

# Safeguarding and Looked After Children Action Plan Milestone Report May 2011 – Actions resulting from Ofsted/CQC recommendations February 2011









**Haringey Council**





## Key


Action Status	
	Not achieved / not on track support required to address issues
	Not on track but no support required to address issues
	Action in progress and on track to be completed
	Action completed and desired outcome achieved

Theme: Best practice							
Action	Milestone	Start Date	Due Date	Status	Progress Note	Milestone Lead	Outcome
1. Ensure that the quality of all case recording, staff supervision, assessments and care planning consistently matches best	1.1 All areas where non qualified social workers operate reviewed to ensure they are appropriately allocated cases and supervised (in line with Working Together to Safeguard Children) (Ofsted Feb 2011 - Rec 1)	01-Mar-2011	31-May-2011		<b>May 2011 - Achieved.</b> The procedure for case record auditing has been reviewed and new arrangements will be in place from 01.06.11.	Debbie Haith	Partnership assured that any safeguarding concerns for children with disabilities are being identified and investigated properly; Safeguarding services of a high quality are


practice (Ofsted Feb 2011 – Rec 8)	1.2 System for attendance at child protection review medicals reviewed and attendance monitored (Ofsted Feb 2011 - Rec 2)	01-Mar-2011	31-May-2011		<b>April 2011 - Achieved.</b> Consent Policy and Child Protection Medicals Protocol developed by the head of the First Response Service and the Named Doctor for Child Protection (GOSH in Haringey) May 2011.	Karen Baggaley	being delivered across the Borough
	1.3 Best Practice standards for attendance at strategy meetings [and child protection conferences] developed and attendance monitored by LSCB (Ofsted Feb 2011 – Rec 3)	01-Mar-2011	31-May-2011		<b>April 2011 - Achieved.</b> Practice standards in place and in use. Heads of Service monitor compliance through audit.	Marion Wheeler	
	1.5 Review systems in place to ensure timely allocation of all children in need cases and regular review of service plans (Ofsted Feb 2011 - Rec 6)	01-Mar-2011	31-Aug-2011		May 2011 - On track. Child in Need cases are subject to monthly review by Heads of Service and Multi Disciplinary Team manager, to ensure where safe and appropriate we can step down to Children and young people being managed through the role of lead practitioner and ' team around the child' with universal services. Head of Service s&s to draft process and practice guidance. All Child in Need families in First Response have an allocated social worker and , in addition to formal supervision and planning are reviewed a 5 months if they remain within the service. This review is undertaken with managers the HOS for First response, the HOS for SAS and the HOS for CAF. The exception is NRPF families. All children in these families are seen at a minimum of 6 weekly.	Marion Wheeler	
	1.6 System developed to give children and young people who go missing from care the opportunity to have an	01-Mar-2011	31-Aug-2011		<b>May 2011 - On track.</b> The Barnardos contract is now being finalised. Discussions on how to achieve the independent interviews	Chris Chalmers	

	independent interview as part of strategy arrangements (Ofsted Feb 2011 - Rec 7)				are ongoing. Update – from Autumn 2011 Haringey will be part of a 3 borough programme delivered through a partnership with Barnardos and Railway Children charity with funding from Arriva company of £300k over 3 years to embed specialist workers from Barnardos to support each LA in improving outcomes for children who go missing from care or home, reduce the harm from missing episodes and reduce the incidence of missing episodes - MW		
	1.7 LSCB completed an investigation and report on why comparatively low numbers of children with disabilities are the subject of child protection plans (Ofsted Feb 2011)	01-Mar-2011	31-Aug-2011		<b>April 2011 -Achieved.</b> Benchmarking responses received from eight London LSCBs regarding number of children with disabilities subject to child protection plans. Results ranged between 0 % - 4.4% of children with disabilities with CP plans against all children on plans. Haringey was placed in the middle band with 1.8%. Detailed results have been reported back to the QA LSCB subgroup. The Safeguarding Policy and Review Group (SPRG) which initiated this research will also consider results and continue to monitor the data. A pilot project has been identified between DCT and First Response to monitor the referral route for disabled children from source. Pilot will be for three month period and will report back to SPRG and LSCB QA group.	Phil Di Leo	
2. Review arrangements for	2.1 Arrangements reviewed for the provision of short-term	01-Mar-2011	01-Aug-2011		<b>April 2011 - Achieved.</b> Aiming High programme 2008 -2011	Phil Di Leo	Clear and improved arrangements for the






