

Ofsted Improvement Plan: Safeguarding and Services for Children in Care 2011/12

| Completion date | Reviewed | Date of next review |
|-----------------|---------------|---------------------|
| August 2011 | November 2011 | March 2012 |



Hampshire
County Council

Areas for improvement identified in Ofsted inspection of safeguarding and services for children in care (June/July 2011)

Areas for improvement: safeguarding

Within three months:

- ensure case records demonstrate that the recording of ethnicity, culture, race and language has been actively considered in the development of children in need and child protection plans
- ensure that records clearly demonstrate how the views of children and young people are being taken forward in planning and appropriately acted upon
- ensure supervision records in children's social care services include all components of effective supervision, including case and worker reflection
- review arrangements for the provision of specialist equipment for children and young people with disabilities, to ensure there is equitable provision across the county to meet assessed needs.

Within six months:

- audit the effectiveness of the new joint protocol in respect of children and young people who go missing and ensure joint arrangements for de-briefing children and young people on their return are robust
- review joint processes for evaluating and prioritising domestic abuse notifications from the Police to test the potential for further service integration within the Children's Reception Team (CRT)
- review the workloads of independent reviewing officers to ensure they have enough capacity to involve children and young people and their parents/carers in initial and review conference processes.

Areas for improvement: children in care

Within three months:

- ensure that looked after children and young people are made aware of the wide range of participation opportunities in the county, linked to their individual planning, the advocacy and complaints systems and the commitments made within the current and new version of the Pledge
- ensure that core assessments and care plans are routinely updated in light of any significant changes and that risk assessments are fully documented for looked after children and young people returning to live with their parents.

Within six months:

- conduct an audit of looked after children and young people's cases that are referred to Child and Adolescent Mental Health Services (CAMHS), to ensure the new arrangements are fully meeting expectations in terms of prioritisation, accessibility and timeliness
- monitor case recording to ensure there is regular commentary on children and young people being seen alone during social worker visits.

Improvement Plan

| What? | Who? | How? | Success measures | Target date |
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| Safeguarding: Leadership and management | | | | |
| <p>Ensure that records clearly demonstrate how the views of children and young people are being taken forward in planning and appropriately acted upon.</p> | Stuart Ashley | Amend key documents (Child Protection Plan, Children in Need plan, planning meeting template, LSM template) to ensure key questions on how the views of children and young people are being taken forward in planning and appropriately acted upon are being demonstrated. | <p>Documents amended. Improved recording as evidenced in quality (see below).</p> <p>November 2011 update: Key documents amended and distributed by target date (action complete).</p> | Sept '11 |
| | Stuart Ashley | Focus audit to reflect above changes in six months to ensure improving trend. | <p>15% improvement in consideration of views of children and young people being taken forward in planning and appropriately acted upon from June 11 baseline (76%).</p> <p>November 2011 update: Awaiting results of next audit.</p> | Feb '12 |
| | Service Lead District Managers | Amend Service and Team plans to ensure that all teams own improvement as evidenced by auditing. | <p>Service and Team plans amended. Auditing as above.</p> <p>November 2011 update: Plans amended by target date (action complete).</p> | Sept '11 |
| | Steve Handforth | The views of children and young people are embedded within all Learning and Development training. | <p>Service and Team plans updated. Auditing as above.</p> <p>November 2011 update: Included as core issue in all training material (action complete).</p> | Sept '11 |

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| <p>Ensure supervision records in children's social care services include all components of effective supervision, including case and worker reflection.</p> | Steve Handforth | Update supervision policy and add appendix to illustrate a practical example. | Issue revised supervision policy. November 2011 update: Supervision policy updated and issued. Briefings currently being held as part of county meetings. | Nov '11 |
| | Steve Handforth with Workforce Development Team District Managers Team Managers | Recording is built into training programme to ensure managers and supervisors are aware of how to record reflective supervision. | Revised training programme implemented within training calendar November 2011 update: Action completed. | Oct '11 |
| | Steve Handforth | Develop a revised audit system to establish the quality and consistency of effective supervision. Back to Children and Families Management Team (CFMT) Feb 12. | Revised audit system in place and ready to use November 2011 update: Revised system in place, briefings taking place (as above). First audit due to take place in March 2012. | Feb '12 |
| | Steve Handforth | Audit of supervision documents to evidence reflective supervision | 75% of supervision case files evidence reflective supervision in January 2012, with quarterly rise to 100% by December 2012. November 2011 update: Awaiting results of audit. | Mar '12 |
| <p>Review the workloads of independent reviewing officers to ensure they have enough capacity to involve children and young people and their</p> | Dave Watson | Review Service and explore alternative delivery models and any alternatives, report to Children's Services Department Management Team (CSDMT). | A report to CSDMT with a series of options that will increase capacity. November 2011 update: Report due to CSDMT on 21 December 2011 and Children and Families Advisory Panel in the new year. | Feb '12 |

