	Feb-13	Neglect and domestic abuse highlighted by frontline social workers. Working with other authorities to develop and pilot neglect model - to be piloted by 31/05/13, evaluated by 01/10/13 and then implemented. Domestic abuse to be included in LSCB priorities and action plan for 2013 - 14	complete
R19	Review the capacity and functioning of the IRO team to ensure robust challenge where needed and the prompt circulation of a good quality review records								
	Undertake a review of the Independent Reviewing Officer (IRO) team based on the starting point of what a good IRO team looks like	Review complete with recommendations for improvement	Ofsted 2012 unannounced report (Children in Care)	Final report and recommendations to be presented to CYP&F SLT and the LSCB	3 months	Jo Britton	Mar-13	Review completed and with SLT for consideration Additional temporary post agreed for 12 months and filled	complete
R21	Ensure that all looked after children have a qualified social worker and that minimum statutory visiting requirements are complied with								
	Have clarity and understanding of what the minimum statutory requirements are	Clear starting point for remodel of CIC provision	Ofsted 2012 unannounced report (Children in Care)	Monitoring of statutory visits	3 months	Angela Yapp Maria White Dianne Partridge	Mar-13	Statutory visit template developed and in use across all teams.	complete
	Assess quantity of Statutory work undertaken by SW Assistants and explore which other professionals can enhance this. Propose remodel of CIC provision	All statutory casework activity undertaken by Qualified SW	Ofsted 2012 unannounced report (Children in Care)	Monitoring of statutory visits	3 months	Angela Yapp Maria White Dianne Partridge	Apr-13	Children in Care Team remodel into units implemented. All children in care allocated to qualified social worker	complete

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R22	Facilitate the timely completion of life story work									
	Clarify and agree who is responsible for life story book work.	Responsibility understood and communicated	Ofsted 2012 unannounced report (Children in Care)	Milestone	3 months	Maria White Angela Yapp	Jun-13	Policy drafted and amended following consultation with foster carers and practitioners. Consultation with Children in Care arranged for 01.08.13. To be implemented from 01.09.13	behind schedule	
	Develop skills of Social Worker and of other professionals to enhance delivery e.g. Foster Carers	Professionals have skills to deliver life story work	Ofsted 2012 unannounced report (Children in Care)	Evaluation of training	3 months	Maria White Angela Yapp	Oct-13	Workshops to be commissioned between July and October 2013 to roll out training on revised policy and best practice.	In Progress	
R23	Ensure that cultural and equality and diversity issues are assessed and recorded during assessments. NHS Telford and Wrekin Council must ensure that this includes health assessments									
	Amend assessment form to include the recording of health needs as a result of cultural equality or diversity issues.	Issues recorded routinely.	Ofsted 2012 unannounced report (Children in Care)	Audit of Health Assessment Forms	3 months	HEALTH /JR	Nov-12	forms amended and in use since Nov 2012 health passports in use since Dec 2012 s/ws are sent copies of health assessments which are uploaded onto protocol	complete	
	Incorporate an awareness of cultural, equality and diversity issues within Safeguarding training including CAF, and its impact on the broader lifestyle choices tailored to the local demography.	Those working with the local population are able to respond appropriately to address individuals needs based on cultural, equality and diversity	Ofsted 2012 unannounced report (Children in Care)	Evaluation of impact of training demonstrated through multi-agency case file audit.	3 months	LSCB Training Sub Group	Nov-12	Training reviewed and cultural competence plus 'invisible men' issues woven into all LSCB training. All members of the LSCB training pool have received cultural competence training so they can weave it into delivery. LSCB training subgroup encourages single agencies to include these themes in their own training	complete	
R28	NHS Telford and Wrekin and Telford and Wrekin Council must ensure that all initial health assessments are completed within the specified time frame									
