



REPORT TO:	Children and Young People Scrutiny Sub-Committee
DATE:	9 October 2012
AGENDA ITEM:	7 - Appendix 2
TITLE OF REPORT:	Inspection of Safeguarding and Looked After Children: Action Plan
LEAD:	Paul Greenhalgh

Purpose of Report	To update the Children and Young People Scrutiny Sub-Committee on progress made in implementing the action plan developed, following OFSTED inspection in May 2012 of Safeguarding and Looked After Children.
--------------------------	---

RECOMMENDATIONS		
No	What do you want the Committee to agree?	Due date
1	To note progress made in implementing the action plan and consider exceptions and further actions required where appropriate.	09 October 2012

Introduction

1. This report sets out the recommendations resulting from the May 2012 Ofsted Inspection of Safeguarding and Looked After Children Services, and actions taken to address these, with the status of activity as at end of August 2012.
2. Progress has been reported to the Children and Families Partnership Executive Group on 10th September 2012, to note progress, consider exceptions and mitigating actions as required.

Background

3. On 9 July 2012 the Croydon Children and Families Partnership Board agreed an action plan developed from recommendations made by OFSTED following inspection of safeguarding and looked after children services in May 2012. Ofsted published its findings from the inspection on 28 June 2012 <http://www.ofsted.gov.uk/local-authorities/croydon>.
4. A review of progress to implement recommendations has been undertaken. Lead Officers with responsibility for progressing actions have been contacted to report on activity and status of respective actions.

Progress

5. The full action plan and status updates for each recommendation are provided in the following table for Member's review and comment.

Action	Person responsible	Ofsted Deadline	Progress update as at w/c 20 August 2012	RAG
Ensure effective management oversight of contacts to children's social care services so that contacts are not signed off until the associated tasks are completed.	Sukriti Sen	Immediate	A new Interim Service Manager is in post and has been given the mandate to overhaul the functioning of the screening and intake team. A redesigned business process has been produced and is being built into the development of social worker training in October and November 2012.	Amber
Analyse the content of contacts to ensure that thresholds are understood and that agencies are clear about levels of risk that require referral or notification.	Sarah Daly	within 3 months	An audit of contacts to social care has been carried out to identify where improvements to operational arrangements are required, and the understanding of agencies of social care thresholds. A report has been completed and considered by the Director for CSC and will inform discussions with other agencies to ensure thresholds are widely understood.	Green
Improve the analysis of risk and protective factors in assessments, and ensure that assessments are completed in a timely way.	Sukriti Sen / Margaret Doe	within 3 months	<p>Detailed reviews of cases and contacts to social care have been carried out to identify where improvements to operational arrangements are required. As a result the following actions have been taken:</p> <ul style="list-style-type: none"> • Improvement to the risk assessment of contacts to social care have been prioritised • Additional capacity at both management and social worker level has been put in place • Improved screening tools are now in place to support workers to more effectively screen cases at the "front door" • Improvements have been made to staffing rotas at the duty desk so that staff operate a one week on, one week off working pattern • A new assessment framework and tool has been developed and is being piloted by staff. This will further strengthen analysis of risk and protective factors in case work • Feedback from the pilot will inform the final assessment framework, which will be rolled out through training to both social workers and managers from October to December 2012. <p>Feedback from the training will provide assurance of evidence of improved skills and risk assessment by staff.</p> <p>An Audit will be carried out in December of 20 initial contacts and 20 core assessments to assess impact of actions above, and evidence of the quality of risk assessment</p>	Green

Action	Person responsible	Ofsted Deadline	Progress update as at w/c 20 August 2012	RAG
			within casework.	
Ensure that core group minutes are of good quality and are distributed in a timely way.	Sarah Daly	within 3 months	A meeting has been held to agree a process for tracking the timeliness of core group meetings and the distribution of minutes. An audit process has been agreed to enable managers to audit the quality of core groups.	Green
Improve record keeping and chronologies so that they are up to date and of good quality.	Sukriti Sen	within 3 months	Operational improvements have been put in place so that Service Managers now review all case transfers to strengthen quality assurance and review chronologies. New arrangements have been communicated to staff. The introduction of the new assessment framework will have a positive impact in improving the quality of the records and also chronologies. Audits will be undertaken to provide evidence of improvements and quality.	Green
Ensure that parents and carers fully understand the purpose of social work intervention and that their views are captured and taken into account in service development.	Sarah Daly	within 3 months	A dedicated full time resource is now in place to strengthen information and communication with parents, carers and children, and develop information resources. Consultation will shortly commence with parents / carers and children to better understand information needs, and to develop information packs for specific aspects of social work intervention, including: <ul style="list-style-type: none"> • First contact with Children's Social Care • Involvement with Child Protection Processes • Involvement with Looked After Children • Court Processes • Unaccompanied Asylum Seekers Information packs will be available to parents and children from 1 st December 2012.	Amber
Ensure that supervision in the intake and community teams and the looked after children and leaving care teams is timely and is of consistently good quality.	Sukriti Sen/Paul Chadwick	within 3 months	The strengthening of the supervision policy and guidance, the launch of the new Croydon assessment framework and the training attached will promote systemic and reflective supervision. Improved Supervision guidance will be rolled out by the 1 st November 2012. Additional Consultant Practitioner resource has been identified to undertake supervision. A regular quarterly sample of casework audits and feedback from social workers will	Amber

