

Appendix 1: Service Development Plan 2025-26

Children's Social Care & Family Help

Author: Rachel Talmage

Date of plan: April 2025

Date of review: End June 2025

This plan aligns with the SEF dated September 2024 - with the six month update.

Progress will be updated as this is a live document, and also captured in the September 2026 Self Evaluation

Actions arising from Monthly audit cycle findings are overseen via the Quality Assurance Case and Service tracker. Overall Service actions are included here.

The two recommendations from our Ofsted inspection in September 2024 are included to continue sustained progress

The Families in the City Action Plan provides very detailed actions that sit alongside this plan.

Why?	Who?	Does what?	By when?	How will we know it has been done?	What will be the experience of children?	RAG rated progress	Comments on progress
Staff have undertaken Video Interactive Guidance training (to help parents develop their skills further) and want to use it in practice	RT	Finds and implements a VIG supervisor so that staff can use the technique	25-Aug	contract in place	their experience at home will improve	Amber	
Action needed to address poor behaviour including racist abuse of staff	RT/KN	Updates care leaver policy around behaviour expectations. Clear policy across People Department	Aug-25	People Department Policy in Place	children and families will not use racist/abusive behaviour to staff. This will help access to services and	Amber	Raised by HOS at People Senior Management Meeting.
Some care leavers are not engaging with housing officers/support before housing	RT/SC	Creates contract for young people and tenancy support & keyworkers	May-25	Contract to CSMT	Young people will be able to confidently manage their tenancies and be good neighbours	Green	Contract agreed. It now needs to be used and reviewed with young people and the impact considered.
national directive to have family hubs	RT/KN	Works with partners to create a family hub in the City	Dec-25	Offer published on website	Somewhere good locally to go with parent/care giver that is friendly and supportive	Amber	An online family hub will go live in September 2025, supported by physical hub spaces. A Friday hub has begun following CoL funding to a charity. Food is central to this offer in Portsoken.
Enhance Family Therapy Clinic Offer	RT/SC	Implement automatic referrals, conduct quarterly monitoring, present impact report	Jun-25	Impact report to Contract Mointoring Review	Improved access to therapy services, better mental health and family relationships	Green	This term clinic is fully used- with half of the families referred via children in need and half via early help. This is an improvement from the previous term & reflects the work with the clinic by our service. Impact report reviewed at contract monitoring session held in May. We note delay by provider in providing the report.
Review Thresholds and MASH Application	RT/SC	Conduct retrospective review, update protocols	Aug-25	Updated protocols	More accurate identification and timely support	Amber	Threshold document and accompanying guidance and forms being reviewed as part of the Families in the City work

Why?	Who?	Does what?	By when?	How will we know it has been done?	What will be the experience of children?	RAG rated progress	Comments on progress
Deliver Managing Parental Conflict Training	KN	Provide refresher training, report impact	end April 2025	Report to CSMT & Workforce Development Board	Safer and more stable home environments	Green	Completed. All practitioners and managers attended the training. Report on training and impact taken to CSMT.
Strengthen Partnership Working	RT/KN	Collaborate with partners, appoint project lead	Dec-25	Enhanced outcomes through collaboration	More comprehensive support that is easy to access. Activities are clearly available.	Green	Families in City established, project lead for Family Hub appointed and working with statutory and voluntary sectors. Well linked with the MAPF
Support for Care Leavers Who Are Fathers	Team Manager	Review interventions, present proposals	Aug-25	Review report of work with care leaver fathers to go to CSMT	Better parenting and healthier family dynamics	Amber	Fathers are offered online and in person parenting programmes, and are supported re: children's centres local to where they live. A short report needs to go to CSMT with any recommendations for development.
Review and Adapt Risk Assessment Tools	RT	Evaluate tools, finalize adapted tools	May 2025	Finalized tools presented to MACE	Better protection and support	Amber	Evaluation in progress
Review and Strengthen MACE Arrangements	RT/LD	Conduct full review, present recommendations	Feb-Jul 2025	Recommendations presented to Safeguarding Sub Committee	Coordinated support	Amber	Review in progress
Promote Use of Adolescent Safeguarding Handbook	RT	Promote consistent use of handbook	Ongoing	Consistent use of handbook	No child at risk of exploitation missed	Green	Consistent use promoted
Appoint Exploitation and Youth Violence Project Lead	RT/LD	Invite experts, promote use of tools	6-month period	Experts invited, tools promoted	children are not exploited and adults understand exploitation and can help reduce risk	Green	Experts invited
Issues identified following complaint investigation	RT	Implement learning from complaints: update practice guidance on transparent professionals meetings and clear simple communication with parents	Dec-25	Complaint action tracker updated	children and their families have the best possible service, risk is shared and understood and reduced	Amber	Learning implemented
LIIA The adolescent safeguarding programme	RT	Work with Safeguarding Adoles	2025	Protocols launched	children safe in community	Green	Protocols launched
New legislation around immigration and citizenship. Profiling the risk to our young people	RT	Profile risks, update protocols	Ongoing	Care leaver offer updated	children clear about legal stay and citizenship	Amber	
Care Proceedings Trailblazer - just one thing - to reduce delays	RT	Reduce delays in processes	Ongoing	Reduced delays	children and young people have certainty over their long term home life	Green	CoL has complied with just one thing. Retained to ensure focus.