	Put process in place to allocate appointments to meet time frame	100% initial assessments within time frame	Ofsted 2012 unannounced report (Children in Care)	Monthly report to monitor performance	3 months	Sara Vale	Nov-12	Process improved and timescales for initial health assessments are improving Review assessments are completed within timescales	complete	
	Ensure Social Workers gain consent to medical treatment /intervention from birth parents/local authority and submit referral for Initial Medical Health Assessment (IMHA) to health within 3	100% referrals received within 3 working days of child entering care	Ofsted 2012 unannounced report (Children in Care)	Monthly report to monitor performance	3 months	Karen Perry	Nov-12	Process improved and timescales for initial health assessments are improving Review assessments are completed within timescales	complete	
	Ensure social care provide relevant information for the Initial Medical Assessment (IMA) appointment via adoption of British Associate of Adoption and Fostering) and associated	Receipt of forms by health in time for IMHA.	Ofsted 2012 unannounced report (Children in Care)	Monthly report to monitor performance	3 months	Karen Perry Dr Varsha Sadavarte Fern Zihini	Nov-12	BAAF forms in use	complete	
R29	Improve the quality and recording of statutory visits									

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	Design and implement new statutory visit information template	Accurate and relevant information from statutory visits	Ofsted 2012 unannounced report (Children in Care)	Audit of revisit notes	6 months	Maria White Angela Yapp	May-13	Template completed and used across all social work teams.	complete
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PRIORITY 4: IMPROVE THE PROVISION TO SUPPORT MENTAL HEALTH AND EMOTIONAL WELL BEING									
R10	RECOMMENDATION: NHS Telford and Wrekin must ensure that the transition pathway for those young people with ADHD who require adult services is in place, and that the review of CAMH services ensures that the waiting list for those children and young people with neurological disorders is within agreed targets and there is timely access to treatment and interventions								
	Develop the transition pathway	Young people with ADHD are supported into adulthood	Ofsted 2012 unannounced report (Safeguarding)	To be built in by commissioners	3 months	Michael Bennett	Nov-12	A consultant in adult mental health services has been identified and is taking new referrals from GPs and CAMHS. He provides a session each month to assess, prescribe and review individuals. This has been in place since September. In addition work is in place to have a Transition service in place from July 2013	complete
	Commission CAMHS to provide a stable placement team.	CAMHS stable placement team in place.	Ofsted 2012 unannounced report (Safeguarding)	Number of placement moves as a result linked to emotional health of LAC	3 months	Commissioners	Jun-13	CAMHS review completed and reported in december 2012 and new model for delivery agreed. Placement Stability Team being developed. CAMHS identified LAC lead post. Meetings held to develop the service model. Further meetings arranged to develop further. Work now integrated with Recommendation 25 regarding SDQs and spot purchasing of therapeutic interventions (joint care pathway/referral process to be trialled in Sept) Actions from recommendations 10 and 11 to be included in CAMHS Action Plan Development of the Placement Stability team part of the CAMHS Transition Action Plan and progress monitored through the monthly meetings	behind schedule
R11	RECOMMENDATION: NHS Telford and Wrekin must ensure that there are compliant Mental health Act Section 136 arrangements for young people aged 16-18 years of age								
	Put arrangements in place to secure compliancy and look at commissioning local and specialised to improve the arrangements	Compliancy and improved provision	Ofsted 2012 unannounced report (Safeguarding)		3 months	Director of Integrated Commissioning Care / Camhs Commissioners	Nov-12	December 2012 update - Work is ongoing re use of S136 suite at Redwood this is fraught with complication due to delay re access to Tier 4 beds, availability of 1st level screening out of hours. We comply legally but there is a lot of work to be done by commissioning both local and specialised. Service lead is engaged in ongoing dialogue with FT and Social Care. Commissioners have approached Specialised Commissioning to consider the viability of funding local arrangements that could be initiated without delays. They have indicated that this is not possible. They have also indicated that there are more pressures for Tier 4 beds. Delays are likely to remain. Local Commissioners will continue to raise this as a serious issue and seek assurances about capacity and response times.	behind schedule

