



Children's Improvement Plan

November 2017

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Introduction

The Ofsted inspection of Croydon's services for children in need of help and protection, children looked after and care leavers took place between 20th June and 13th July 2017. The report was published on 4th September 2017. The inspection judged services to be inadequate; with poor quality social work practice and weak managerial oversight leaving too many children at risk of harm.

This Improvement Plan for Children's Services and the Croydon Safeguarding Children Board has been developed in response to the Ofsted report findings, including the 21 specific recommendations, and in recognition of our ambition to improve our services for vulnerable children. It has also been informed by learning from Serious Case Reviews and engagement with staff, which will continue throughout the plan's implementation.

Our ambition is to deliver good services for our children and young people, however we recognise that 'getting to good' will be a three year journey and will require wider activity from the council and partners outside of this plan. This plan outlines the actions that we will take in the first year to address the weaknesses that were identified during the Ofsted inspection and ensure that children in Croydon are supported and protected. This plan will be updated annually and sets out our milestones, 'what good looks like' and the things that we would expect to hear from children, staff and partners if we are improving.

This plan will also be reviewed after 6 months to ensure we continue to focus on the right priorities at the right pace, and respond to changing needs in order to deliver good services for our children. The plan set outs high and medium level activity, which will be underpinned by a series of detailed project and action plans.

Prior to the inspection, the council had developed an improvement plan and worked with partners to develop a multi-agency action plan, in response to the findings of the Joint Targeted Area Inspection (JTAI), which were addressing the right areas, but without sufficient pace or focus on children's experiences. A Transitional Action Plan was also put in place immediately after the inspection to resolve the most urgent issues. These plans have now been closed down and ongoing actions brought forward into this single improvement plan.

Successful implementation of this plan will depend on a significant cultural change within Children's Services, the wider council and our partners, with a focus on;

- Creating an open system where challenge is welcomed and views are respected
- Inspiring staff to feel passionate about the work that they do and the difference they make
- Understanding the lived experiences of children and young people
- Listening to staff, children and families
- A culture of performance management that drives improvements for children

Our plan

The plan has been structured into four work streams; **Practice**, **People and Performance**, **Partnerships** and **Platforms** (colour coded for ease of reference) and 11 priorities which have been aligned to Ofsted's recommendations and the findings set out in the report. These are outlined in the table below, and the visual on the next page. A focus on the lived experiences, wishes and feelings of children and young people is central to our efforts and cuts across all priorities in the plan.

WORK STREAM	PRIORITY	OFSTED RECOMMENDATIONS	PAGES
Practice	1. Ensure consistent, high quality social work	Recommendations 5 and 12	7-10
	2. Improve the quality of practice for children who need early help and protection	Recommendations 6, 7, 9 and 11	11-14
	3. Improve outcomes for looked after children, including planning for permanence	Recommendations 13, 14 and 16	15-19
	4. Improve outcomes for care leavers	Recommendations 17, 18, 19	20-22
	5. Protect vulnerable adolescents, including those who go missing and those at risk of CSE, serious youth violence or criminal exploitation	Recommendations 3 and 4	23-25
People and Performance	6. Strengthen leadership and governance	Recommendation 20	26-29
	7. Develop a stable and skilled workforce	Recommendation 2	30-33
	8. Strengthen management oversight and ensure robust quality assurance and performance management	Recommendations 1, 8, 10 and 21	34-38
	9. Strengthen strategic commissioning	Recommendation 15	39-41
Partnerships	10. Improve Croydon Safeguarding Children Board (CSCB) and strengthen partnership working	Recommendations 13-17	42-47
Platforms	11. Establish organisational support and fit for purpose systems that enable high quality social work	Recommendation 2	48-49

Our vision

Our vision has been developed in consultation with our staff and reflects our priorities for 2017-2020. In order to be effective, there must be clear actions which will help us to achieve the vision, and the plan sets out what these are.

The Vision:

'All Children and young people in Croydon will be safe, healthy and happy, and will aspire to be the best they can be. The future is theirs.'

What we will do to achieve this:

- Ensure this vision is for all children, not just those involved with Children's Social Care
- Work with our partners to make sure that children, young people and families receive the right help at the right time when they experience difficulties
- Support families to care for their children where safe to do so
- Identify and manage risks to children and young people and maximise family and community strengths to reduce impact of risk
- Work with children, young people and families, listen to their views, and be clear with them about what we want to achieve
- Give our looked after children and young people the best opportunities to reach independence and support them into successful adulthood



Our conditions for social work to flourish

Croydon's conditions for social work to flourish, set out below, were developed with senior council officers, and children's social care staff following the Ofsted inspection. These will be a public commitment to our staff and children moving forward and ensure that our plan enables us to put in place the necessary conditions for good social work to flourish in Croydon and to keep children at the heart of everything we do.



Governance

The Croydon Children's Improvement Board will provide effective oversight of the Children's Improvement Plan and programme in order to ensure delivery of all recommendations outlined in the Ofsted inspection report. This will be chaired by Edwina Grant OBE, and will bring together officers, the Lead Member for Children's Services and other Elected Members from the council, partners, external support, the LGA and the Department for Education's representative who will meet on a monthly basis to provide oversight and challenge. In addition, the Board will have representation from front-line staff who will provide feedback on whether the improvement programme is having the desired impact on the ground.

The Board will also receive monthly monitoring reports on the implementation of the improvement plan and its impact on front-line delivery, including the experiences of children and young people, which will be used to track progress and hold sponsors to account for the delivery of the improvement priorities.

There will be oversight from Elected Members at Cabinet, with progress against the plan reported to Scrutiny and Overview Committee. In addition, Children and Young People's Scrutiny Committee will consider and challenge impact in specific areas at each meeting. The revised Corporate Parenting Panel will focus on improving outcomes for our looked after children and care leavers, as set out in this plan.

