



# Safeguarding & LAC Inspection Action Plan

(progress as at 22<sup>nd</sup> October 2012)

## Safeguarding

Area for Improvement	Action	Lead	Timescale	Outcome/ Measure	Progress note / Evidence	Reported to
1. Strengthen the management oversight and monitoring of children in need plans to ensure outcomes are achieved and monitored in a timely manner.	1.1. Review all CiN plans held in the PLO or Care Management team over 6 months duration.	Heather Flinders	31/10/2012	All plans reviewed. Feedback on required actions to individual social workers.	Underway	LSCB Exec
	1.2. Informed by the outcome of the review above, develop a process whereby CiN plans are robustly reviewed (similar to Permanence Panel).	Heather Flinders	31/10/2012	New review/monitoring system in place.	Underway	LSCB Exec
2. Ensure that chronologies are effectively used to inform assessments, particularly in longer term work, and especially in cases of neglect, to avoid drift where evidence of families achieving improving outcomes is not apparent.	2.1. ICS board action re chronology - DM to confirm.	Sue Williams	31/10/2012	All cases have a chronology completed.	Evidence not yet reported	LSCB Exec
	2.2. IROs to monitor all new cases coming to CP conferences and LAC reviews have chronologies. To be reported in Principal IRO report to DCS.	Maria Gilbert	31/10/2012	Reports to DCS show increase in number of cases with chronologies in place.	Evidence not yet reported	LSCB Exec

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	2.3. CiN cases monitored through 1.2 above.			All cases have a chronology completed.		LSCB Exec
3. Develop a coordinated approach to using the experiences of children in need and children involved in child protection processes to measure progress against stated objective.	3.1. Review the current LAC Participation survey and extend to include some children in need and those subject to a CP plan.	Darren McAughtrie	31/10/2012	Revised survey in place with timeline for next distribution.	Completed	LSCB Exec
	3.2. Develop an online satisfaction survey (one for parents and one for CYP) for cases at the point of closure to specialist services with an annual report to inform the service planning cycle.	Darren McAughtrie	31/10/2012	Survey developed and in place for roll out.	Completed	LSCB Exec
	3.3. Trial the service user feedback in the appraisal process for the 12/13 appraisal reviews within specialist services.	Darren McAughtrie	31/10/2012	Trial complete to inform full roll out.	Underway	LSCB Exec
	3.4. Roll out the service user feedback in the appraisal process for all front line staff appraisals for year end 2012/12.	Darren McAughtrie	31/02/2013	Service user feedback included in all front line staff appraisals.	Not yet due	LSCB Exec

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4. Ensure that the frequency of staff supervision records complies with the Council's own guidance and that supervision records contain sufficient detailed case discussions.	4.1. Develop supervision (including formal and ad hoc) guidance/helpful hint sheet for managers and staff based on the RiP tools.	Ruth Baker	31/03/2013	Guidance developed and distributed	Underway	LSCB Exec
	4.2. Service and Group managers to undertake observations of supervisions in line with the QA strategy.	Sue Williams	31/10/2012	All front line managers have been observed in supervision	Evidence not yet reported	LSCB Exec
	4.3. Manager to make use of rooms other than their office or away from the team room for supervision.	All managers	31/08/2012	Staff have uninterrupted supervision	Completed	LSCB Exec
5. NHS South Essex and Southend-on-Sea Borough Council to ensure that safeguarding referrers consistently receive feedback on the status of their referral in line with the agreed standard.	5.1. Adapt the CareFirst referral screens to capture the response to referrers.	Mark Churchill	31/08/2012	Response to referrers recorded on CareFirst	Evidence not yet reported	LSCB Exec
	5.2. Responses to referrers monitored through Report Manager by Service Manager First Contact .	Hilary Turner	31/10/2012	Managers assured that all referrers are responded to	Underway	LSCB Exec
	5.3. Monitor response to referrers through the LSCB audit programme.	Helen Wilson	On-going	Evidence of all refers being responded to	Underway	LSCB Exec