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| parents/carers in initial and review conference processes. | Dave Watson | Establish an audit of young people and parental involvement in initial and review conferences and confirm a baseline. | Increase in the participation measure compared to established baseline reported in the annual Independent Reviewing Service (IRS) report. November 2011 update: Baseline established for involvement in initial child protection conferences. Fuller audit scheduled for new year. | April '13 |
| Safeguarding: Quality of provision | | | | |
| P Ensure case records demonstrate that the recording of ethnicity, culture, race and language has been actively considered in the development of children in need and child protection plans | Stuart Ashley | Amend key documents (child protection plan, Children in Need plan, planning meeting template, LSM template) to include question on whether record demonstrates culture, race, and language has been considered in the development of the child. | Documents amended. Improved recording as evidenced in quality (see below). November 2011 update: Key documents amended (action completed). | Sept '11 |
| | Stuart Ashley | Focus audit to reflect above changes in six months to ensure improving trend. | 15% improvement in consideration of culture, race and language from June 11 baseline (37%). November 2011 update: Awaiting results from audit. | Feb '12 |
| | Service Lead District Managers | Amend Service and Team plans to ensure that all teams own improvement as evidenced by auditing. | Service and Team plans amended. Auditing as above. November 2011 update: Plans amended (action completed). | Sept '11 |

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| | Steve Handforth | Ethnicity, culture and race embedded within all Learning and Development training. | Service and Team plans updated. Auditing as above. November 2011 update: Included as a core issue in all training material (action completed). | Sept '11 |
| Review arrangements for the provision of specialist equipment for children and young people with disabilities, to ensure there is equitable provision across the county to meet assessed needs. | Kieran Lyons | Review current provision to ensure equitable access to specialist equipment. | 100% of equipment provided meets assessed needs for children who require specialist equipment. November 2011 update: Action completed. | Sept '11 |
| | Kieran Lyons | Ensure timely assessment for access to specialist equipment. | No waiting list for Occupational Therapy assessment. November 2011 update: Authority gained to recruit three additional staff to address waiting list. | June '12 |
| | Kieran Lyons | Match needs and services Set out business case for medium term financial strategy incorporating demographic growth and increasing health complexities. | Occupational Therapy assessments completed within 45 days of referral. November 2011 update: Authority gained to recruit three additional staff (as above). | Feb '12 |
| | Kieran Lyons | Explore with PCT and Adult Services the possibility of developing joint commissioning budget post Sept 11. | Joint commissioning budget in place for new financial year 2012/13. November 2011 update: Discussions taking place through the Joint Child Health Commissioning Board. | Apr '12 |
| Children in care: Quality of provision | | | | |

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| <p>Ensure that core assessments and care plans are routinely updated in light of any significant changes and that risk assessments are fully documented for looked after children and young people returning to live with their parents.</p> | Lin Ferguson Lisa Humphreys | Reissuing of briefing note relating to updating core assessments. | Already actioned (Aug 11). | Aug '11 |
| | Dave Watson | Independent Reviewing Officer (IRO) report to include section on updated care plans and to establish baseline for care plans. | Improvement of 10% from established baseline. November 2011 update: Reporting on track to meet target date. Lead IROs will report to District Managers. | Feb '12 |
| | Stuart Ashley Jenny Lovell | Briefing note to be issued to ensure care plans are reviewed/updated as a minimum, six monthly. | Monitored and measured on monthly basis. 100% compliance achieved as of April 12. November 2011 update: Action completed. | April '12 |
| | Lin Ferguson | Amend placement home regulations issued. Regulations amended and compliance with actions. | Shows 100% new placements have been risk assessed. All children on care orders living at home are risk assessed. Audit and report to CFMT April 12. November 2011 update: Action on track. | April '12 |
| <p>Monitor case recording to ensure there is regular commentary on children and young people being seen alone during social worker visits.</p> | Children in Care Managers | Children in care managers to review statutory visiting form to establish if recording can be achieved in a better way to capture more detail about the social worker seeing children alone. | PRRG approve any revisions to statutory visiting recording. November 2011 update: Action completed. | Oct '11 |
| | Lin Ferguson | Subsequent to above, amend form. | Audit shows 85% compliance. | Oct '11 |
| Children and young people are safe and feel safe | | | | |