Progress RAG ratings

The improvement plan is accompanied by a performance dashboard which will be used to monitor the impact of the plan on frontline practice and outcomes for children and young people, using the measures outlined in Appendix 1 (pages 52-57). Progress on delivering actions will be monitored using the following RAG ratings. The hardest challenge, and our continual focus, will be on ensuring that actions are having a positive impact on the lived experiences of children and young people.

Complete 
On track 
At risk 
Overdue 

Senior Responsible Officers

Each of the 11 priorities will have a Senior Responsible Officer (SRO), who will be held to account on progress and successful delivery by both the Council and the Board. These are outlined in the table below. Each action within the plan will have a Lead Officer who will be held to account on progress and successful delivery by the relevant SRO. These are outlined at the back of the plan on page 50.

WORKSTREAM	PRIORITY	SENIOR RESPONSIBLE OFFICER (SRO)
Practice	1. Ensure consistent, high quality social work	Philip Segurolo, Interim Director, Early Help and Children's Social Care (PS)
	2. Improve the quality of practice for children who need early help and protection	Philip Segurolo, Interim Director, Early Help and Children's Social Care (PS)
	3. Improve outcomes for looked after children, including planning for permanence	Philip Segurolo, Interim Director, Early Help and Children's Social Care (PS)
	4. Improve outcomes for care leavers	Philip Segurolo, Interim Director, Early Help and Children's Social Care (PS)
	5. Protect vulnerable adolescents, including those who go missing and those at risk of CSE, serious youth violence or criminal exploitation	Philip Segurolo, Interim Director, Early Help and Children's Social Care (PS)
People and Performance	6. Strengthen leadership and governance	Barbara Peacock, Executive Director (People, Director of Children's Services) (BP)
	7. Develop a stable and skilled workforce	Barbara Peacock, Executive Director (People, Director of Children's Services) (BP)
	8. Strengthen management oversight and ensure robust quality assurance and performance management	Barbara Peacock, Executive Director (People, Director of Children's Services) (BP)
	9. Strengthen strategic commissioning	Richard Simpson, Executive Director of Resources and s151 Officer) (RS)
Partnerships	10. Improve the Croydon Safeguarding Children Board (CSCB)	Barbara Peacock, Executive Director (People, Director of Children's Services) (BP)
Platforms	11. Establish organisational support and fit for purpose systems that enable high quality social work	Richard Simpson, Executive Director of Resources and S.151 Officer (RS)

Practice

1. Ensure consistent, high quality social work

Senior Responsible Officer (SRO): Philip Segurola (PS)

1. Ensure consistent, high quality social work - Ofsted recommendations and identified issues

Recommendation 5 – ‘Ensure that all plans for children contain achievable, realistic goals and that timescales and contingency planning are specific, and include sufficient support for children who return home. Ensure that the individual needs of brothers and sisters are identified and met.’

Recommendation 12. ‘Improve the quality of assessments to take account of individual children’s needs, including historical information, and ensure that all information is rigorously analysed and updated when circumstances for children change.’

- Clear social work practice model, standards and tools
- Quality of assessments
- Quality of plans
- Support for children who return home

No.	Issue [Ofsted Ref]	Actions	Lead	Partner involvement	By when	Progress RAG
Social work practice model, standards and tools						
1.1	Model, standards and tools [Para 32, 40 & 110]	Develop and agree an overarching social work practice model in collaboration with staff.	PS	CSCB	Dec 17	
1.2	Model, standards and tools [Para 32, 40 & 110]	Revise social work practice standards, aligned to the new practice model, to ensure all social workers and managers are clear about what is expected of them. To include: <ul style="list-style-type: none"> • Timescales • Recording practices 	PS	CSCB	Mar 18	
1.3	Model, standards and tools	Develop a clear set of social work practice tools, templates and exemplars aligned to the social work practice model and revised standards. To include: <ul style="list-style-type: none"> • Assessment tools (e.g. graded care profile) 	PS	CSCB	Mar 18	

	[Para 32 & 40, 110]	<ul style="list-style-type: none"> • Planning tools • Chronologies • Best practice exemplars (anonymised) • Direct work tools • Child Permanence Reports • Supervision tools 				
1.4	Model, standards and tools [Para 32, 51 & 65]	<p>Review and update policies and procedures, and make changes to CRS to conform to the new practice model and standards and launch with staff.</p> <p>Establish a single location for materials around the model, standards and associated tools to be accessed.</p>	PS	CSCB	Mar 18	
1.5	Model, standards and tools [Para 32 & 40]	Deliver a comprehensive training programme and communication events to launch and roll out the new social work practice model, standards and tools to all staff (see action 7.8).	PS	CSCB	Mar 18	
1.6	Model, standards and tools [Para 32 & 40]	Work with HR colleagues to integrate the practice model, standards and tools in induction, recruitment and appraisal procedures.	PS	N/A	Apr 18	
Assessments						
1.7	Assessments [Rec 12, Para 22, 31, 66]	<p>Ensure that the core skills training programme (see action 7.7) covers assessment skills, including specialist risk assessments.</p> <p>Monitor impact of training through staff feedback, case audits and performance indicators.</p>	PS	CSCB	Apr 18	
1.8	Assessments [Rec 12, Para 59]	<p>a. Produce guidance on all elements of pre-birth assessment and intervention to promote early permanency.</p> <p>b. Review and update procedures and formats for pre-birth assessments, as part of the implementation of the new social work practice model (see action 1.4)</p>	MK	Health Legal Courts Cafcass	Dec 17 Apr 18	
Planning						
1.9	Plans [Rec 5 Para 33, 66]	<p>Work with L&D to ensure that initial core skills training programme (see action 7.7) covers planning skills, including reviewing plans.</p> <p>Monitor impact of training through staff feedback, case audits and performance indicators.</p>	PS	N/A	Apr 18	

