

	Outstanding
	In progress
	Completed

**Inspection of services for children in need of help and protection, children looked after and care leavers
Improvement and Development Action Plan 2016**



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	Key tasks	Measure/milestones of success	Leads	Actions Taken	timescale	RAG
1.1	Improve the quality of all children's plans, including pathway plans to ensure that targets for improvement are clear and that they focus on risk and the most important issues for children, young people and care leavers					
	New CP, CiN and LAC plans formatted based on audit and inspection findings	Plans in live on Carefirst	Steve Day	<ul style="list-style-type: none"> Proposed templates for the plans have been disseminated with SGCP team managers Plans are with the care first team for formatting 	30 April 2016	
	New planning template to be developed for pathway plans	Plans in live on Carefirst	Elaine Devaney	<ul style="list-style-type: none"> Plans in development with Looked After Children's Service Review of current planning documentation. 	30 April 2016	
	Targeted training for SWs team managers and IROs to be developed and rolled out	<p>Deliver training workshops to ensure staff including IROs and CP Chairs are equipped to write comprehensive and outcome focused plans with clear timescales and contingencies</p> <p>SWs managers and IROs are confident in use of new planning templates.</p>	Elaine Devaney/ Steve Day /IRO service/ workforce development	<ul style="list-style-type: none"> Training programme in development Series of workshops to be scheduled to deliver training 	30 June 2016	
	Ensure actions arising from MSET translate into individual children's	Practitioner guidance provided at MSET	Louise Gill/ MSET Chair	<ul style="list-style-type: none"> Practitioner Guidance in development 		

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	plans	Planning template allows for revision Core groups understand the role of MSET and can adapt plans in light of new information		<ul style="list-style-type: none"> How MSET information impacts on planning to be included in core group training 		
1.2	Ensuring Improved quality of all planning across CP/CiN/LAC and pathway planning					
	Specific audit documentation to be developed to focus on plans taking account of new planning template Targeted auditing to be undertaken 3 months and 6 months after roll out of the training and new template	Audit to confirm targets for improvement are clear and that they focus on risk and the most important issues for children, young people and care leavers Ensure that plans have improved	Ann Day	<ul style="list-style-type: none"> Planning standard item for performance clinic 	Audit tool 1 st May – Audit activity 3 & 6 months November 2016	
	Managers to ensure plans are completed to the appropriate standard – evidencing robust Management oversight of care planning	Audit assesses plans have improved and management oversight is robust Service managers and team managers report improvement through performance clinic	All team managers/ service managers	<ul style="list-style-type: none"> Management oversight strengthened in relation to plans 	31 st May 2016	

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	CP Chairs and IROs to ensure children, young people and parents if they know what is expected of them and what would happen if things don't improve	Feedback from children young people and parents shows improvement in their understanding of plan requirements and consequences	IRO team manager		ongoing	
1.3	Strengthening the role of core groups to ensure plans are challenged and driven forward					
	Core group documentation to be revised in order to support core group functionality and monitor progress re the plan	Revised core group documentation live on Carefirst Plans are effectively monitored and contingency planning comes in to force where progress is inadequate	SWs/multi-agency leads	<ul style="list-style-type: none"> Revision of core group documentation in light of new planning template 		
	Multi agency Training on the role and responsibility of core groups Measuring progress	Core groups understand their role and can adapt plans in light of new information (incl from MSET) Audit analysis demonstrates effectiveness of core groups	LSCB workforce lead Naju Khanom			

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2.0	Ensure that child protection conferences and looked after reviews are used to drive and progress plans through the use of effective challenge and robust risk analysis					
	Progress work with CP Chairs and IROs in relation to risk analysis	Systems are used effectively to routinely monitor challenge log	IRO team manager			
	Challenge log developed to monitor issues raised with SW staff	Challenge log discussed at all performance clinics to ensure progress is made and themes are addressed	Ann Day/all service managers and team managers	<ul style="list-style-type: none"> Challenge log in place Standing Item on performance clinic agenda 	30 th April 2016	
3.0	Improve the attendance of education professionals at all children and young people's reviews and meetings to ensure a robust focus on their educational outcomes					
	Education attendance monitored by SCU and reported to LSCB		IRO team manager	<ul style="list-style-type: none"> Attendance reporting provided by performance management Included in refresh of LSCB data set 	31 st May 2016	
	Guidance re-education attendance	Improved information received from	Team			

