

Peer Review and Action Plan

Gerard Jones - Assistant Director Children
Services Safeguarding & Early Help

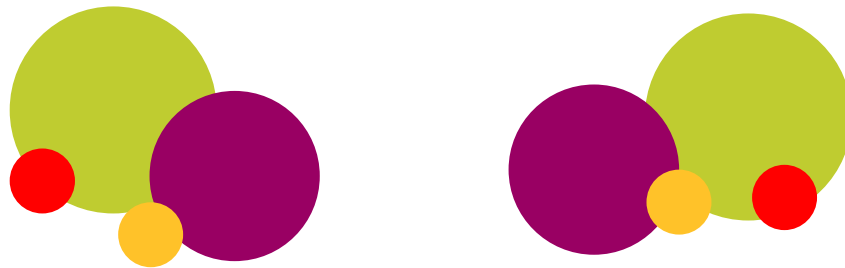
Raj Bharkhada - Interim Head of Corporate
Parenting Service

Peer Review

- A Peer Review was undertaken by the Eastern Region Partnership between 20 and 22 February 2017
- Conducted by colleagues from other local authorities in our region
- The Peer Inspectors involved were experienced social work managers
- They spent time looking at the quality of the services we provide to looked after children, with a particular focus (but not only) on care leavers and asylum seeking children
- A formal Letter was sent to the Director with their findings

Peer Review

- They focused on:
 - ❖ Quality of Care
 - ❖ Accommodation for young people aged 16 plus
 - ❖ Child Sexual Exploitation (CSE)
 - ❖ Housing and employment for Care Leavers



Peer Review

As part of this process the Peer Inspectors

- ❖ Were based on site at Stephenson Court
- ❖ Read all the pre-supplied documents before they arrived on site and gave brief feedback on them
- ❖ Met with the Chief Executive, Councillors, the Chair of the Local Safeguarding Children Board, the DCS and senior managers, other managers and practitioners and 'our very charming Children in Care Council'
- ❖ Looked at all the case audits (12) supplied and met with staff involved in these cases

Peer Review

- ❖ Met with Focus Groups on a variety of topics
- ❖ Dip-sampled a number of cases
- ❖ Looked at further written material supplied
- ❖ Presented their findings to DCS, Senior and Middle Managers



Peer Review

The Peer Reviewers stated that overall our service was safe, children and young people were well cared for and supported. The findings also included:

- ❖ Workers clearly know and care about their children and come across very well
- ❖ Workers are very positive about CBC and particularly about Professional Development Opportunities
- ❖ Caseloads are reasonable and workers report good supervision and supportive management
- ❖ Political and strategic leadership is effective and can demonstrate commitment to children including investment in the service

Peer Review

- ❖ Political and Strategic Leadership is joined up – this means that the whole Council has children in view, not just the CYP Department
- ❖ Management “grip” is strong, KPIs are generally in right place, many are in top quartile and strategic plans are kept under review and progressed
- ❖ The Children in Care Council (CiCC) are very impressive and gave good evidence of their impact – particularly welcomed personal support of senior managers including the DCS and AD



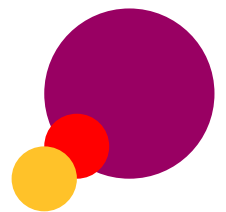
Peer Review

- ❖ Examples of very good life story work reflecting strong engagement with young people
- ❖ Pathway plans have a good format and demonstrate good involvement of young people
- ❖ Workers know how they will manage risks and have contingencies in place
- ❖ SDQs and other Health LAC indicators are very good



Peer Review

- Areas where we could do better included:
 - ❖ Recording reflective supervision more accurately as it is happening but not recorded as such often enough
 - ❖ A summary of case history on chronology would be helpful
 - ❖ Out of County 16+ are not supported by Youth Support Service
 - ❖ Missing policy for UASC should be clarified
 - ❖ Written Leaving Care entitlement and clarity about our complaints process



Action Plan - Work streams

The areas of development were considered and grouped into 7 work streams:

1. Clearer recording of case histories/chronologies on MOSAIC and the suggestion that it would be useful to have a summary of the case history within our chronologies
2. Better evidence of reflective discussions in supervision
3. Clearer case decision making to avoid 'drift', Are there too many meetings that do not involve the child/young person?
4. Ensuring out of authority care leavers get good 16+ educational opportunities
5. Develop Life Story work further
6. Missing policy on UASC needs to be clearer
7. Risk Assessment including CSE

Examples of actions and progress

Clearer recording of case histories/chronologies on MOSAIC

- **Actions completed**

- ❖ Single signposting statement drafted to direct the reader to where earlier chronologies are located
- ❖ All records have an up to date chronology with clear signposting statement to other chronologies of earlier periods in the child/young persons life

- **Longer term action to progress**

Development of a single freestanding chronology on Mosaic fed by:

- ❖ Key events automatically
- ❖ Other events by a simple manual process
- ❖ This work will require consultation with Mosaic system and performance team colleagues

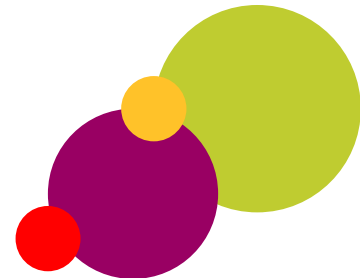
Examples of actions and progress

Ensuring out of authority care leavers get good 16+ educational opportunities

- ❖ Joint work has commenced with colleagues in the Youth Support Service
- ❖ RAG rating of 16+ LAC/Care Leavers for education, employment and training (EET) and personal circumstances for those living outside CBC, Luton and Bedford has begun
- ❖ Following audit individual young people identified as living outside the local authority will be provided with relevant contacts in the authority they live to access support
- ❖ Where support is required Youth Support and key worker to produce an action plan, recorded on Mosaic and monitored by key worker and manager

Peer Review

- We want to thank the Children in Care Council (CiCC) for their support and contribution
- We thank our Members for their support and strong leadership throughout this process



Peer Review

- We are pleased with the outcome of the review
- The outcome demonstrates good quality of practice and commitment of our staff to the young people in our service
- An action plan has been developed. The plan is primarily focused on the areas of development
- An overall timescale has been set for the majority of the plan to be completed by the end of May 2017