1.10	Plans [Rec 5] Para 33, 66]	<p>Review permanency pathways and terms of reference of permanency panel to ensure all permanency plans are progressed without delay and;</p> <ul style="list-style-type: none"> • Permanency planning meetings (PPMs) are held within timescales • All under 5's have a PPM within 10 days of becoming looked after • A permanency plan for all children is in place by the second PPM <p>Implement a system for monitoring the time it takes from a permanence option being identified for a child, and that placement being formally recognised as a permanent placement (e.g. long term fostering at the fostering panel) so that children understand who their permanent family will be at the earliest possible time.</p>	PS	N/A	Feb 18	
Support for children who return home						
1.11	Support for children who return home [Para 33]	Update and re-issue guidance on ending Section 20, to include a formal review of the plan to ensure sufficient support is in place for the child and family.	PS	N/A	Nov 17	
What good looks like:						
<ul style="list-style-type: none"> • Assessments are timely, proportionate to risk, informed by research and historical context, and address the needs and experiences of each child • Assessments result in a direct offer of help to address any identified needs • Assessments and plans are dynamic and change in the light of emerging issues and risks • Children in need have a plan setting out the help that is offered • Children who need protection are subject to a child protection plan that identifies the work that will be offered to help the family and the necessary changes to be achieved within appropriate timescales for the child or young person • Plans address all the identified needs from assessments. They are clear and easily understood. Families understand what is expected of them, and others, and by when and what will happen if they fail to make the expected progress • Decisive action is taken when necessary to avoid drift and delay and to ensure that children are appropriately supported and protected • Children's care plans address the individual needs and experiences of each child, including the need for timely permanence 						
What we hope children will say:						
<ul style="list-style-type: none"> • My social worker listens to my worries and acts on them • My social worker tells me what is going on and why • My social worker is honest and sensitive with me • I am involved in discussions about my future 						
What we hope staff will say:						
<ul style="list-style-type: none"> • I know what is expected of me • I understand what Croydon's social work practice model is and have received good training so I can use it in my work • I have the tools and training to conduct a thorough assessment and implement an effective plan 						

- I know why good assessment and planning is important for children

What we hope partners will say:

- I understand Croydon's practice model
- I have contributed to assessments of need and felt my thoughts were reflected
- Plans are clear, and I understand my role in implementing them

Practice

2. Improve the quality of practice for children who need early help and protection

Senior Responsible Officer (SRO): Philip Segurola (PS)

2. Improve the quality of practice for children who need early help and protection - Ofsted recommendations and identified issues

Recommendation 6. *'Ensure that thresholds are rigorously applied at all levels, including care thresholds and the timely and proportionate use of the pre-proceedings phase of the PLO, so that children who cannot live with their parents find permanent alternative homes as quickly as possible.'*

Recommendation 7. *'Ensure that strategy discussions include information gathered from all partners, and result in clear planning and recording of actions and the rationale for decisions.'*

Recommendation 9. *'Ensure that there is routine and comprehensive oversight of all decisions and actions relating to children who are subject to pre-proceedings or court proceedings, to eliminate all avoidable delay in deciding permanent arrangements for children.'*

Recommendation 11. *'Strengthen the provision of early help support for children and families and ensure that partner agencies have a shared understanding of the early help strategy and associated thresholds'.*

- *Understanding and application of thresholds across agencies*
- *Strategy discussions*
- *Use of the pre-proceeding phase of the PLO and improved court work*
- *Planning for permanency, including oversight*
- *Early help services*
- *Children with disabilities*

No.	Issue [Ofsted Ref]	Actions	Lead	Partner involvement	By when	Progress RAG
Early help and the front door						
2.1	Early help services [Para 27]	a. Review the Early Help screening and assessment process and the MASH interface. b. Make necessary changes to ensure that; <ul style="list-style-type: none"> • Triage decisions are made promptly and children do not wait for social care assessments when needed 	IL	CSCB, Executive, CCG	Jan 18 Apr 18	

		<ul style="list-style-type: none"> Referral processes are streamlined so that there is one front door with multi-agency input and responses The quality of referrals improves so that all available information is collected early <p>c. Agree mechanisms for auditing cases on threshold boundaries, as part of the quality assurance framework, to ensure consistency of practice.</p> <p>d. Carry out a review of the single front door.</p>			Apr 18	
2.2	Early help services [Rec 11, Para 26]	<p>a. Engage widely with all partners including schools, health services and community sector as part of the refresh of the Early Help Strategy to develop a cohesive all-age Early Help offer. To include;</p> <ul style="list-style-type: none"> Defining Early Help Scoping what is available Designing a clear pathway for all professionals <p>b. Publish the Early Help Strategy, distribute and promote the strategy and Pathway Guidance across a wide range of partners.</p>	IL	CSCB Education CCG Police Voluntary sector	Feb 18	
					Jun 18	
2.3	Thresholds [Rec 6]	Support the CSCB to promote a shared understanding of thresholds across all agencies, including clarity around Early Help and MASH. (See action 10.14)	BP/DS	CSCB Executive Education Health Police	Jun 18	
Children in need of help and protection						
2.4	Strategy discussions [Rec 7]	<p>a. Agree protocols for attendance at strategy meetings with police, health and education partners to and seek agreement through CSCB.</p> <p>b. Monitor attendance and report to the CSCB as part of regular data set.</p>	MK	CSCB CCG Police Education	Mar 18	
					Jun 18	
2.5	Thresholds [Rec 6] PLO and court work [Rec 6, Para 47, 48, 49]	Test application of internal thresholds, including the use of Section 47 and the Public Law Outline (PLO) through audit and supervision as part of revised quality assurance framework.	PS	Courts Cafcass	Ongoing from Dec 17	

