

Committee(s)	Dated:
Safeguarding Sub Committee – For Information	27/09/2017
Subject: Service Improvement Plan and Ofsted Improvement	Public
Report of: Andrew Carter, Director of Community and Children's Services	For Information
Report author: Rachel Green, Service Manager, Children's Social Care and Early Help	

Summary

The Service Improvement Plan (SIP) was fully refreshed for April 2017–March 2018. This update covers the period April to August 2017.

The SIP is therefore new with forthcoming dates for completion. The actions are red, green and amber (RAG) rated, with red meaning 'fully stuck', amber meaning 'more work needed or resolvable issue in sight', and green meaning 'in progress, no barriers to continuing'.

The anticipated challenges with service improvement presented to the last board concerned managing changes in staffing in the Children's Social Care and Early Help Service. The summer period has been managed well: a clear transition plan is in place for team management, with an outgoing part-time manager and incoming manager working towards full-time working.

The two actions that needed particular attention at the last board have been completed; the virtual MASH (Multi Agency Safeguarding Hub) has been launched, and three monthly chronologies are now tracked and up to date.

The SIP also contains the full Ofsted Action Plan. There were six main recommendations and each action has been completed. The recommendation in respect to increased opportunities for direct contact between children looked after, care leavers and councillors, and between these children and the chief executive has been fully responded to. There is a timetable for this academic year involving Members and senior leaders to meet with our Children in Care Council.

There are six actions classed as amber are:

1. Common Assessment Framework (CAF) completion by partner agencies remains low.
2. Publishing Early Help information.
3. Publishing research around neglect through affluence.
4. Developing an action plan following on from this research.
5. Presenting this research to the SIB and City Executive Board.

6. Developing training and support for social workers following recommendations from research.

Regarding the first point, the Early Help case co-ordinator has completed a review of the one-year co-location strategy, which has meant that she has been based with our partners across the City to support their Early Help work. The challenge remains as to workload of partners; school nurses, for example, have a very tight list of activities to complete, and they don't have capacity to take the lead on CAF completion. This has been widely reported nationally, and is not just a City of London challenge.

Regarding the second point, our work has changed since this action was made. Leaflets explaining CAFs and Early Help were ready for publishing. At the Early Help Sub Group, it was decided to set up a task and finish group to look at one assessment tool covering Early Help, children's social care, health visiting and Special Educational Needs. CAFs will likely be amended and renamed. The action has been amended to publish information online following this review.

The last four items are interlinked: Professor Claudia Bernard is nearly three months behind on her research. She has explained that this is because of difficulty in accessing potential interviewees. A draft of the research paper is now expected by the end of September, with our expert panel reviewing the work on 6 October 2017.

Appendices

- Appendix 1 – Service Improvement Plan

Rachel Green

Service Manager, Children's Social Care and Early Help

T: 020 7332 3501

E: rachel.green@cityoflondon.gov.uk