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	to be circulated	education including attendance at least part of reviews	manager IRO/Anne Muxworthy			
	Innovative ways of providing education input explored to facilitate better contribution from education colleagues		SCU/SW service managers		31 st May 2016	
4.0	Ensure that children who are subject to child protection processes have access to independent advocacy in order to help share their views and to inform decisions about their lives					
	Preparation of CYP in R&A to participate in CP processes ensures advocacy is offered including access to MOMO and Children's Rights Officer	All children are appropriately offered advocacy within CP processes All children who raise concerns are offered advocacy service	Steve Day/Chris Hulme	<ul style="list-style-type: none"> • MOMO being promoted by SWs for children and young people's involvement in CP conferences • Reviewing access to i-pad usage • Monitoring use of MOMO and where issues are raised ensure advocacy is offered 	31 st May 2016	
	Commitment to commissioned advocacy service continues	Increased use of commissioned advocacy service Monitoring of advocacy contract to include focus on ensuring greater promotion of the service to CYP	Ann Day	<ul style="list-style-type: none"> • Raised within contract review meetings • Regional position assessed in relation to contract 	31 st May 2016	

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5.0	Support care leavers to understand their health histories more thoroughly and ensure they have regular and timely access to mental health services					
	Increase capacity and support to designated nurse	Additional demand on health professionals met including development of specific offer to care leavers	Linda Hubbicks	<ul style="list-style-type: none"> Band 6 nurse appointed March 2016 	31 st March 2016	
	PA monitoring that care leavers are provided with their health histories		Lesley Thompson	<ul style="list-style-type: none"> Health passport developed to include health histories Ensuring that care leavers are registered with GPs and Dentists Information collated for PAs to share with care leavers in relation to current services available to support health including mental health 	30 th April 2016	
	Transformation of mental health services takes account of specific needs of care leavers	Care leavers mental health is addressed	Gateshead/ Newcastle/ CCG	<ul style="list-style-type: none"> Additional mental health provision through counselling in place from 1.4.16 	1 st April 2016	

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6.0	Devise a more effective way of communicating legal entitlements to all care leavers					
	CYP will be supported to share their experiences at regional care leavers conference focussing on care leaver entitlement	Care leavers report positively on their awareness of their entitlements	Chris Hulme	<ul style="list-style-type: none"> Care leavers attended planning event in October to prepare for Regional Conference to be held 8th July 2016 Children's Commissioner booked to attend Developing the current information through IT and social media Further development of MOMO 	July 2016	
7.0	Establish a protocol with all education and training partners to ensure that arrangements are in place to provide proactive support for care leavers to stay on their courses and complete their qualifications					
	Protocol developed PAs work with providers to support	Increased numbers of care leavers complete their qualifications	Lesley Thompson/ Steve	<ul style="list-style-type: none"> Meeting with education and training providers 	30 June 2016	

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	care leavers		Graham			
8.0	Ensure the adoption panel provides quality assurance feedback to the agency on the quality of reports being presented to panel and adoption performance.					
	Analytical QA format to be developed for the adoption panel	Regular quarterly reporting in place	Elaine Devaney/Ann Day/Anne Roberts	<ul style="list-style-type: none"> • QA format developed • Fostering panel processes reviewed for learning opportunities 	June 30 2016	
9.0	Pathways to early help services clearer for families and children including children with a disability.					
	Engage with frontline staff and managers to secure an understanding of current pathways	Restructure of services supports families' understanding of which services are available	Val Hall	<ul style="list-style-type: none"> • Workshops re early help being undertaken April 2016 • Provider workshop 12/4/16 re early help for CYP who have 		

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		Clear access routes for support are identified and promoted		<ul style="list-style-type: none"> mental health support needs • Protocols for CWD developed re accessing early help 		
		Audit systems are used effectively to routinely assure that cyp and families have had appropriate access to early help	Ann Day			
10. 0	Ensure assessment timescales are proportionate to level of complexity and need (In 2014–15, 53.1% of assessments took 41 to 45 days for completion and only 5.2% were within 10 days.)					
	Ensure managers receive accurate information re timescales at assessment check points and that this information allows them to identify where timeliness is an issue and take steps to address this	<p>Assessment timescales are in line with national picture</p> <p>Audit of timescales and manager rationale indicates improvement</p>	Ann Day/Steve Day	<ul style="list-style-type: none"> • Team managers review all assessments at check point and note progress and their advice • Assessment framework re-circulated • Service manager dip sampling at 28days 		
11.	Ensure all community leaders understand social care thresholds and facilitate early engagement if there are concerns					

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	Threshold documentation reviewed following restructuring of early help provision	New threshold documentation available in written format and on LSCB website	E Devaney/ Steve Day/ Ann Day		July 2016	
12.0	Implement multi agency training and guidance re neglect					
	Multi-agency guidance disseminated and neglect tool promoted	Multiagency guidance disseminated Consistent approach to neglect evidenced Reduction in the numbers of children requiring protection form neglect through cp plans	LSCB workforce development Louise Gill and Naj Khanom	<ul style="list-style-type: none"> Multiagency neglect tool agreed based on graded care profile 		