2.6	PLO and court work [Rec 6, Para 47, 48, 49]	Develop targeted training and mentoring of staff to improve the quality and timeliness of court assessments and reports, and presentation of evidence in court so that children are not subject to unnecessary delays.	MK	Courts Cafcass	Jul 18	
Children with disabilities <i>[Please note that all practice improvement actions apply to all children, including those with disabilities]</i>						
2.7	Children with disabilities [Para 34]	Ensure that professionals working with children with disabilities (CWD) access the core skills training programme so that they have the skills and knowledge to identify and address safeguarding concerns (see action 7.7)	CB	N/A	Apr 18	
2.8	Children with disabilities [Para 34]	Develop clear criteria for access to service for children with disabilities, as part of the design of a single front door (see action 2.1). Consult with parents and partners and publish.	CB	Parents Health Education Voluntary sector	Apr 18	
2.9	Children with disabilities [Para 34]	Ensure that all services for vulnerable children, including the CWD service, operate as one system and that CWD teams feel part of the wider children's services through; <ul style="list-style-type: none"> • Joint management meetings • Representation on Staff Reference Group and the Practice Development group 	BP	N/A	Dec 18	
2.10	Children with disabilities [Para 34]	Strengthen oversight of the quality of social work for children with disabilities through representation at Children's Services Management Team (CSMT) and performance meetings.	CB	N/A	Dec 17	
2.11	Children with disabilities [Para 34]	Develop and deliver a programme of cultural change in the CWD service to promote purposeful co-production to ensure that the service works with parents and carers to improve outcomes for children with disabilities, and promote greater independence.	CB	Parents Health Education Voluntary sector	Sep 18	
What good looks like:						
<ul style="list-style-type: none"> • The interface between early help and statutory work is clearly differentiated and families and practitioners know what is available to support them • Children, young people and families are offered help promptly when needs and/or concerns are first identified • Thresholds are well understood and rigorously applied by professionals and partners in work with all children • Decisions about children's lives are based on clear, effective, comprehensive and risk-based assessments, involving where appropriate, other professionals working with the family • Disabled children and their families receive effective, proportionate and timely interventions which improve their lives 						
What we hope children will say:						
<ul style="list-style-type: none"> • My social worker is helping my family • I am kept informed about what is going on, and why 						

- Decisions aren't made without my opinion

What we hope staff will say:

- I understand what Early Help is and how it supports my work
- I understand what the PLO is and why it is important for children
- I am more confident in preparing documents for court and presenting evidence
- I am confident in my ability to communicate with children with disabilities

What we hope partners will say:

- I understand what Early Help means and my role in delivering the Early Help Strategy
- I understand thresholds and know when to make a referral
- I am confident that strategy meetings result in decisions being informed by all relevant partners

Practice

3. Improve outcomes for looked after children, including planning for permanence

Senior Responsible Officer (SRO): Philip Segurola (PS)

3. Improve outcomes for looked after children, including planning for permanence - Ofsted recommendations and identified issues

Recommendation 13. 'Ensure that the fostering service appropriately supports foster carers, and that the work of this service meets all relevant regulations.'

Recommendation 14. 'Improve permanence planning across the wider service to ensure that the planning and timeliness of adoption improve for all children. Ensure that there is focused family-finding activity for children with adoption plans, to minimise delays.'

Recommendation 16. 'Ensure that appropriate assessments identify children living in private fostering arrangements.'

- Improve the quality and consistency of practice for looked after children
- Support for foster carers
- Compliance with fostering regulations
- Planning for permanence, including adoption plans
- Private fostering arrangements

No.	Issue [Ofsted Ref]	Actions	Lead	Partner involvement	By when	Progress RAG
Looked after children						
3.1	Planning for permanence [Rec 14]	Issue guidance about taking children's cases to fostering panel for a permanent match and ensure compliance. Monitor the timeliness of agreements for long term fostering, so that children understand who their permanent family will be at the earliest possible time.	WT	Fostering panel chair Foster carers	Jan 18	
3.2	Quality and consistency [Para 65]	a. Manage and oversee notification processes for initial health assessments within three working days of children becoming looked after.	WT	CCG	Dec 17	

		b. Continue to seek assurance from the CCG of long term commitment to commission sufficient capacity to meet estimated future demand for initial and review health assessment for looked after children.			Mar 18	
3.3	Quality and consistency [Para 60]	With the introduction of e-PEPs, work with the virtual school to refresh and reissue guidance on developing PEPs. Provide training and support to ensure that staff understand the purpose and content of PEP's.	GM	Education	Jan 18	
3.4	Quality and consistency [Para 60, 61]	Audit PEPs on a bi-monthly basis to ensure that: <ul style="list-style-type: none"> Plans are increasingly SMART Plans are increasingly child-led 	GM	Education	Ongoing from Nov 17	
3.5	Therapeutic support [Para 65]	Identify looked after children waiting for therapeutic support and work with the CAMHS service to put in place resources to meet the needs of these children.	WT	CCG	Apr 18	
3.6	Children in Care Council [Para 107]	a. Launch the Children in Care Council. b. Develop consultation mechanisms with representative groups of Children and Young People to ensure their views are reflected in our service development and the lived experience of the child is known and understood.	DB	Education	Oct 17 Mar 18	
3.7	Corporate parenting [Rec. 20]	Implement the provision of the Children and Social Work Act (see action 6.9), including; <ul style="list-style-type: none"> Working with schools to embed the role of the designated member of staff for looked after children, and former looked after children. 	WT	Education Health	Aug 18	
3.8	Quality and consistency [Para 60, 61]	Ensure that the council collates and analyses information about children placed in Croydon from other boroughs and that risks are understood and communication arrangements with placing authorities are clear.	WT	Other LAs	May 18	
3.9	Quality and consistency [Para 60, 61]	a. Ensure that other local authorities are made aware of Croydon children placed in their area, and that these children's' needs are fully understood and they receive sufficient protection and support. b. Analyse information about out of borough placements and use this knowledge to inform commissioning practices to ensure more children and young people can live locally if they wish to.	WT	Other LAs	Jan 18 May 18	
Fostering						
3.10	Compliance [Rec 13]	Ensure that the fostering service meets all national minimum standards. To include: <ol style="list-style-type: none"> Develop a fostering service action plan to deliver a good quality service that values foster carers. 	WT	LAC CAMHS	Apr 18	