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6. NHS South Essex and South Essex partnership trust to ensure that all transitions for young people with learning disabilities and/or mental health conditions are smooth and meet individual's needs.	Detailed plan for this action being developed by NHS South Essex	Sharon Connell	6 months		Not yet due	LSCB Exec
7. Southend University Hospital Trust and NHS South Essex should ensure that the children and young people's emergency department provision is safe, audio-visually separate, and fit for purpose.	SUHT to put in place a plan to ensure the children and young people's emergency department provision complies with standards.	Gina Quantrill	6 months	Development plan in place	Underway	LSCB Exec

## Looked After Children

Area for Improvement	Action	Lead	Timescale	Outcome/ Measure	Progress note / Evidence	Reported to
1. Ensure that all cases of children who are looked after under section 20 of the Children Act 1989 have up to date records including chronologies, core assessments and care plans which clearly identify the outcomes to be achieved, actions to be taken and timescales.	1.1. Review all section 20 cases.	Heather Flinders	31/07/2012	All cases reviewed with an individual action plan for each SW.	Completed	Success for All Children Group
	1.2. Section 20 cases to be monitored through the permanency panel following the second LAC review.	Maria Gilbert	31/08/2012	All S20 cases reviewed at permanency panel have chronologies, assessments and SMART plans.	Evidence not yet reported	Success for All Children Group
	1.3. All fieldwork SW reminded in team meetings of the need to ensure all children plans are SMART and clearly identify the outcomes.	Ruth Baker	31/08/2012	All plans signed off by team managers clearly identify the outcomes to be achieved.	Completed	Success for All Children Group
2. Ensure that all the statutory requirements contained within the IRO's handbook are implemented so that, in particular, looked after children and young people's plans continue to progress between their reviews, and the service undertakes its quality assurance role	2.1. Development session with IROs to ensure guidance is clear on accountability for monitoring of plans between reviews.	Maria Gilbert	31/12/2012	All LAC plans are monitored by IROs between reviews.	Evidence not yet reported	Success for All Children Group
	2.2. Responsibility for the Specialist Services audit programme to be allocated to Group Manager Specialist resources & Quality Assurance	Heather Flinders	31/07/2012	IRO service undertaking the quality assurance role	Completed	Success for All Children Group

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3. Ensure the needs and views of care leavers are fully taken into account in terms of the services provided for them and that service planning also takes account of these issues.	3.1. Care leavers to be included in the revised annual participation survey.	Darren McAughtrie	31/10/2012	Revised survey in place with timeline for next distribution.	Completed	Success for All Children Group
	3.2. Care leavers are offered the opportunity to complete the satisfaction questionnaire at the point of case closure.	Darren McAughtrie	31/10/2012	Survey developed and in place for roll out.	Underway	Success for All Children Group
	3.3. Feedback from previous 2 actions is available for service planning.	Darren McAughtrie	On-going	Service planning takes into account the views of service users.	Not yet due	Success for All Children Group
4. Ensure that looked after children and care leavers are able to contribute to the training and recruitment of staff.	4.1. Present the guide to involving children and young people in recruitment to extended SSMG	Darren McAughtrie	31/10/2012	All manager aware of the guidance.	Completed	Success for All Children Group
	4.2. All recruitment requests questioned whether young people will be involved in the recruitment process.	Relevant HoS	31/07/2012	Increase in young people involvement in recruitment	Underway	Success for All Children Group
	4.3. To investigate commissioning Total Respect Training for Southend	Darren McAughtrie	31/12/12	Decision made whether to commission Total Respect Training	Underway	Success for All Children Group
5. Ensure that all looked after children and care leavers benefit from records which include up to date chronologies, thorough assessments and care	Actions in 1.1 - 1.3				Completed	Success for All Children Group

