

Briefing for Safeguarding Policy and Practice Committee

Appendix 1

CAF ACTION PLAN

November 2010

Introduction

This action plan sets out the activity to address issues highlighted in two audits of CAF practice undertaken in August and September 2010.

Specific case issues were highlighted and these have been addressed individually and therefore this action plan does not address individual case progress.

The particular issues highlighted for action in the audits were

- Consideration and evaluation of the numbers of CAF's undertaken and presented to the CAF panel that resulted in no additional service allocation
- Concerns about the Framework I data base and whether the reports provide the right information about CAF activity
- The back log of CAF's waiting to be reviewed by the CAF manager and the delays in a number of CAF's then getting to the CAF panel for consideration.

In addition we continue to plan to ensure continued improvements in the quality CAF assessment practice and the CAF performance framework is being developed and will be agreed in December 2010.

The audit that was undertaken by Hilary Corrick is being followed up by her and she is currently in the process of interviewing a sample of staff who undertook the CAF assessments and parents/carers of the children that were the subjects of the CAF's. This will assist us in identifying any additional aspects of CAF practice and the arrangements that need improvement.

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	Agreed action	Timescale	Outcome/Comments
CAF's considered at CAF panels that result in no service allocation	<ul style="list-style-type: none"> Evaluate overall percentage beyond the panels in June considered by the auditor. 	November 2010	The percentage of CAF's presented to panel in the quarter April – June 2010 was 25% and therefore in the panels held in April and May the percentage where no service was allocated was less than 25%. The preceding year the overall percentage was just less than 25%, and figures since June indicate that the figure is less than 25%.
	<ul style="list-style-type: none"> Review a sample of decisions where no service was allocated to ascertain whether the decision was appropriate 	October - November 2010	Reasons for non allocation of service vary, and a review of decisions indicates that almost all were appropriate. Key reasons for non allocation of service include <ul style="list-style-type: none"> ○ Assessor to undertake more work and case to return to panel at an agreed date ○ CAF assessment provides enough information and indicates that no additional service is warranted. This is often a decision that the CAF manager cannot make out

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			<p>side panel as it depends upon the professional expertise of the service/s represented at panel</p> <ul style="list-style-type: none">○ Insufficient information to understand the child's needs. These CAF's are generally identified by the CAF manager who will contact the assessor to ask them to undertake more assessment work or to provide more information. However there are instances where this cannot be achieved and in the interests of minimising delay for the child the CAF is presented to panel.○ This review of cases did highlight that since the new FWi system the minutes and decisions at panel in some parts are inserted from a drop down menu which does not reflect all the above options. This will be considered with the FWi team at a meeting scheduled in early December.

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	<ul style="list-style-type: none"> • Monitor percentage of CAF's where no service is allocated at CAF panel on an on going basis. Ensure that reasons are evaluated and feedback is given to settings undertaking CAF's about why this is happening. 	On going	<p>In addition the chair and minute taker need to ensure more detailed minutes of decisions and the reasons for the decisions. This has been actioned with immediate effect.</p> <p>This monitoring is taking place and themes in relation to assessment practice are informing the CAF assessor training that will start in January 2011. In addition feedback is given through SENCO forums and to Health Visitors by the senior manager representatives on the CAF panel. The overall quality of CAF assessments continues to improve.</p>
FWi data base and reports	<ul style="list-style-type: none"> • Review current CAF process with CAF manager and CAF co-ordinator and evaluate impact of using FWi. • Identify system issues that may be impacting on the performance of the team and review with the FWi team • Identify how the FWi data base has been set up identifying how it needs to be changed and improved to reduce 	October 2010– Jan 2011	<p>This work is in progress and meetings have taken place within the team. A meeting has been arranged to agree how to improve the FWi data base, and the reporting arrangements. This meeting will then be able to agree changes and a time scale for these.</p>

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	<p>the number of separate reports that need to be run.</p> <ul style="list-style-type: none"> • Arrange meeting with CAF manager, CAF co-ordinator, Chair of CAF panel, Service Development manager and FWI to agree changes to the CAF FWI system and data base. 		
Back log	<ul style="list-style-type: none"> • CAF manager to continue to ensure that all cases where the CAF has been undertaken by a Health Visitor, by a social worker, or is identified by an assessor as urgent are dealt with as a priority. These cases are all reviewed when they come in by the CAF manager who then prioritises activity on these cases. • Review of backlog by MDT co-ordinator to ensure prioritisation is working effectively. • Plan how to reduce the backlog. 	<p>On going</p> <p>October - November 2010</p> <p>October - December 2010</p>	<p>This is on going.</p> <p>Review of the back log undertaken by chair of CAF panel and she confirmed that prioritisation system is working. In addition she reviewed and agreed the actions on the backlog up to end of October.</p> <p>Plan agreed to include</p> <ul style="list-style-type: none"> ○ prioritisation system to continue ○ requests for SEN statement

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			<p>assessments to go direct to SEN team</p> <ul style="list-style-type: none">○ CAF co-ordinator remit changed so that work that does not require review by CAF manager can be actioned by CAF co-ordinator.○ Additional CAF panel agreed to take place mid December to clear Back log○ If all back log cases are not cleared by the additional panel consideration will be given to some CAF's being agreed by an additional special panel to be held before Christmas.○ In addition provisional plans will be put in place for one further additional panel in January if necessary○ Plans are being considered to increase the capacity of the CAF team on an on going basis.