

**1. Purpose:**

This report summarises the Quality Assurance activity that has taken place since the last report and covers the period June & July 2019.

The Learning Loop meeting took place in June and considered activities within the following areas set out under the headings below.

**2. Performance & data:**

Performance clinics were held in June for UASC; Fostering; CWD and Early Help.

In all services poor performance by individual workers is now being managed through the capability process.

**UASC**

- Better process required to start Pathway Plans
- Low strength and difficulty questionnaire (SDQ) scores do not seem to reflect the mental health needs of UASC.
- Good evidence of case recording and supervision in one team

**Fostering**

-Low caseloads are not resulting in improved performance for visits and annual reviews.

**CWD**

-Performance issues noted within different teams in relation to- Overdue initial visits; PEPs; Supervision;

**Early Help**

- Dip sample undertaken of why families disengaged – practice standards now in place
- Step up- step down criteria being reviewed by Service manager
- Central and North activity low compared with need in those areas
- Data profile is evolving – full suite of reporting will be available next time.

### 3. Practice & Audits

Children's Social Care 6<sup>th</sup> Ofsted Monitoring visit took place on 10<sup>th</sup> & 11<sup>th</sup> July 2019. This focussed upon SPOC, CWD and Assessment teams.

6 tracked cases were selected from the audited case cohort and the inspectors agreed with the findings of these audits.

#### Bi-Monthly Audit program

During July 2019 the bi-monthly audit took place with an increased number of cases being audited (64), there was a 97% return rate. The findings from these audits are being analysed and a full report will be available in September.

High level findings from the July audits indicate that the Outcomes for children and Quality of work remains at a 'Requires Improvement' standard.

July 2019	Good	RI	Inadequate
Quality of work	22%	61%	17%
Outcomes for children	36%	44%	20%

A preliminary analysis shows that there are consistent issues within the audits. These include children's plans not being clear enough in order to guide meaningful practice and effectively address the child's needs. Sufficient consideration of a child's background and views are also an area that requires improvement at the assessment and review stages of involvement.

Workshops focussing upon meaningful direct work are being held throughout the service.

## Child's Voice

The Learning Loop meeting in June considered the complaints feedback from quarter 4, the majority of complaints related to respectful communication.

Theme – Q4	Count of Themes	Issue
Poor Communication	23	Not communicating decisions effectively/ in writing;
Lack of Action	8	Not responding to emails/ phone calls
Meetings (scheduling/attendance of)	7	Communication/ cancelling
Staff Conduct/Professionalism	6	Being respectful when challenging
Poor Case Management	6	Planning / Meetings/ Recording

New training in relation to complaints is being rolled out and a dedicated complaints officer is now in place in Children's Services to help improve timeliness of response and identify practice issues.

## Scrutiny & Challenge

The Ofsted quarterly monitoring visit took place on 10<sup>th</sup> & 11<sup>th</sup> July 2019. Letter published 2<sup>nd</sup> August 2019.

The Learning Loop meeting in June reviewed the case samples of Privately Fostered children. A management review of the PF service was instigated prior to the monitoring visit.

Shaun Hanks

HOS Safeguarding & QA

August 2019