



CHILDREN AND LEARNING OVERVIEW & SCRUTINY COMMITTEE

Subject Heading:

Title **Follow up to Ofsted recommendations**

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Policy context:

SUMMARY

What has happened since the inspection?

Ofsted made a number of recommendations. Although we have been addressing all of these, there are still some areas where we need to do more.

RECOMMENDATIONS

The 19 recommendations cover 8 main areas.

- MASH performance and development
- Improving performance data and implementation of CCM
- Improving function of the LSCB
- Re-commissioning of the EDT
- Development of early help and CAF
- Continued development of supervision
- Quality assurance to track improvements to practice over time
- Embedding user feedback into service improvement

REPORT DETAIL

MASH

The tracking of cases in MASH has improved since the inspection with better access by all managers to live data in CCM. Demand pressures in the police section of MASH mean that timescales are not always met. The social work triage team has been strengthened by adding Early Help posts to deal with the green and amber referrals. Currently social care performance is good with no referrals outside the timescale.

CCM monitoring shows good recording of relevant data including ethnicity and audits show that assessments take into account ethnicity, religion and language.

Single assessments timescales have remained longer than is desirable but improvements being made to processes in the MASH are steadily improving performance.

The MASH evaluation has recently been completed with partners and there is a high degree of satisfaction with the improvements made to referral and assessment since implementation. However, not all relevant partners are fully engaged in the day to day operation of MASH and the LSCB will be monitoring partner engagement as well as performance.

Improving performance data/ implementing CCM

CCM, the new client system has been rolled out across the children's social work teams and the children's centres. All teams are using the system but some staff and teams are managing better than others. The programme has been extended to allow for continuing support. Regular reports are made available to managers on data quality and this is showing a steady improvement.

The performance data has been refreshed to take into account comparisons with statistical neighbours. Team level performance is starting to be available on managers' dashboards on CCM.

Improving functioning of the LSCB

The LSCB had made improvements to its overall scrutiny role at the time of inspection but these improvements which included better multi- agency scrutiny and audit were relatively new. Inspectors were also concerned that all the sub groups were chaired by the local authority and although the Lead member was well engaged, there were no clear links to O and S.

A new Chair has been appointed and a development day is planned for October. Meanwhile LSCB minutes and plans will be shared with Overview and Scrutiny. Representation of the voluntary sector will now be through the Children's Society. All

groups remain chaired by the LA but it is planned this will change and that the Development day will assist in this.

Re-commissioning of EDT

The establishment of a children's service rather than the current adults and children's service across ourselves and LBBB is progressing although it has taken longer than planned. There is a proposal going to Lead Member shortly for a 4 borough Children's EDT lead by London Borough of Redbridge. This in effect will increase the capacity as the proposal is that the Adults Service will be provided by NELFT. This service if the proposal is agreed should be in place by April 2014.

Development of Early Help and CAF

The first phase of the tier 3 (children with high levels of need that don't meet threshold for social care but where help is either needed to prevent escalation of problems or after cessation of statutory intervention) service is in operation in central Havering based in St Kilda's and Elm Park children's centres and a restructure of the children's centres and early help service will be launched in the autumn to establish a borough wide tier 3 service. Also work is underway in co-ordinating tier 2 services for lower levels of need.

The CAF has been replaced with an Early Help family assessment which has been developed with partners.

Continued development of supervision

The inspectors found that although staff were regularly supervised, the quality of supervision varied. A new supervision format is being developed which will be compliant with the College of Social work requirements and an audit of supervision is planned for November and the results will be reported to the LSCB and Overview and Scrutiny.

Quality Assurance to track improvements over time

Quality assurance has improved since inspection with a range of audits conducted across the service including audits of child protection plans, looked after children and early help. In addition the Quality and Effectiveness Group on the LSCB has undertaken multi-agency audits of child protection plans, core groups and step down from child protection plans. A Quality Assurance Framework is being developed to bring together audit activity with performance data and feedback from service users. This will form the basis of reporting to the LSCB and Overview and Scrutiny and to the Lead Member and Leader and Chief Executive.

Embedding user feedback

Viewpoint has been introduced for Looked After Children and for children with child protection plans. This is at an early stage but work is in hand to extend the use. The Children's Society have been commissioned to deliver advocacy services and to work with us on a number of areas including follow up interviews with children who have been missing from home or care. Our audits now routinely incorporate user feedback.

IMPLICATIONS AND RISKS

Financial implications and risks:

None. Progress report.

Legal implications and risks:

None. Progress report.

Human Resources implications and risks:

None. Progress report.

Equalities implications and risks:

None. Progress report.

BACKGROUND PAPERS

Inspection of Local Authority arrangements for the protection of children. Ofsted 9th April 2013.