		b. Schedule quarterly progress reports on fostering service to be presented to CSMT.			Jan 18	
3.11	Support for foster carers [Rec 13, Para 59]	Engage in house foster carers to monitor progress on the fostering service improvement action plan. Work with foster carers to better understand the support that they need and improve the service, through management attendance at the Foster Care Association and a foster carer representative on Corporate Parenting Panel. Use the Children in Care Council to engage looked after children in drawing up a charter of their expectations of foster care and foster carers	WT	Foster carers	Jan 18	
3.12	Support for foster carers [Rec 13, Para 59]	Conduct an annual foster carer survey as part of the quality assurance framework. Ensure that feedback from foster carers, including complaints, is monitored, responded to appropriately and is used to drive service improvements.	WT	Foster carers	Feb 18	
3.13	Private fostering [Rec 16]	a. Deliver a programme of events and communications to raise awareness around private fostering arrangements and how to access support. To include: <ul style="list-style-type: none"> • Sessions for all partners • Sessions for the wider community, including faith groups • Sessions for staff b. Test the quality of private fostering assessments as part of the quality assurance framework, including an annual themed audit.	SH	Education, health Faith communities	Jun 18 Ongoing from Jul 18	
Adoption						
3.14	Planning for permanence [Rec 14]	Ensure that adoption staff are represented at Legal Planning Meetings, so that adoption is considered as an option for children, where suitable, at the earliest possible time.	WT	N/A	Dec 17	
3.15	Planning for permanence [Rec 14]	Put in place a regular programme of adoption awareness sessions for social workers across the service, to improve understanding and increase the number of children for whom adoption is considered.	WT	N/A	Apr 18	

3.16	Planning for permanence [Rec 14]	Ensure the core skills training covers good practice around adoption including writing Child Permanence Reports (CPRs) (see action 7.7) and collate good examples of CPRs to feed into the templates and tools work (see action 1.3)	PS	N/A	Apr 18	
3.17	Planning for permanence [Rec 14]	Put sufficient administrative support into the adoption service to enable the adoption service to meet statutory requirements and increase access to the adoption support fund.	WT	Adopters	Dec 17	
3.18	Planning for permanence [Rec 14]	Strengthen post-adoption support to ensure a joined up approach across the council and partners to meet the needs of children and young people and support adoptive parents [n.b. Croydon is working towards a regionalised adoption model with other London boroughs so this deadline may be subject to change].	WT	Education Health CAMHS	Sep 18	
3.19	Planning for permanence [Rec 14]	Establish a process to track children identified as potentially suitable for adoption to avoid delay.	WT	N/A	Apr 18	
3.20	Planning for permanence [Rec 14]	Ensure readiness for participation in regionalisation of adoption services. [n.b. Croydon is working towards a regionalised adoption model with other London boroughs so this deadline may be subject to change].	WT	London Councils	Sep 18	

What good looks like:

- Permanency achieved in child's timeframe (appropriate to age)
- Fewer permanency breakdowns (adoptions, special guardianship orders and long term foster care)
- Looked after children have positive relationships with professionals and carers
- Looked after children feel safe and receive help to reduce the risk of harm or actual harm, including from going missing, being sexually exploited offending and misusing drugs or alcohol
- Looked after children are in good physical and mental health, or are being helped to improve their health
- Looked after children make good educational progress at school (or other provision) and have access to a range of social, educational and recreational opportunities

What we hope children will say:

- My social worker helps me understand my life
- My social worker thinks about my ambitions and supports me to be able to try new experiences
- My carers are like a family to me
- I am involved in discussions about my future

What we hope staff will say:

- I understand the importance of early permanency planning and the impact that this can have on children
- I have a strong relationships with my looked after children and am proud to see them succeed in life
- I am kept informed of what is discussed at the Children in Care Council and can see that it is starting to have an impact on what we do

What we hope partners will say:

- Croydon Council is a good corporate parent
- Croydon Council takes the safety of looked after children seriously
- Achieving a permanent family for looked after children is a priority for Croydon Council

Practice

4. Improve outcomes for care leavers

Senior Responsible Officer (SRO): Philip Segurola (PS)

4. Improve outcomes for care leavers - Ofsted recommendations and identified issues

Recommendation 17. *'Ensure timely pathway planning and ensure that plans are specific, accurate and detailed, and include contingency planning, to support good outcomes for all care leavers.'*

Recommendation 18. *'Ensure that staying-put arrangements are promoted to all care leavers and foster carers, so that care leavers who want to stay with their former foster carers can benefit from greater permanency and support as they move towards independent adulthood.'*

Recommendation 19. *'Ensure that young people move on to independent accommodation only when it is the right time for them to do so. Improve the help/assistance provided during their transition to independent living through more consistently good preparation and support. This should include accurate, comprehensive and up-to-date information about young people's rights and entitlements.'*

- Pathway planning and preparation for adulthood
- 'Staying Put' arrangements
- Care leaver accommodation and transition to independent living
- Care leavers rights and entitlements

No.	Issue [Ofsted Ref]	Actions	Lead	Partner involvement	By when	Progress RAG
4.1	Pathway Planning [Rec 17, Para 82]	Ensure that pathway planning for care leavers starts prior to a young person's 16 th birthday. To include: <ul style="list-style-type: none"> • Reviewing and streamlining the plan structure • Creating a trigger system for planning at the young person's final review 	WT	N/A	Mar 18	
4.2	Preparation for adulthood [Rec 19, Para 84]	Engage children in care and care leavers in a programme of work to find out what things they would like to support them to live independently.	WT	N/A	Sep 18	
4.3	Preparation for adulthood and	Provide training, support, guidance and challenge to personal advisers to enhance their skills, ability and knowledge to properly prepare care leavers for independence and ensure they can access entitlements.	PS	N/A	Sep 18	