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PRIORITY 5: CHILDREN AND YOUNG PEOPLE AND THEIR FAMILIES ARE INVOLVED SHAPING AND IMPROVING THE SERVICES THEY RECEIVE

R14 RECOMMENDATION: Ensure that assessments and plans accurately reflect children and young people's diversity and include their wishes and feelings									
	Review all assessment and child plan templates to ensure that they have specific section to record the children and young people's diverse needs including their wishes and feelings.	Assessment and child plan templates child centred and accommodate the diverse range of needs	Ofsted 2012 unannounced report (Safeguarding)	Audit of assessment and child plan templates	6 months	Maria White Angela Yapp Diane Partridge	Mar-13	Review of templates completed. All current templates (IA, CA, S47 investigation, care plan....etc) all have specific sections to record young people's wishes and feelings. Within CIC Team, Team Manager and Advanced Practitioner have been reviewing assessments and careplan contents ACM Teams have completed analysis of attention to cultural needs for all children from minority ethnic backgrounds. This is to be included as part of the quarterly safeguarding service performance monitoring Monthly monitoring of recording children's ethnicities for all referrals has shown an improvement through 2012 and continuing, currently less than 10 outstanding (< 1%) Within CIC Team Manager and advanced practitioner have been grading care plans and providing feedback to Social Work staff. Advanced Practitioner (CIC) has completed two workshops in how to produce effective careplans, which she will review.	complete
	Explore ways of directly recording children, young people and families views (reportable)	Recommendations made to Safeguarding QA Group	Ofsted 2012 unannounced report	Audit of assessment and child plan templates	6 months	Maria White Angela Yapp Diane Partridge	May-13	Initial scoping of reporting on the child's wishes and feelings has identified that there are fields within the pathway assessments for the child's views to be recorded and whilst these fields are not currently reportable, there is functionality available to develop such reports. This will require input from ICT to establish the reportable queries for the particular fields. In terms of newly developed forms outside the pathway within Protocol, further development will be required to establish whether fields are reportable.	behind schedule
	Develop the template for a single assessment	Planning based on individual child's needs rather than service driven	(Safeguarding)	Audit of assessment and child plan templates	6 months	Maria White , Debbie Lloyd, Diane Partridge	May-13	Draft template developed. To be piloted in CPT during August, amended following learning from the pilot and implemented across all teams from 01/10/13	behind schedule
	Provide evidence based tools to support practice	Professionals have the tools which they can use help them seek and act upon children's views	Ofsted 2012 unannounced report (Safeguarding)	Audit of assessment and child plan templates	6 months	Maria White Angela Yapp Diane Partridge	Jun-14	To include in Reconfiguring Social Work project. There has been targeted activity within the CIC Team in respect of Core Assessments to evidence decision making and practice interventions. Advanced Practitioner (CIC) has completed a workshop 'How to develop and implement a good Core Assessment'. Advanced Practitioner (CIC) is involved with a steering group discussing tools for practitioners to use when completing direct work with children & families. There are a number of tools used for risk and parenting assessments eg PAMs, training for which has recently been repeated	in progress

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	Hold Professional Development Workshops to ensure that teams have the skills to use the evidence based tools to seek and act upon children's views	Every children's worker has the skills to seek and act upon children's views	Ofsted 2012 unannounced report (Safeguarding)	Evaluation of training	6 months	Maria White Angela Yapp Diane Partridge	Jun-14	To include in Reconfiguring Social Work project. The following workshops have been facilitated and developed by the Advanced Practitioner (CIC): How to create an effective Care Plan, How to develop and implement a good core assessment, How to develop and implement an effective PEP. Children in Care Team have attended a workshop on systemic practice and are beginning to use the tools e.g. genogram Resources identified and work in progress to commission a major programme of systemic practice training across the children's services workshop	in progress