Action	Person responsible	Ofsted Deadline	Progress update as at w/c 20 August 2012	RAG
			be conducted to provide evidence that supervision is taking place regularly, and that this is of a consistently good quality.	
Ensure that the role of the LADO is widely promoted, and that agencies understand their responsibilities to report allegations to the LADO.	Sarah Daly	within 3 months	<ul style="list-style-type: none"> • A communications plan has been developed and agreed by the Safeguarding Board. • A leaflet has been developed explaining the role of the LADO. Training with GPs and other services is now in progress to further raise awareness. • Impact of actions will be measured by monthly reports of volume of referrals to the LADO. <p>An increase in referrals has already been seen as a result of actions above.</p>	Green
Ensure that children and young people have timely access to child and adolescent mental health services.	Jane McAllister	within 3 months	<p>Work with South London and Maudsley Mental Health Trust (SLAM) lead and providers to review current capacity and demand.</p> <p>£250k additional funding for community CAMHS from NHS SWL Croydon Borough Team, and £74k from the Local Authority to deliver 5 additional posts (3 posts are already filled and in place).</p> <p>Funding being re-invested on an 'invest to save basis'. The savings identified are as a result of a planned reduction in inpatient activity and costs e.g. through implementation of the new intensive outreach service for Eating Disorders, an intensive outreach post for psychosis and the Dialectical Behaviour Therapy Service, in addition to additional generic CAMHS posts.</p> <p>These posts will increase the ability to respond to a range of children and young people's complex mental needs in community settings.</p> <p>Work has been ongoing to develop a shared care protocol with local GPs to manage children and adolescents with Attention Deficit Hyperactive Disorder (ADHD) and Autistic Spectrum Disorder (ASD) diagnosis.</p> <p>A successful bid has been made to become a Wave 2 Increasing Access to Psychological Therapies site for children and young people. An 18 month programme will roll out training to practitioners in January 2013.</p>	Green

Action	Person responsible	Ofsted Deadline	Progress update as at w/c 20 August 2012	RAG
			A detailed needs analysis for CAMHS is being undertaken as part of the JSNA 2012/13. This will inform commissioning intentions going forward.	
Croydon Health Services NHS Trust and South London and Maudsley NHS Foundation Trust to review their child protection training programme to ensure all staff receive training to the appropriate level for their role.	Christina Hickson / Paul Calaminus	within 3 months	<p>Level 1 & 2 training has been reviewed and ratified by the CSCB Learning & Development sub-group and review of level 3 training is underway.</p> <p>Safeguarding Children and child protection training is being recorded on Oracle Management System.</p> <p>Work is ongoing to ensure the accuracy of figures and training competencies held.</p> <p>Training needs CHS staff has been mapped to either levels 1, 2, 3 or 4 and the electronic staff record updated enabling reporting of compliancy figures for levels 1 to 4 staff from March 2012.</p> <p>Safeguarding Children training brochure for 2012 has been published and disseminated to all staff.</p> <p>The CHS Safeguarding Children and Child Protection Training Strategy has been reviewed and is currently being consulted on.</p> <p>CHS has completed an annual child protection training return as part of CSCB training audit.</p>	Green
SWL NHS Croydon Borough Team to recruit a named GP.	Dow Smith/Sally Innis	within 3 months	<p>Interim Arrangements Interim arrangements have been put in place to ensure the functions of Named GP are covered whilst permanent recruitment takes place.</p> <ul style="list-style-type: none"> • Education and training: A key priority is for the Named GP to engage with GPs to raise awareness and to encourage attendance at child safeguarding training. A full-time Safeguarding Advisor for Independent Contracted 	Red

Action	Person responsible	Ofsted Deadline	Progress update as at w/c 20 August 2012	RAG
			<p>Services has already achieved significant levels of engagement with local GPs, measured by 99% of Croydon GPs receiving safeguarding children training.</p> <ul style="list-style-type: none"> • Liaison: The Safeguarding Children Governance group addresses liaison issues. • Leadership and monitoring: All functions are now covered by designated professionals. The Designated Doctor for Safeguarding provides oversight for all interim and permanent arrangements and functions. <p>Permanent Recruitment Funding for the permanent post of Named GP has been agreed.</p> <p>A Job Description is currently under development and expected to be completed by 28th September, and planned to be provided to NHS SWL HR department for processing on 5th October 2012.</p> <p>Recruitment expected in October 2012, however there are potential challenges to recruitment including.</p> <ul style="list-style-type: none"> • Other HR activity such as organisational restructures which impact on capacity • Previous lack of interest in the Named GP post. • Ability to recruit suitably qualified and experienced GP into post who is able to demonstrate a keen interest in the safeguarding children agenda. However the success of GP engagement in Level 3 safeguarding training (99% uptake) is expected to increase the likelihood of local GPs applying for the additional responsibilities. <p>It should be noted that once appointed a successful postholder is likely to be able to commence in post shortly after recruitment (i.e. notice period unlikely as role can be carried out in parallel to other duties).</p>	
Croydon Health Services NHS Trust to recruit a named midwife.	Brian Okumu, Director of Midwifery	within 3 months	<p>Funding has been agreed.</p> <p>Job description has been agreed and graded and will be recruited to internally as part of a restructure in the maternity services in October</p>	Red