	Rights and entitlements [Rec 19, Para 88]					
4.4	Pathway Planning [Rec 17, Para 82]	Put in place a formal handover between social workers and personal advisors, at the point of transition to the leaving care service, to include a joint meeting with the young person.	WT	N/A	Jan 18	
4.5	Staying Put [Rec 18, Para 85]	Work with the fostering service to develop training, support and guidance to foster carers, social workers and other professionals about staying put arrangements and monitor through supervision how many care leavers want to take up this option.	WT	Foster carers	Jul 18	
4.6	Accommodation for care leavers [Para 89]	Work with commissioning and housing colleagues to source the appropriate accommodation for care leavers to ensure they can live independently if they are ready to do so and have a place to call home. (see action 9.5)	WT	Housing providers Voluntary sector	Apr 19	
4.7	Preparation for adulthood [Rec 19, Para 84]	Issue guidance and revise procedures to ensure that all care leavers who are pregnant, or have children under 4, have had an assessment of their needs to ensure that they and their children are adequately supported.	WT	Health	Jan 18	
4.8	Preparation for adulthood [Rec 19, Para 84]	Implement the provision of the Children and Social work act for care leavers, including; • A published 'local offer' to care leavers • Support from a Personal Adviser to all care leavers to age 25 (see action 6.9)	WT	N/A	Aug 18	
4.9	Rights and entitlements [Rec 19, Para 88]	Develop clear policy and protocols with the Home Office for those unaccompanied and asylum seeking care leavers for whom all rights exhausted (ARE)	PS	Home Office	Sep 18	

What good looks like:

- Care leavers actively contribute to their pathway plans at an early stage so that they know what is going to happen in the future
- Care leavers have positive relationships with professionals and carers who are committed to protecting them and promoting their welfare
- Care leavers feel safe and receive help to reduce the risk of harm or actual harm, including from going missing, being sexually exploited, offending, and misusing drugs or alcohol
- Care leavers are in good physical and mental health, or are being helped to improve their health
- Care leavers' good educational progress at college (or other training provision) and have access to a range of social, educational and recreational opportunities

- Care leavers have access to good quality accommodation and employment opportunities which support them to gain independence and fulfil their aspirations

What we hope young people will say:

- I know what support I am going to get, and am supported to become more independent
- My personal advisor encourages me to do well in school/college and in my adult life
- I am involved in decisions about my future, and asked about my ambitions
- [Professionals] ... get to know me now, not my past

What we hope staff will say:

- I understand the importance of good pathway planning for care leavers so that they get the right help and support when leaving care
- I have high aspirations for the young people with whom I work and am able to work with them to help them achieve success in life
- I have good relationships with the young people that I support and am proud to see them succeed in life

What we hope partners will say

- Croydon's care leavers are seen as valued citizens of Croydon
- Care leavers are well supported by Croydon Council
- Care leavers are empowered and supported to achieve in education

Practice

5. Protect vulnerable adolescents, including those who go missing and those at risk of CSE, serious youth violence and criminal exploitation

Senior Responsible Officer (SRO): Philip Segurola (PS)

5. Protect vulnerable adolescents, including those who go missing and those at risk of CSE, serious youth violence and criminal exploitation - Ofsted recommendations and identified issues

Recommendation 3 'Ensure that there is appropriate and timely action with regard to understanding and reducing risk to all children, especially those at risk of sexual exploitation and those who go missing from home or care. Ensure that social workers have the necessary skills and knowledge to help children at risk of sexual exploitation.'

Recommendation 4. 'Ensure that children missing from home or care have every opportunity to speak to an independent person about the reasons they go missing so that appropriate action can be taken to effectively support them, and reduce risk.'

- Response to CSE and missing from home or care
- Return to Home Interviews (RHIs)
- Practice standards for social workers, including training

No.	Issue [Ofsted Ref]	Actions	Lead	Partner involvement	By when	Progress RAG
Children and young people that go missing						
5.1	Missing [Rec 4]	Review the systems and processes for undertaking return home interviews when children go missing from home, and identify and implement improvements.	HD	CSCB, Police, NSPCC, Safer London	Dec 17	
5.2	Missing [Rec 4]	Incorporate responses to missing children into the social work practice standards and create visual tools to help social workers to understand and follow procedures. Launch with staff and partners.	HD	CSCB, Police NSPCC, Safer London	Mar 18	
5.3	Missing [Rec 4]	a. Offer a return home interview to all children missing from home or care and ensure that findings are clearly recorded on case files.	HD	Police, NSPCC, Safer London	Jan 18	

5.4	Missing [Rec 4]	b. Take appropriate actions to support children and young people and prevent them going missing, and reduce repeat missing episodes.	HD	Police	Ongoing / test impact in May 18	
5.5	Missing [Rec 4]	a. Track completion of Return Home Interviews b. Ensure all children and young people are offered the appropriate support.	HD	CSCB Police, NSPCC, Safer London	Dec 17 Jan 18	
5.6	Missing [Rec 4]	Ensure all missing children's data is recorded, collated and analysed to understand and oversee the most vulnerable cohort of young people and use this information to inform service development and what actions should be taken by the council and partners to try and prevent incidents re-occurring.	HD	CSCB Police,	Mar 18	
Children and young people at risk of sexual exploitation						
5.7	CSE [Para 40]	Incorporate responses to CSE into the social work practice standards.	HD	CSCB	Mar 18	
5.8	CSE [Para 40]	Ensure the initial core skills and social work practice model training supports practitioners to understand the potential vulnerabilities of adolescents and young people, including those vulnerable to sexual exploitation, and identify and address the risks, and de-escalate situations.	HD	CSCB	Mar 18	
5.9	CSE [Para 40]	Introduce and promote the use of tools and models for assessing risk and creating safety plans for adolescents, including those at risk from sexual exploitation. Test application through the Quality Assurance Framework.	HD	CSCB	Jul 18	
5.10	CSE [Para 40]	Continue to strengthen the MASE panel so that partners share information and intelligence, engage in joint decision making and co-ordinate responses to children at risk of CSE and going missing.	HD	CSCB Police Education Health	May 18	
5.11	CSE [Para 40]	Ensure better connection and use of Early Help services to support vulnerable adolescents as part of single front door and integrated all age Early Help offer. (see action 2.1)	HD	CSCB Police Education Health	Jun 18	
Children at risk of serious youth violence and criminal exploitation						
5.12	Missing [Rec 4] CSE [Para 40]	Work with youth offending service (YOS) colleagues and the police to understand links between CSE, missing, county lines and serious youth violence in order to better protect vulnerable young people. Agree actions with these partners to improve services.	HD	Police LSP Community Safety Partnership	Jun 18	

