



**Report of the Cabinet Member for Children's Services
Child and Family Services Scrutiny Performance Panel
28th August 2019**

CIW Inspection Progress Report

Purpose	<ul style="list-style-type: none"> To present an update on progress against the recommendations of the CIW Inspection undertaken in June 2018.
Content	<ul style="list-style-type: none"> Appended is the updated report on progress made on the five main areas for improvement as identified in the report of August 2018.
Councillors are being asked to	<ul style="list-style-type: none"> Scrutiny Performance Panel are asked to consider whether sufficient progress is being made in the key areas identified and remedial action is being taken, within appropriate timescales, to improve performance where necessary
Lead Councillor(s)	Cllr Elliott King, Cabinet Member for Children's Services
Lead Officer(s)	David Howes, Director of Social Services Julie Thomas, Head of Child and Family Services
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Area for development – Access Arrangements: Information, Advice and Assistance (IAA)

	Areas for Improvement	Suggested Action	Responsible Officer	Timescale	Update end	Evidence
1.1	The requirements of the SSWB Act need to be fully embedded within IAA, with particular focus on the 'what matters' conversation and capturing the voice of the child.	Fully implement an integrated IAA service following the pilot phase (if successful)	Nichola Rogers	November 2019	The pilot phase has ended and Vanguard will be completing the evaluation in October 2019 with full roll out expected in November 2019. Development of the local safeguarding hub is agreed with roll out in October 2019.	Review report available October 2019 Improved performance information available.
		Develop record of IAA to include more accurate recording of 'what matters' and roll this out jointly with partners to ensure it is fit for purpose across a number of agencies	Nichola Rogers	January 2019	Implemented and completed. Template to be added to WCCIS on roll out – February 2020	'What matters' conversation fully recorded using new template. Further development is roll out across early help and SCP. Standardization of capturing outcomes also agreed. GREC leading on standardization with partners, including commissioned services.
		Ensure electronic records reflect the direct work	Damian Rees			

		<p>being undertaken and that what matters is integrated throughout the child's journey</p> <p>Identify opportunities to amend templates with the implementation of WCCIS and develop the quality audit framework to support this</p>	Damian Rees	<p>February 2020</p> <p>April 2019</p>	<p>This work is being completed alongside the development of the templates for WCCIS. On track.</p> <p>QA audit framework completed and in use. Amendments to templates for WCCIS on track.</p>	<p>Monitored through the WCCIS Board. SOS performance information added to June 2019 performance report.</p> <p>Quarterly report to be developed from January 2020 Monitored through WCCIS Board</p>
1.2	<p>Arrangements need to be improved to ensure that decisions made in respect of referrals take into account all pertinent information.</p>	<p>Develop the record of IAA and referral form to ensure all key information is captured</p> <p>Further develop the what matters conversation at the front door to ensure it is recorded and evidence at all aspect of intervention – including referral and assessment</p> <p>Develop the Signs of Wellbeing Framework across the continuum of need</p> <p>Align family support services to manage risk</p>	<p>Nichola Rogers</p> <p>Nichola Rogers</p> <p>Nichola Rogers</p> <p>Julie Thomas</p>	<p>January 2019</p> <p>January 2019</p> <p>February 2019</p> <p>December 2019</p>	<p>As above</p> <p>As above</p> <p>Completed but under review as part of the Early Help remodeling</p> <p>Internal family support service</p>	<p>Monitored through GREC</p> <p>Monitored through GREC and reports</p>

		further down the continuum and ensure the right support is available by the right person or service at the right time			remodeling underway – consultation completed with roll out completed December 2019 Early years remodeled service out for consultation September 2019 with full roll out January 2020	to CMT. Included in Cabinet members briefing
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Area for Development 2 - Assessment

	Areas for Improvement	Suggested Action	Responsible Officer	Timescale	Update end	Evidence
2.1	The quality of assessments requires improvement to ensure less duplication, and an increased focus on the child's voice, strengths and outcomes.	Ensure electronic records reflect the direct work being undertaken and that the voice of the child is visible – identify opportunities to amend templates with the implementation of WCCIS and develop the quality audit framework to support this	Damian Rees	April 2019 Revised timescale January 2020	Work in progress. Focus for performance hub going forward	Reported within monthly performance report.