Action	Person responsible	Ofsted Deadline	Progress update as at w/c 20 August 2012	RAG
Croydon Health Services NHS Trust to ensure that child protection supervision is fully established in the acute setting.	Christina Hickson	within 3 months	<p>Midwifery supervision sessions set up and safeguarding lead for midwifery attends weekly multi-disciplinary team meetings (MDT) at which concerns are raised and discussed.</p> <p>Paediatric Emergency department and In-patient Paediatric Services have group supervision sessions.</p> <p>Named doctor leading on supervision sessions with Paediatric medical staff. Weekly MDT meetings are held.</p> <p>Paediatric and midwifery staff groups are being targeted to attend the supervisors for child protection courses.</p> <p>CHS Child Protection and Safeguarding Supervision Policy is currently being reviewed by named professionals.</p> <p>A trust wide safeguarding and supervision database is being developed to identify supervisors and CHS staff members who require safeguarding and child protection supervision.</p> <p>CHS has provided feedback to CSCB regarding progress made in embedding Child Protection supervision across the entire organisation as part of its main priority to focus on Safeguarding Children Supervision.</p>	Amber
Ensure that looked after children know how to contact their independent reviewing officer (IRO).	Sarah Daly	Immediate	A letter has been written to all Looked after Children explaining the role of the IRO and ensuring that all children are aware of their IRO. We have also printed cards for all IRO's to hand to looked after children which sets out who the IRO, Social Worker and Team Leader is for each case (also includes contact details).	Green
Croydon Health Services NHS Trust to ensure that the emotional and mental health needs of looked after children and young people are fully considered as part of their health assessments.	Christina Hickson	within 3 months	The LAC health assessment document has been altered by lead LAC nurses to explicitly include a section on mental health, emotional and behavioural development needs of looked after children.	Green

Action	Person responsible	Ofsted Deadline	Progress update as at w/c 20 August 2012	RAG
Croydon Health Services NHS Trust to ensure that looked after children and young people are provided with a comprehensive written summary of their health history when they leave care.	Christina Hickson	within 3 months	Meeting arranged for 6 September with Croydon LAC Social Care Team to discuss system for ensuring Social Care team informs LAC Health team about every child leaving care. LAC Health team plans to commence work with LAC Social Care team to consider how best to prepare written health summary including how to ensure the information is accessible to the child or young person. Resource Implications will be considered at a meeting by October 2012.	Red
Ensure that social care assessments are completed in a timely way and are of good quality.	Sukriti Sen	within 3 months	The introduction of the single assessment with associated training for social workers and managers will impact upon the quality of assessments. Two social workers in the Intake Team and two social workers in the Community Team will trial the new assessment at the beginning of September prior to a phased implementation of the form across the CIN Service.	Green
Improve record keeping and chronologies so that they are up to date and of good quality.	Paul Chadwick	within 3 months	Template and training sent to all social workers and is being monitored.	Green
Ensure that the Pledge is reviewed by the CiCC and by the Corporate Parenting Advisory Board so that it becomes a meaningful document, and ensure that all looked after children and young people are made aware of the Pledge and of the CiCC.	Paul Chadwick	within 6 months	Pledge undergoing review with Children in Care Council and will be re-launched at LAC event scheduled for 1 November 2012.	Green
Consult with unaccompanied asylum seeking children on information that would help newly accommodated children to adapt to life in care.	Paul Chadwick	within 6 months	Information has been identified and development of webpage and a hard copy document is being progressed.	Green
Increase the capacity of the independent visitor service so that looked after children have access to an independent visitor if required.	Sarah Daly	within 6 months	Independent Visitors provide services on a voluntary basis, but require supervision. Options to provide additional supervision resource capacity are currently being developed. Service estimates suggest a further 0.8FTE is required to undertake supervision of a further 28 Independent Visitors. Options will be considered by the Director for CSC in early October 2012.	Amber

Action	Person responsible	Ofsted Deadline	Progress update as at w/c 20 August 2012	RAG
Ensure that foster carers have access to independent support when allegations are made against them.	Paul Chadwick	within 6 months	<p>Independent advocacy support for carers from Fostering Network has now been put in place.</p> <p>This will be tested and reviewed after a period of 6 months, to assess whether services provided are sufficient or if additional packages of support may be required. Outcomes of the review will inform commissioning intentions for 2013/14.</p>	Green