		Identify young people known to be at risk of serious youth violence and work with YOS and the police to take action reduce risks and victimisation. Support YOS to deliver the serious youth violence action plan.				
5.13	Learning from SCRs [Para 128]	Ensure learning from the thematic vulnerable adolescents SCR is disseminated and embedded to reduce risks to children.	DS	CSCB	Oct 18	
5.14	Missing [Rec 4] CSE [Para 40]	Work with the police and YOS to better understand county lines activity, identify young people who may be at risk, and provide effective responses to protect children from criminal exploitation.	HD	Police LSP Community Safety Partnership	Ongoing from Feb 18	

What good looks like:

- Social workers recognise the factors that can make adolescents more vulnerable and tailor their interventions appropriately, including children at risk of radicalisation or exploitation or gangs, children who go missing and children at risk of sexual exploitation
- The CSE tool is being used effectively to help staff to assess the risks for young people
- Young people are enabled to reduce their levels of risk with support from staff
- Social workers and other professionals build lasting, open relationships with vulnerable young people that allow young people to make better life choices and improve their outcomes

What we hope children will say:

- People listened to me and helped me when I was going missing
- Social workers understand my history and what motivates me
- I was supported to stop putting myself in risky situations and I can now see the harm this did to me

What we hope staff will say:

- The training I have had and the introduction of the CSE tool has helped me to make better assessments of risk when it is thought that young people might be placing themselves in risky situations
- I understand why young people engage in risky behaviour, including going missing, and I have the skills and support to allow me to reduce it
- We now work much more closely with partners when we think children and young people are at risk of CSE

What we hope partners will say:

- I understand my role in identifying risk and supporting vulnerable adolescents
- I understand and follow the agreed multi-agency procedures to support vulnerable adolescents which are used consistently across the Partnership
- I am confident that training and available tools improve practice in this area

People and performance

6. Strengthen leadership and governance

Senior Responsible Officer (SRO): Barbara Peacock (BP)

6. Strengthen leadership and governance - Ofsted recommendations and identified issues

Recommendation 20. 'Ensure that elected members, as corporate parents, prioritise and focus on improving all areas of poor practice for children looked after and care leavers.'

- Clear line of sight from senior leaders to frontline practice
- Clear vision and strategy, with appropriate prioritisation of action
- Involving children and young people and understanding their lived experiences, wishes and feelings
- A more streamlined structure which minimises transition points and offers children and young people better continuity of relationships
- Stronger corporate and partnership governance arrangements, including the relationship with the judiciary
- Stronger corporate parenting arrangements
- Improved scrutiny and oversight, including improving evidence of accountability and challenge

No.	Issue [Ofsted Ref]	Actions	Lead	Partner involvement	By when	Progress RAG
6.1	Clear line of sight [Para 91]	Reduce the span of control of the Executive Director People & Director of Children's Social Care to ensure the DCS can fully discharge their statutory responsibilities and has a clear line of sight around the quality and effectiveness of frontline practice. To include: a. Interim arrangements b. Permanent arrangements	JN	N/A	Oct 17 April 18	
6.2	Clear line of sight [Para 91]	Establish protocol which sets out how the DCS and Lead Member will have a clear line of sight to frontline practice.	BP	N/A	Nov 17	

6.3	Clear line of sight [Para 91]	<p>Embed regular staff forums, informal engagement channels and 'pulse' surveys (as part of a broader culture change exercise) to ensure:</p> <ul style="list-style-type: none"> the organisation understands how staff feel (e.g. staff morale) Staff feedback informs practice improvements Staff feel valued and listened to <p>Actions resulting from this will be clear, detailed and implemented within timescales. Any immediate concerns of staff are addressed, documented and followed up to ascertain if things have improved.</p> <p>Ensure staff receive regular communications on a 'You said, we did' basis.</p>	BP	N/A	Ongoing from Oct 17	
6.4	Streamlined structure [Exec summary, Para 65]	Undertake an end to end review of the case transfer processes to ensure children are at the heart of decision making, support continuity of relationships with the adults responsible for their care and ensure that any impacts of delay for children are understood and minimised.	PS	N/A	Jan 18	
6.5	Partnership governance [Para 95]	<p>Strengthen governance arrangements between key strategic bodies so that partners, senior leaders and Elected Members can demonstrate how they hold each other to account for the quality of practice and services to children and understand their respective roles in keeping children safe.</p> <p>Written protocols between formal partnerships and partner agencies will be drawn up and agreed.</p>	JE	LSP CSCB Health Police Health & Wellbeing board Community Safety Partnership Safeguarding Adults Board	Feb 18	
6.6	Scrutiny [Para 94]	<p>Undertake a review of Elected Members' training needs and their knowledge of Children's Services. To include;</p> <ol style="list-style-type: none"> New Members induction programmes including training for May 2018 election LGA training for two scrutiny chairs A monthly series of open sessions for Elected Members to meet social workers and understand a child's journey through the system 	JHB BP	LGA Democratic services	Jun 18 Nov 17 Dec 17	