	Quality sample of assessments and plans to ensure the above actions have made a difference	Children's wishes and feelings are consistently seen and acted upon in assessments and plans	Ofsted 2012 unannounced report (Safeguarding)	Audit of assessment and child plans	6 months	Maria White Angela Yapp Diane Partridge	Apr-13	To be included in file audit arrangements. The RAG rating of care plans and core assessments, monthly practice meetings which look at difficult cases within the team and what we have learnt from them and how to improve working. Advanced Practitioner (CIC) carries out weekly/Fortnightly/monthly supervisions to increase support, reflective thinking and to create AYSE portfolio.	complete
R17	RECOMMENDATION: NHS Telford and Wrekin must ensure that there are effective service user engagements arrangements within health safeguarding services, to inform both the service design and ongoing quality monitoring								
	Include provider updates on service user engagement arrangements, LSCB Section 11 six monthly reporting, Healthcare Governance Safeguarding Children Committee monitoring Section 11 audits and quarterly template reporting	Service users inform service design and ongoing quality improvement	Ofsted 2012 unannounced report (Safeguarding)	Check reports from providers for service user updates and chase up where not included	6 months	Commissioning / Provider Exec Leads	Feb-13	s11 framework updated via LSCB governance groups. Monitoring is undertaken quarterly and reported to LSCB 6 monthly.	complete
R18	RECOMMENDATION: Ensure that all parents receive regular communication and are involved in reviews as appropriate.								
	TMs to check involvement of parents for all reviews up until end Sept is appropriate	Regular appropriate communication and involvement of parents	Ofsted 2012 unannounced report (Children in Care)	Monitoring of attendance	Immediate	Jo Britton Maria White Angela Yapp Diane Partridge	Aug-12	Checks undertaken and communication issues identified. Admin arrangements changed and dip sample will be taken in August 2013 to monitor improvements.	complete
	Develop and implement a Social Work report for child in care reviews	Regular appropriate communication and involvement of parents	Ofsted 2012 unannounced report (Children in Care)	Monitoring of report	Immediate	Jo Britton Maria White Angela Yapp Diane Partridge	Mar-13	Proforma completed and will be uploaded onto protocol in March 13	complete
	Improve recording of parents being invited and parents attendance and agree method of highlighting where this is not happening	Regular appropriate communication and involvement of parents	Ofsted 2012 unannounced report (Children in Care)	Monitoring of attendance	Immediate	Jo Britton Maria White Angela Yapp Diane Partridge	Aug-12	Admin arrangements changed and dip sample will be taken in August 2013 to monitor improvements.	complete

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PRIORITY 6: ENSURE WE LEARN FROM EACH OTHER SO THAT WE HAVE THE KNOWLEDGE SKILLS AND CAPACITY TO KEEP CHILDREN SAFE (QA)									
R8	RECOMMENDATION : NHS Telford and Wrekin and Local Safeguarding Children Board must ensure that all identified staff are compliant with their safeguarding training especially medical staff and that all staff involved with safeguarding children have supervision								
	Implement robust monitoring of safeguarding training on line modules and Group level 3 training accessed through multi agency training	All Drs completed West Midlands online training before end of December 2012	Ofsted 2012 Unannounced report (Safeguarding)	As per action once in place	3 months	Executive Lead / Medical Director/ Named Nurse / Midwife / Doctor	Nov-11	Trust governance includes agreement that all new and junior doctors on paediatrics and A&E have to complete online training within a month, and that agency locums have to complete online safeguarding training.	complete
	Write / adapt policy for group supervision for staff in A/E and Children's wards as well as Maternity	Effective Group Supervision	Ofsted 2012 Unannounced report (Safeguarding)	Monitoring that group supervision policy is being used	3 months	Named Nurse / Midwife	Mar-13	Decision made that SaTH policy will be adapted and agreed at the Trust Safeguarding Group by 31/03/13	complete