Area of Development 3 – Care and Support and Pathway Planning

	Areas for Improvement	Suggested Action	Responsible Officer	Time scale	Update end	Evidence
3.1	Care planning needs to be strengthened by extending the co-production of plans, and ensuring that the voice of the child is prominent throughout, in line with requirements of the SSWB Act.	Fully implement the Signs of Safety implementation framework and deliver workshops and training to staff to discuss coproduction within the Care Planning concept	Chris Francis	April 2019	SOS framework embedded. Care planning training delivered.	Quality of care planning scrutinised by IRO service and through audit framework. Quality of care plans also monitored through Permanence Panel. Care plan performance reported in monthly performance report.
3.2	The authority should satisfy itself that all children identified in need of care and support and who are receiving education other than at school (EOTAS) are getting the educational input and support to which they are entitled.	Work jointly with Education to fully understand the scale of these issues and develop options for improvement to include how we monitor that the children we work with are receiving an adequate level of Education	Julie Thomas/Mark Sheridan/ Amanda Taylor/Nick Williams/Dave Howes	February 2019 Revised timescale January 2020	Work in progress. Strategic and operational groups with Education set up to collate statistics and understand the extent of the issues and monitor progress for individual children.	Monitored through corporate parenting board

		Fully implement the virtual school across Swansea	Nick Williams	Timescale to be renegotiated	On hold due to capacity issues within education department	Monitored through Corporate parenting board
		Develop robust Performance Framework to monitor the use of and quality of pupil education plans	Damian Rees/Mark Sheridan/Helen Howells	Revised timescale January 2020	Work in progress	Performance included in monthly report
3.3	Arrangements for children and young people to access their own care plan, reviews and other documentation were unclear; these should be reviewed, and the systems in place for recording this enhanced.	Fully implement the participation strategy and participation offer in Swansea to ensure children and young people can access the information that is important to them in a way that is accessible and develop this so that they can have a voice in how we shape our services	Chris Francis	December 2018	Engagement and participation strategy in place and fully embedded	Monitored through SMT and Improvement programme. Activity reported to CMT and CPB
		Develop opportunities for children and young people to be involved in recruitment across the service	Chris Francis	April 2019 Revised timescale January 2020	This beginning to become embedded. Policy to be co-produced with CYP	DVD presented to CPB
		Provide regular platforms for children and young people to engage with Corporate Parents on a range of issues to support service changes	Chris Francis	December 2018	Engagement and participation strategy in place and fully embedded	

		Ensure performance measures are in place at the CIN and LAC reviews that evidence children and parents have had access to Care and Support Plans and reviews	Damian Rees	January 2019	QA policy completed and rolled out. Further work required to embed by April 2020. Role of performance hub well embedded	Performance in this area reported through the QA reporting mechanism
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Area of Development 4 - Safeguarding

	Areas for Improvement	Suggested Action	Responsible Officer	Time scale	Update end	Evidence
4.1	Improve analysis of identified risk, barriers and individual strengths and needs, in order to strengthen the effectiveness of decision making and safeguarding arrangements.	Fully implement the new panel arrangements	Julie Thomas	December 2018	Panel arrangements fully embedded	Safe LAC reduction strategy
4.2	Improve quality assurance of child protection practices.	Fully implement the quality assurance framework	Damian Rees	January 2019	See below	Monitored through SMT and monthly report

Area of Development 5 – Leadership, Management and Governance

	Areas for Improvement	Suggested Action	Responsible Officer	Time scale	Update end	Evidence
5.1	Ensure a robust quality assurance framework is	Fully embed the quality assurance framework	Damian Rees	January 2019	QA policy completed and rolled out. Further work required to embed by April	Monitored through SMT

	embedded throughout the department.				2020. Role of performance hub well embedded	and monthly report
5.2	Measures need to be put in place to ensure areas of under-performance already identified by the local authority are effectively addressed; for example in relation to the format of care and support plans; recording of statutory visits; the timeliness of review and conference reports; the take up of 'active offer' in relation to advocacy and staff supervision arrangements.	<p>Fully embed the quality assurance framework</p> <p>Ensure electronic records reflect the direct work being undertaken and that the voice of the child is visible – identify opportunities to amend templates with the implementation of WCCIS and develop the quality audit framework to support this</p> <p>Work with the Performance Hub to implement the audit framework to ensure performance is managed and areas of under-performance are addressed directly</p> <p>Review the commissioned advocacy service to ensure it is fit for purpose and identify demand to understand need. Provide options to fill gaps if necessary</p>	<p>Damian Rees</p> <p>Damian Rees</p> <p>Damian Rees</p> <p>Chris Francis</p>	<p>January 2019</p> <p>April 2019</p> <p>January 2019</p> <p>April 2019</p>	<p>QA policy completed and rolled out. Further work required to embed by April 2020. Role of performance hub well embedded</p> <p>New contract awarded. Significant improvement in take up</p>	<p>As above</p> <p>Reporting to WG on take up and report to CPB</p>

		<p>Develop supervision template to be fit for purpose for both case working and non-case working staff and ensure case supervisions are recorded in detail on PARIS</p>	Damian Rees	November 2018	Completed and part of business as usual	<p>Included in monthly performance report. Quality monitored through QA process.</p>
		<p>Develop engagement cycle with staff and ensure that team meetings feed into the strategic direction of the service – utilise the newsletter, team meeting template and team meetings to support this work</p>	Chris Francis	January 2019	Completed and part of business as usual	<p>Monitored through SMT with regular reporting mechanism in place. Part of CFS improvement programme.</p>