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| <p>Audit the effectiveness of the new joint protocol in respect of children and young people who go missing and ensure joint arrangements for de-briefing children and young people on their return are robust.</p> | Sharon North | CFMT sign off and relaunch Children Missing Policy. | <p>Missing Children Protocol in place.</p> <p>November 2011 update: Missing from Home procedure in progress. To go to R&A Managers in March 2012 and then CFMT for sign off.</p> | Sept '11 |
| | Service Leads, District Managers, County Service Managers | All service plans to be amended to incorporate required actions for missing children. | <p>Service plans amended and being acted upon as evidenced in review of service plans.</p> <p>November 2011 update: Action completed.</p> | Feb '12 |
| | Sharon North | <p>Jointly draw up measures of success with the Police for auditing.</p> <p>Share and compare findings with the Police of above audit.</p> | <p>Reduction in numbers and frequency of missing children by 10% in six month's time from baseline June 11 ICS 594 children missing reports (frequency) and 395 individual children (numbers).</p> <p>November 2011 update: Scoping taking place.</p> | Feb '12 |
| | Sharon North | Develop any revisions to protocol and practice as required from audit. | <p>All children missing on 3 occasions in 90 days have an initial assessment which will incorporate a return to home interview. All children in care returning are offered an interview with an independent person. For children placed outside of the area, a telephone interview will be offered.</p> <p>November 2011 update: Data systems being reviewed to achieve monitoring of the above.</p> | Mar '12 |

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| Review joint processes for evaluating and prioritising domestic abuse notifications from the Police to test the potential for further service integration within CRT | Linda Steele | Undertake review with Police and Health to explore integrated models of service integration with regard to domestic abuse. | A paper to CSDMT by Feb 12 with a set of proposals. November 2011 update: Action on track for completion by target date. Meetings currently taking place with Police and Health. | Feb '12 |
| Children in care: Being healthy | | | | |
| Conduct an audit of looked after children and young people's cases that are referred to CAMHS, to ensure the new arrangements are fully meeting expectations in terms of prioritisation, accessibility and timeliness. | Sue Roch with CAMHS Delivery Group | Establish benchmark using Q4 2010/11 data: <ul style="list-style-type: none"> - Number of children referred; - Timeliness of response; - Timeliness of service offered Conduct an audit in Feb 12. | Increased access and timeliness of response and service delivery of 15%: 760 referred of which (44%) 337 waited more than 8 weeks. November 2011 update: Benchmark has been established. Task and finish group is in place to co-ordinate audit. | Feb 12 |
| Children in care: Making a positive contribution | | | | |
| Ensure that looked after children and young people are made aware of the wide range of participation opportunities in the county, linked to their individual planning, the advocacy and complaints systems and the commitments made within the current and new version of the Pledge. | Sue Roch Lee Culhane | Children in Care element of the Youth Tube website implemented. | Count/audit of number of "hits" to ensure active use of website. November 2011 update: New web pages under development. | Mar '12 |
| | Lin Ferguson, Cathi Hadley, Dave Watson | Care plan to include the views and wishes of the child and how these have been considered in the decision making. Amend key documents accordingly. | Documents amended. Improved recording as evidenced in quality November 2011 update: Documents amended – IROs now consider this in reviews (action completed). | Sept '11 |
| | Sue Roch, | Information on participation opportunities and how to complain are provided in | Survey results show increasing participation | Mar |

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| | Karina Large | <p>several alternative ways, e.g., texting.</p> <p>Internal communication to relevant staff so that they can support children and young people knowing about the opportunities.</p> <p>Carry out regular surveys of young people to ascertain the outcomes of their participation and their views of being in care.</p> | <p>compared to Ofsted survey data.</p> <p>November 2011 update: The forthcoming Pledge event will provide the opportunity to ascertain the views of children in care.</p> <p>Activities underway include: communications bulletin for the Wessex Dance Academy; information for social workers; and more information and signposting on the web site for children in care.</p> <p>Care Ambassadors and Children in Care Teams collect feedback locally.</p> | '12 |
| | Dave Watson | IRO to monitor that children have the information required to participate and complain. | <p>10% increase in participation demonstrated through data from repeat of IRO audit of Care Plans.</p> <p>November 2011 update: Awaiting outcome of audit (to take place January/February 2012).</p> | Mar '12 |