short term breaks in line with best practice	breaks for disabled children and young people and joint guidance developed for this area (Ofsted Feb 2011 – Rec 14)				completed and all targets set by the DfE have been met. Programme evaluation completed and good practice in terms of range of provision, parent/carer and young people participation highlighted. Continuation programme underway and which takes account of the new Short Breaks Duty with effect from April 2011.		provision of short-term breaks
3. Establish mechanisms to ensure that midwives, adult services and voluntary agencies are engaged with CAF	3.1 Communications plan developed to engage midwives, adult services and voluntary agencies in use of CAF (Ofsted Feb 2011)	01-Mar-2011	31-Aug-2011		<b>May 2011 - On track.</b>	Alison Botham	Enhanced partnership working delivering joined up services in local areas
4. Develop system to increase the use of personal education plans and set up mechanisms to review and report	4.1 System in place to increase the use of personal education plans and framework established for regular review and reporting (Ofsted Feb 2011 – Rec13)	01-Mar-2011	31-Aug-2011		<b>May 2011 - On track.</b> There has been a significant increase in PEPs and they are now embedded in the data set for consistent monitoring.	Chris Chalmers	Increased attainment for looked after children
5. Develop improved corporate parenting mechanisms	5.1 Membership and remit of Corporate Parenting Group, Corporate Parenting Advisory Committee and operational group redefined and methods for disseminating their work to managers and practitioners developed (Ofsted Feb 2011 – Rec 12)	01-Mar-2011	31-Aug-2011		<b>May 2011 - On track.</b> A multi-agency Looked After Steering group has been established which will take forward an annual work plan agreed by CPAC.	Debbie Haith	Increased ownership of and responsibility for Children and Young People by senior managers, Councillors and across the partnership
	5.2 Communications plan developed to raise awareness of Children in Care Council and London Pledge (Ofsted Feb	01-Mar-2011	31-Aug-2011		<b>May 2011 - On track.</b> This week has seen a meeting of CiC Council with members from CPAC.	Chris Chalmers	


	2011)						
7. Improve the standard of refuges	7.1 Actions put in place to raise the standard of refuges where mothers and their children are being placed (Ofsted Feb 2011)	31-Mar-2011	31-Aug-2011		<b>May 2011 - On track.</b> This matter was discussed with the AD for adults on the 24/05/2011. The budget and monitoring of refuges in Haringey lies with Supporting People funding stream management. They are reviewing contractual arrangements with Women's Aid who are the current providers. Alternative providers are being considered. Sylvia Chew/ Deidre Cregan ( DV consultant) and Denise Gandy ( Head of housing options) will be updated at a meeting on the 3rd June 2011.	Sylvia Chew	Mothers placed in suitable refuges

**Theme: Participation**

Action	Milestone	Start Date	Due Date	Status	Progress Note	Milestone Lead	Outcome
14. Ensure that children and young people are consistently involved and their views are heard in Safeguarding Services	14.4 NHS Haringey have ensured that all views of young people in care in regard to their health needs are captured, reported and considered in regard to planning and development of healthcare services (CQC Rec 4)	01-May-2011	31-Oct-2011		<b>May 2011 - On track.</b> Designate Nurse for LAC attends corporate parenting forums. Public Health has started a JSNA re: LAC including LAC consultation. Multi-agency meeting held 05/05/2011 to clarify current user consultation forums/ processes and how NHS Trusts in Haringey can both attend and feed into/capture current user feedback in regard to health services. Health Leadership group for safeguarding to oversee this information gathering and actively participate in user forums.	Sarah Parker	Children and young people's voice is heard and responded to in Safeguarding Services; Framework and systems for capturing young people's views with regard to health needs in place


**Theme: Quality Assurance and Performance Management**

Action	Milestone	Start Date	Due Date	Status	Progress Note	Milestone Lead	Outcome
16. Review and amend quality assurance framework	Quality assurance framework developed to include: A system for collating, evaluating and reporting on audits (Ofsted Feb 2011).	01-Mar-2011	31-Aug-2011		<b>May 2011 - On track.</b> The Framework is being updated to reflect new arrangements.	Debbie Haith (Chair QA Sub Group)	Partnership utilising performance information and audits to improve services
18. Improve systems for Child Protection Advisers and Independent Reviewing Officers to carry out their roles	18.2 System put in place to enable independent reviewing officer team to examine all children and young people's views from reviews in order to inform practice and strategic planning (Ofsted Feb 2011)	01-Mar-2011	31-Aug-2011		<b>May 2011 - On track.</b>	Rachel Oakley	Child Protection Advisers and Independent Reviewing Officers quality control and assurance functions improved
19. Develop systems to better enable use of CAF data	19.1 CAF data analysed and used to inform future planning and capacity building (Ofsted Feb 2011)	01-Mar-2011	31-Aug-2011		<b>May 2011 - On track.</b>	Alison Botham	Partnership has a greater understanding of effectiveness of CAF
20. Develop systems to monitor quality of healthcare provided to all looked after children and care leavers in all settings	20.1 System developed to monitor the quality of healthcare provided to all looked after children and care leavers in all settings (Ofsted Feb 2011)	01-Mar-2011	31-May-2011		<b>May 2011 - Achieved.</b> Established new service whereby all IHA's are completed by Haringey Paediatricians and RHA's by Haringey LAC Nursing Team. Multi-agency meetings in place which have identified areas of improvement in regard to notification and attendance at assessments. Reporting established on timeliness and attendance at IHA/RHA via at multi-agency LAC meeting. Need to establish audit cycle in regard to compliance with health recommendations from LHA and RHAs.	Sarah Parker	Health of looked after children improved Health of looked after children improved
	20.1 System developed to monitor the quality of healthcare provided to all looked after children and care	01-Mar-2011	31-May-2011		<b>May 2011 - Achieved.</b> Established new service whereby all IHA's are completed by Haringey Paediatricians and RHA's by	Sarah Parker	