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plans, and that this is regularly checked to ensure standards are maintained.						
6. The Council ensure that the Pledge is embedded in its work and is understood and valued by all making a daily difference to the lives of looked after children and those who work with them.	6.1. Voice for All to review the Pledge and identify ways in which it should be monitored & publicised to all children	Lucy Bissell	31/10/2012	Increased awareness of the Pledge amongst all LAC.	Underway	Success for All Children Group
	6.2 Report to Corporate Parenting on the monitoring of the Pledge	Sue Williams	31/10/2012	Corporate Parenting Group fully informed of the impact of the Pledge on children and young people.	Evidence not yet reported	Success for All Children Group
7. Implement the revised terms of reference for the corporate parenting meeting and ensure that the meeting is attended by senior officers from all agencies and that they are held to account as corporate parents for the services to looked after children and care leavers and the implementation of the looked after children and care leavers strategy.	7.1. Head of Specialist Services to assume Chair of Corporate Parenting Group.	Heather Flinders	31/07/2012	Chairing arrangements revised.	Completed	Success for All Children Group
	7.2. Revised terms of reference to be approved by the Group .	Heather Flinders	31/07/2012	Terms of reference agreed and understood.	Completed	Success for All Children Group
	7.3. Establish a Members sub group.	Heather Flinders	31/07/2012	Increased awareness, understanding and ownership of corporate parenting across a wider number of Members.	Completed	Success for All Children Group
	7.4. Review the group membership.	Heather Flinders	31/10/2012	Increased seniority of group members with decision making	Completed	Success for All Children Group



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				authorisation.		
	7.5. Forward plan for the group to be driven by the LAC strategy & priorities	Heather Flinders	31/10/2012	LAC Strategy is monitored by the Corporate Parenting Group.	Completed	Success for All Children Group
8. Ensure the role of the virtual head teacher is understood by all schools, looked after children and foster carers and that the virtual head teacher gives robust challenge in order to further raise the attainment of all looked after children.	8.1. Implement a strategy to raise the profile of the Virtual Head Teacher and improve communication about the Virtual School.	Jane Theadom	31/10/2012	Strategy implemented.	Completed	Success for All Children Group
	8.2. Include the Virtual Head in the network of Head Teachers across the borough.	Jane Theadom	31/10/2012	Virtual Head included in the Heads network.	Completed	Success for All Children Group
9. Ensure all those involved in PEPs have a full understanding of their role and take responsibility for ensuring targets are suitably challenging so that all looked after children make good progress from their starting points.	9.1. Refresh the expectation for the writing of high quality PEPs with designated teachers and social workers.	Sarah Beales	31/10/2012	All PEPs contain suitably challenging targets.	Completed	Success for All Children Group
10. NHS South Essex should ensure that the outcomes of the Strength and	10.1. Ensure copies of SDQs are provided to SEPT with all requests for review health assessments.	Ruth Baker	31/07/2012	SDQ outcomes are available for consideration as part of review	Completed	Success for All Children Group

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Difficulties Questionnaires are used in the looked after children health assessment process.				health assessments.		
	10.2. Staff undertaking review health assessments to be trained in understanding the SDQ questionnaire and outcomes.	Diana Cattermole	31/10/2012	Staff undertaking review health assessments understand the SDQ and can use this within their assessment.	Underway	Success for All Children Group
11. Southend on Sea Borough Council and NHS South Essex should ensure that care leavers receive a full copy of their health histories.	11.1. Develop a Health Passport	Sarah St Pierre	31/10/2012	Health histories are available in a suitable format for care leavers.	Underway	Success for All Children Group
	11.2. IROs to monitor whether health passports have been made available at the review prior to young people leaving care.	Maria Gilbert	31/10/2012	All care leavers have copies of their health histories when leaving care.	Evidence not yet reported	Success for All Children Group
12. The NHS South Essex should ensure that the provider arrangements (including contingency arrangements) for undertaking initial health assessments for children who become looked after, including those placed by other Councils, address the demand so that	12.1. Health assessments are undertaken by Paediatricians from Southend University Hospital Trust. (SUHT) Contingency plan currently being formulated with GP's with Special Interest to undertake Initial Health Assessments if Hospital unable to appoint within timeframe.	Joy Edwards	31/12/12	Contingency plan in place.	Completed	Success for All Children Group

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timescales are met. Southend on sea Borough Council should ensure that appropriate consent is secured for all its looked after children	12.2. Review the process for GM Specialist Resources & QA giving consent for health assessments after 2 unsuccessful attempts to get parents' consent.	Heather Flinders	31/10/2012	Process reviewed, all new entrants to care have swift consent for a health assessment.	Completed	Success for All Children Group