

**WORKING DOCUMENT: CHILDREN'S SERVICES IMPROVEMENT PLAN
VERSION 2 FINAL**

Key to RAG rating

	Complete
	On Schedule
	In Progress
	Behind Schedule

PRIORITY 1: ENSURE THERE IS A TIMELY AND EFFECTIVE RESPONSE TO SOCIAL CARE ENQUIRIES									
	Action	Success criteria	Response to	Monitoring and evaluation	Timescale	Who	Date to be delivered by	Progress	RAG
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	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	Aug-12	Process in place for immediate discussions between SDM and team managers within ACM where CP enquiries are not recorded promptly. This will be replicated across the Disabled Children's team and Cohesion Services.	on schedule
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								
	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	Aug-12	FCSAT has been redesigned to ensure that it is only qualified social workers who process contacts and referrals. This has included increasing SSW capacity to 1 Full Time Equivalent (1FTE) to provide more support to the team managers.	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	Aug-12	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.	on schedule

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	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	A Dashboard presentation has been agreed which provides a weekly report with reference to contact and referral timescales. The initial 4 week data suggest that there has been an initial improvement in response timescales.	Complete
PRIORITY 2: REDESIGN SOCIAL WORK SERVICES TO BETTER SUPPORT THE CHILD'S JOURNEY FROM NEEDING TO RECEIVING HELP									
	Action	Success criteria	Response to	Monitoring and evaluation	Timescale	Who	Date to be delivered by	Progress	RAG
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	Nov-12	2 meetings have taken place between Team Manager EDT and The Group Manager Cohesion service to outline the provision and the times when service provision would be required. The Group Manager Cohesion is currently quantifying and costing the provision with a view to share proposals with Assistant Directors first week in December	on schedule
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	Nov-12	Initial discussions have taken place with key stakeholders to explore potential options and models used elsewhere. A formal paper is to be presented to Assistant Directors by the end of the year.	In Progress
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	Nov-12	Report produced and good progress been made with the reasons why there has been a change in social worker.	on schedule
	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	Nov-12	Use of WM jobs site to advertise jobs on web. Weekly spreadsheet of recruitment activity to aid monitoring of progress. The interviews have been scheduled for the purpose of the continued recruitment of social work staff.	on schedule
	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		In Progress

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	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	Nov-12	Review of national best practice has begun, communication with staff has started through a staff conference and external support has been agreed from the region to help us redesign the SW service. It will not be possible to achieve this recommendation by the middle of November given the extent of changes required and the need to link them into whole system change.	In Progress
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PRIORITY 3: ENSURE THAT THE QUALITY OF SOCIAL WORK PRACTICE AND EARLY HELP IS CONSISTENTLY GOOD								
Action	Success criteria	Response to	Monitoring and evaluation	Timescale	Who	Date to be delivered by	Progress	RAG
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	Review of format completed, new template design completed, LRO and Minute Taker training took place on 10/10/12. New template now being used.	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	Quality Assurance Framework for SAS Completed. Sampling of minutes to commence at the end of December and first audit to be completed by April 2013.	on schedule
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	Children's lived experience neglect model commissioned by LSCB. This is an 18 month project with the model scheduled to be implemented in March 2013 and evaluated by Sheffield University in August 2013. Multi-agency approach to development includes improvements in frontline social work practice.	on schedule
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	Nov-12	A review of the Safeguarding Advisory Service (SAS) has commenced and a report will be available at the end of December.	In progress
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 Diane Partridge	Nov-12	This recommendation mainly refers to the CIC team where an analysis is underway of respective tasks completed by SWs and unqualified staff, with options for designing the team being drawn up. It will not be possible to achieve this recommendation by the middle of November given the extent of changes required and the need to link them into whole system change across the Safeguarding Service.	In Progress
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 Diane Partridge	Nov-12		
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	Nov-12	Initial mapping of those undertaking life story book work underway - further discussion required at JMT	In Progress
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	Nov-12	Linked to above.	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		Complete

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	Action	Success criteria	Response to	Monitoring and evaluation	Timescale	Who	Date to be delivered by	Progress	RAG
	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	A wide range of options have been explored including E-Learning and support from the council Multi Cultural Development Team . Cost effective option to be agreed.	In Progress
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 in place.	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 days of child entering care system	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	Initial discussions taken place.	In Progress
	Ensure social care provide relevant information for the Initial Medical Assessment (IMA) appointment via adoption of British Associate of Adoption and Fostering) and associated parental health questionnaire forms	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	Interim arrangements for short term - part 1 of child's LA plan sent with referral to health for IMA to inform Community Paediatricians. Further discussions for longer term solution in progress.	On schedule
R29	Improve the quality and recording of statutory visits								
	Design and implement new revisit 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	Feb-13	New template drafted and requiring sign off by SDMs	On schedule

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PRIORITY 4: IMPROVE THE PROVISION TO SUPPORT MENTAL HEALTH AND EMOTIONAL WELL BEING								
Action	Success criteria	Response to	Monitoring and evaluation	Timescale	Who	Date to be delivered by	Progress	RAG
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	Part of CAMHS Review Action Plan	In Progress
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	Nov-12	Ongoing piece of work in the context of the CAMHS review. CAMHS review also identified need to review how best to respond to potential Child Sexual Exploitation. CAMHS Review action plan will track progress. Provider has responded by putting a transition worker (for all young people requiring a service post 18) in place as of September 1st.	On 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	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.	on schedule