	GMC new Level 3 e learning information to be circulated to all medical staff	Enhanced skills	Ofsted 2012 Unannounced report (Safeguarding)	Not applicable	3 months	Exec Leads for Provider Services/Designated doctor/Named doctors/nurses/midwife	Nov-11	Information circulated to all medical staff within timescale GPs also given the information in safeguarding training	complete
	Increase availability of Safeguarding Training Sessions	Enhanced skills	Ofsted 2012 unannounced report (Safeguarding)	Monitored quarterly through the LSCB training sub group	3 months	Exec Leads for Provider Services/Designated doctor/Named doctors/nurses/midwife	Nov-11	Number of safeguarding sessions delivered has increased In addition, training has been made available to a wider group of health staff	complete
R9	RECOMMENDATION : NHS Telford and Wrekin and the Local Safeguarding Children Board must ensure that there is sufficient capacity within the safeguarding children named nurse to comply with requirements, and ensure that children and young people are protected from harm								
	Implement permanent increase in Named Nurse hours	Increased capacity	Ofsted 2012 unannounced report (Safeguarding)	Milestone	3 months	Executive Lead for Safeguarding	Nov-12	Current Named Nurse changed hours from part to full time temporarily from 30/11/12 and this will become permanent on 01/04/13 Absent Community Trust nurses have now returned to work so there is now a full complement of staff	Complete
	Advertise vacant named midwife post	Increased capacity	Ofsted 2012 unannounced report (Safeguarding)	Milestone	3 months	Deputy Head of Midwifery	Nov-12	Named midwife appointed in October 12 and in post	Complete

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	Look at skill mix for A/E, advertise for children's nurses / Drs.	Royal College Standards for Emergency departments: At least 1 children's nurse per shift. A lead Children's Nurse and a Lead nurse for safeguarding. Lead Consultant for Safeguarding and Named Consultant Paediatrician for Emergency department.	Ofsted 2012 unannounced report (Safeguarding)	Vacancies	6 months	Executive lead / Deputy Chief Nurse	Dec-13	A paediatric liaison post has been created and appointed to. The post will be based in A&E and will help ensure information is shared if any safeguarding issues are identified. REDUCTION in numbers of young people coming into A&E with alcohol issues (impact of street pastors) This has been included in reconfiguration plan	complete
	Develop Business continuity plans to address absences within the Named Nurse team and succession planning	Sustained Capacity	Ofsted 2012 unannounced report (Safeguarding)		3 months	NB (CSM)	Nov-12	Cover arrangements are in place for named nurses in SaTH and Community Trust	complete
	Increase number of staff in A&E who have received multi-agency training	Increased Capacity	Ofsted 2012 unannounced report (Safeguarding)	Training Records	3 months	Named Nurse	Nov-12	Numbers have increased	complete
R12	RECOMMENDATION: NHS Telford and Wrekin and the LSCB must ensure that all health staff are aware of the safeguarding referrals escalation policy								
	Raise awareness of safeguarding referrals escalation policy	Appropriate use of escalation policy	Ofsted 2012 unannounced report (Safeguarding)		3 months	Designated / Deputy Professionals	Nov-12	Completed in both trusts. The policy has been disseminated to all health commissioners and providers via the Health Governance Group	complete
R15	Ensure the development of a workforce strategy in line with the children's services review								
	Agree scope, format and development plan for strategy with senior management team. Plan actions to develop strategy as agreed. Write strategy. Consult on strategy. Revise strategy. Agree strategy.	We have the skills and capacity to deliver improved outcomes	Ofsted 2012 unannounced report (Safeguarding)	Monitoring of the action plan which supports the workforce strategy	6 months	Emma Wilcock	Mar-13	Strategy and action plan completed and agreed by Senior Leadership Team	complete

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PRIORITY 7: ALL CHILDREN AND YOUNG PEOPLE IN CARE ARE KEPT HEALTHY									
R25	NHS Telford and Wrekin and Telford and Wrekin Council must ensure that the outcomes from the strengths and difficulties questionnaires are used as part of the review health assessments, and that outcomes from mental health assessments, undertaken privately and through spot purchasing are embedded into health assessments and ongoing health care provision								