Action	Milestone	Start Date	Due Date	Status	Progress Note	Milestone Lead	Outcome
	leavers in all settings (Ofsted Feb 2011)				Haringey LAC Nursing Team. Multi-agency meetings in place which have identified areas of improvement in regard to notification and attendance at assessments. Reporting established on timeliness and attendance at IHA/RHA via at multi-agency LAC meeting. Need to establish audit cycle in regard to compliance with health recommendations from LHA and RHAs.		
21. Ensure performance management functions are realigned following partnership re-organisations	20.2 Care pathway reviewed with compliance audits against it (CQC Rec 3)	01-May - 2011	31- July- 2011		<p><b>May 2011 – On track.</b> Care pathway in place focussing on identified areas of improvement in regard to notification and attendance at LAC health assessments</p> <p>Reporting established on timeliness and attendance at IHA/RHA</p> <p>Local Authority establishing Quality and Practice Development Unit with an independent reviewing function. Within this the IRO role is being reviewed and will include establishing monitoring of all aspects of the child’s plan, including the Health recommendations from IHAs/RHS.</p>	Sarah Parker	

Action	Milestone	Start Date	Due Date	Status	Progress Note	Milestone Lead	Outcome
					IROs/Nursing team audit cycles will be established to in regard to compliance with health recommendations		

**Theme: Workforce development**

Action	Milestone	Start Date	Due Date	Status	Progress Note	Milestone Lead	Outcome
23 Ensure that the quality of all staff supervision, consistently matches best practice (Ofsted Feb 2011 – Rec 8)	23.1 Supervision policy embedded and culture committed to supervision created (Ofsted Feb 2011 Rec - 4)	01-Mar-2011	31-May-2011		<b>May 2011 –Not achieved.</b> Team Manager and Senior Practitioner programme has focused on supervision of assessment in complex cases. 20 managers attended - developing own evaluation framework. Resource issues have meant that this has not been completed. An external supervision specialist has been tasked with assisting with this piece of work.	Rachel Oakley	Staff gave the skills required to effectively perform their roles



## Appendix 1: Inspection of Safeguarding and looked after children services - areas for improvement 25<sup>th</sup> February 2011

### Safeguarding Services

Areas for improvement	Timescale
1. Review the deployment of social work assistants to ensure that all assessment work fully complies with the requirements set out in 'Working Together To Safeguard Children'.	Within three months
2. Ensure NHS Haringey and partners reduce the level of non-attendance at child protection review medicals and that attendance rates are routinely monitored by senior health and children's services managers and HSCB	Within three months
3. Improve the attendance and participation of key agencies and professionals at strategy meetings	Within three months
4. Ensure that staff supervision records are up-to-date and that they include clear objectives for personal development and training.	Within three months
5. Develop joint arrangements for the evaluation of services, including the analyses of trends in the number of representations and complaints, the impact of the work of the Local Authority Designated Officer (LADO), strategies for family support and early intervention and multi-agency work with children with disabilities who are subject to a child protection plan	Within six months
6. Ensure the timely allocation of all children in need cases and the regular review of their service plans	Within six months
7. Ensure that children and young people who go missing have an opportunity to meet with a suitably designated independent person on their return	Within six months
8. Ensure that the quality of all case recording, staff supervision, assessments and care planning consistently matches best practice	Within six months

	(Not all case files have up-to-date chronologies – Ref 39 P. 39)	
9.	Improve the way that the Child Protection Advisers carry out their quality control and assurance functions.	Within six months

### Services for looked after children

Areas for improvement		Timescale
10.	Review the role of Independent Reviewing Officers to ensure they are carrying out their quality control and assurance functions fully and that the data that they collect is used to inform strategic planning	Within three months
11.	NHS Haringey should ensure there are robust systems in place to monitor the quality of healthcare provided to all looked after children and care leavers in all settings.	Within three months
12.	Review the effectiveness of current corporate parenting arrangements, including in relation to setting targets for service improvement and engaging the full partnership in achieving it ambition for looked after children	Within six months
13.	Increase the use of personal education plans and establish a more consistent framework for regular review and reporting	Within six months
14.	Review arrangements for the provision of short-term breaks for disabled children and young people and develop joint guidance for improving practice in this area.	Within six months