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PRIORITY 5: CHILDREN AND YOUNG PEOPLE AND THEIR FAMILIES ARE INVOLVED SHAPING AND IMPROVING THE SERVICES THEY RECEIVE								
Action	Success criteria	Response to	Monitoring and evaluation	Timescale	Who	Date to be delivered	Progress	RAG
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	Feb-13	Meeting scheduled for relevant SDMs for November 2012	on schedule
Explore ways of directly recording children, young people and families views (reportable)	Recommendations made to Safeguarding QA Group	Ofsted 2012 unannounced report (Safeguarding)	Audit of assessment and child plan templates	6 months	Maria White Angela Yapp Diane Partridge	Feb-13		Not started
Develop the template for a single assessment	Planning based on individual child's needs rather than service driven		Audit of assessment and child plan templates	6 months	Maria White Angela Yapp Diane Partridge	Feb-13		Not started
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	Feb-13		Not started
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	Feb-13	Meeting scheduled for relevant SDMs for November 2012	on schedule
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	Feb-13	Meeting scheduled for relevant SDMs for November 2012	on schedule
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 fro providers for service user updates and chase up where not included	6 months	Commissioning / Provider Exec Leads	Feb-13		Not started
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	The analysis as a consequence of this has assisted in actions that support regular communication	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	Aug-12	Social Work report for child in care reviews has now been developed and being shared with relevant parties	On Schedule
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	Audit currently been undertaken to establish benchmark/position and considering a RAG system to rate [parents invite to an attendance at reviews.	In Progress

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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)									
Action	Success criteria	Response to	Monitoring and evaluation	Timescale	Who	Date to be delivered by	Progress	RAG	
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	Ongoing, substantial increase in Drs completing training. Still no access to admin for West Midlands Deanery training package. Named Dr asked to contact the deanery for an update 26.10.12	on schedule	
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	Nov-11	Supervision policy in draft to be taken to the November Trust Safeguarding Meeting. Named Nurse and Midwife to attend Supervision Training with Social workers in November 2012	on schedule	
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	GP's Level 3 multi-agency training exceeds national requirements. New Safeguarding GMC guidance 2012 circulated to GPs and advised to access e-learning link.	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	SCHT Compliance with training requirements were satisfactorily evidenced to CQC inspector. GP's Level 3 multi-agency training exceeds national requirements completed by Designated Professionals/Police 2012. GP locum /Pharmacist/dental training/GP administration staff training to level 2 ongoing and optometrists training scheduled for 2013 evening sessions. Commissioning Designated deputy inputting on newly structured training data base. Deputy now a valuable commissioning members of the LSCB training sup group.	In Progress	
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	Paperwork for permanent increase in hours put forward. Named Nurse to continue to work extra hours sent to Deputy Chief Nurse	on schedule	
Advertise vacant named midwife post	Increased capacity	Ofsted 2012 unannounced report (Safeguarding)	Milestone	3 months	Deputy Head of Midwifery	Nov-12	Post now filled	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	Nov-12	This will form part of the secondment programme from the SHA next year. Email sent to A/E Manager to identify what appropriate staff are in post. Difficulty in recruiting staff who are dual trained or RN Child to work in A/E.	on schedule
	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	Business Continuity Plan in place for SCHAT	
	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	Named Nurse to continue to send information re courses	on schedule
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	SCHAT progress: Dedicated Safeguarding edition of internal communication. Designated Nurse agenda/ circulated Resolution of Professional Disagreements/Escalation Policy via Healthcare governance Safeguarding Children Committee for all providers to disseminate within their organisation and all Telford and Wrekin General Practitioners.	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	01/02/2013	Initial scoping meeting held at SLT 16 October 2012	on schedule

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PRIORITY 7: ALL CHILDREN AND YOUNG PEOPLE IN CARE ARE KEPT HEALTHY								
Action	Success criteria	Response to	Monitoring and evaluation	Timescale	Who	Date to be delivered by	Progress	RAG
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		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	Proposed pathway: repeat SDQ required if it does not match the outcome of the Health Review. High SDQ will generate an alert by LA Business Support Officer to Damien Madine as information from school nurse may be required. Health Visitor and School Nurses to be informed to follow up process if the scores are high.	on schedule
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	Commissioners	Nov-12	Part of CAMHS Review Action Plan	In progress
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	A number of meetings have taken place to resolve issues around information sharing.	In Progress
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	LAC consent added to Placement information record/placement plan. This will be additional to the medical examination consent. Next steps to attend appropriate LA meeting to agree processes.	Complete
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 commenced – running Oct, Nov, Dec. For presentation Jan/Feb.	Complete

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PRIORITY 8: PROVIDE EFFECTIVE TRANSITION FROM BEING IN CARE TO INDEPENDENT LIVING									
	Action	Success criteria	Response to	Monitoring and evaluation	Timescale	Who	Date to be delivered by	Progress	RAG
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	Up to date lists of care leavers to be obtained for monitoring	on schedule