	Issue Strength and Difficulties Questionnaires (SDQ) 6 weeks before the Review Health Assessment. (National Screening Tool a requirement of Promoting the Health and Wellbeing of LAC - Doha/DFCS 2009)	All carers receive a SDQ 6 weeks in advance of the next planned review	Ofsted 2012 unannounced report (Children in Care)	Audit of SDQ paperwork received prior to review assessment	3 months	Helen Smith	Nov-12	System is up and running to ensure SDQs are sent out, and the return rate is consistently over 90%	complete
	Redesign the pathway for high SDQ scores	A pathway in place which allows CIC to receive the health services that they need.	Ofsted 2012 unannounced report (Children in Care)	Reduction in SDQ scores for CIC	3 months	Fern Zihini	Nov-12	Pathway reviewed and agreed. To be monitored by Health of LAC steering group.	complete
	Review the commissioning of spot purchasing of therapeutic interventions and mental health assessments	Clear commissioning contracts for the therapeutic interventions and mental health assessments and clear pathways for communication.	Ofsted 2012 unannounced report (Children in Care)	Cost benefit analysis	3 months	CCG Commissioners	Jun-13	Process for accessing therapeutic interventions for children and young people reviewed and pilot of process and pathways will commence in September	complete
R26	NHS Telford and Wrekin and Telford and Wrekin Council must ensure that the outcomes of the IRO reviews are disseminated and as appropriate, form part of the ongoing health care								
	Record that the review assessment has been reviewed by the health lead in the health record.	Assessments reviewed and subsequent action documented	Ofsted 2012 unannounced report (Children in Care)	Improved Health of CIC	3 months	Fern Zihini	Nov-12	It is now standard procedure for school nurses and health visitors who attend reviews to receive copies of the notes and file in health files.	complete
R27	NHS Telford and Wrekin must ensure that there is robust performance monitoring and quality assurance of health assessments including that consent has been obtained and recorded prior to the health assessment taking place and that as appropriate the child agrees to the health action plan.								
	Social worker reviews the health plan upon it's return for basic completeness and legibility and if concerned contact LAC nurse	Robust QA in place	Ofsted 2012 unannounced report (Children in Care)	Audit of Health Plans	3 months	Fern Zihini	Aug-12	Health assessments are never undertaken without consent BAAF forms are now used, which include consent section S/ws for CiC placed out of area do contact Fern Z if they have any concerns about health assessments and plans Health of LAC group is monitoring this	Complete

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	Complete annual audit of health assessments by other health providers for children placed out of area, taking account of the wider picture, e.g. Risk of harm and impact on transition	Robust QA in place	Ofsted 2012 unannounced report (Children in Care)	Audit of Health Assessments	6 months	Fern Zihini	Nov-12	Audit completed and reported to Health of LAC group. To be undertaken again once Designated Paediatrician is in post.	Complete
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PRIORITY 8: PROVIDE EFFECTIVE TRANSITION FROM BEING IN CARE TO INDEPENDENT LIVING

R24	RECOMMENDATION End the reliance on bed and breakfast accommodation to meet the accommodation needs of care leavers								
	Deliver timely information and advice for post 16 options to establish appropriate support to sustain and achieve learning, skills and employment post 16.	reduction in care leavers dropping out of provision post 16	Ofsted 2012 unannounced report (Children in Care)	Monitoring of participation for care leavers	3 months	Sue Marston	Nov-12	<p>There is a lot of provision available for NEET young people Job club set up to support CiC and care leavers, but attendance is low so plans proposals being taken to the Care Council to move from darby House to Madeley Careers Office where there is additional support and which is open for extended hours. Information sharing arrangements in place to identify care leavers etc so direct contact can be made all NEET care leavers have a careers adviser allocated to them Regular contact is maintained with the Care Council to consult and provide information</p>	complete