6.7	Scrutiny [Para 94]	Strengthen how we record, circulate and follow up on action agreed at CYP Scrutiny and Corporate Parenting Panel. To include: a. Action sheets produced and circulated within 2 working days b. Formal minutes produced and circulated in draft within 10 working days c. A discussion around the question: 'What difference has this meeting made to Croydon's Children' as a standing agenda item	JHB	Democratic services	Nov 17 Nov 17 Feb 18	
6.8	Corporate parenting [Rec. 20]	Review the current Corporate Parenting Panel, including the terms of reference, membership, and work programme and how it is held to account to ensure stronger challenge and focus on key practice areas.	BP	LGA	Dec 17	
6.9	Corporate parenting [Rec. 20]	Implement the provision of the Children and Social Work Act for care leavers, including; • Embedding the seven corporate parenting principles	WT	Health Education	Apr 18	
6.10	Relationship with the judiciary [Para 49 & 101]	Hold quarterly meetings with Children's Leadership team and the judiciary and agree an action plan with specific measurable targets.	PS	Cafcass Judiciary	Ongoing from Oct 17	
6.11	Involving children and young people [Para 107]	Implement the Youth Engagement Strategy setting out the Council's vision for children and young people in the Borough and how they will be involved and heard through all service delivery. Develop feedback mechanism so that children and young people can see how they have been heard and what changes will be made as a result, including making Croydon a more child friendly community.	DB	Education Community Voluntary sector Business LSP UNICEF	Ongoing from Oct 17	
6.12	Involving children and young people [Para 107]	Explore creative ways in which to encourage and increase children's participation at reviews and conferences, which will include use of advocacy and use of technology.	TS	N/A	Jul 18	

What good looks like:

- There are clear lines of accountability and governance with a clear distinction between political, strategic and operational roles
- Leaders, including Elected Members and managers, have a comprehensive and current knowledge of what is happening at the 'front line' and how well children and young people are helped, cared for and protected
- Elected Members are strong and committed corporate parents, challenging partners and poor practice, when necessary, to ensure that children and young people have every opportunity to succeed

What we hope children will say:

- I receive the help I need without having to ask too many people
- I know there is a children in care council and can join in

- I feel like my voice is heard in meetings about me

What we hope staff will say:

- Senior managers (e.g. Heads of Service, Director and Executive Director) are more visible and accessible
- Senior managers have a better understanding of what it is like to be a social worker in Croydon
- I feel like senior managers listen to my opinions and I can influence change

What we hope partners will say:

- I understand the roles and responsibilities of the key strategic partnerships
- I know how I can make a contribution
- I can see that practice issues are being addressed

People and performance

7. Develop a stable and skilled workforce

Senior Responsible Officer (SRO): Barbara Peacock (BP)

7. Develop a stable and skilled workforce - Ofsted recommendations and identified issues

Recommendation 2 – ‘Establish a stable workforce through purposeful recruitment and retention activity that includes targeted training for frontline staff and managers so that they have the skills and knowledge to better protect and care for children. Take steps to ensure that the workloads of social workers are manageable, and that they have sufficient time to complete essential work.’

- Stable workforce and more permanent staff
- Skilled workforce with effective induction, training and support
- Manageable caseloads
- Child centred and proud to work for Croydon

No.	Issue [Ofsted Ref]	Actions	Lead	Partner involvement	By when	Progress RAG
Recruitment and retention						
7.1	Manageable caseloads [Rec 2, Para 23]	Provide a regular, up to date, suite of workforce and caseload data and analysis to inform workforce and caseload planning, and a tracker to measure impact and progress.	SM	N/A	Nov 17	
7.2	Manageable caseloads [Rec 2, Para 23]	a. Take immediate action, where necessary, to reduce excessive caseloads, and undertake an exercise to understand current caseloads across to service. b. Model optimum staffing requirements and team sizes.	BP	N/A	Ongoing from Nov 17 Jan 18	
7.3	Stable & permanent workforce [Rec 2, Para 112]	Create a Workforce Strategy with timely and measurable targets that reflects the ambition for children's services and align this with a clear employee value proposition for working for Croydon, including; <ul style="list-style-type: none"> • Attraction • Value/recognition • Retention • Reward/benefits 	SM	N/A	Dec 17	

		<ul style="list-style-type: none"> • Career development • The professional capabilities framework with a view to meeting the new registration requirement 				
7.4	Stable & permanent workforce [Rec 2, Para 112]	<p>a. Partner with Jobs Go Public, to launch a recruitment campaign to attract experienced social workers to careers at Croydon and keep this live for 12 months, capturing performance activity and reviewing impact quarterly.</p> <p>b. Redesign recruitment processes to develop the role of children and young people could play in recruitment going forward.</p>	SM	Jobs go public	Nov 17	
					Sep 18	
7.5	Stable & permanent workforce [Rec 2, Para 112]	<p>Implement a new exit interview process to gather timely and robust feedback from both contracted and locum staff on the reasons they leave so that improvements can be made for future recruitment, retention and professional development.</p> <p>Provide regular reports to the DCS and improvement board on leavers and reasons for leaving and capture learning to inform the recruitment and retention activity.</p>	SM	N/A	Ongoing from Nov 17	
7.6	Stable & permanent workforce [Rec 2, Para 112]	Review and develop a revised pay and benefits offer for children's social work to ensure we are competitive and offer attractive and supportive career opportunities and meet the new registration requirements.	SM	N/A	Apr 18	
Learning and development						
7.7	Skilled workforce [Rec 2]	<p>Equip social workers and managers with the skills, interventions and tools necessary to effectively refocus and improve the delivery of services to our children and young people.</p> <p>This will include delivering an initial core skills training programme that addresses all basic social work skills such as;</p> <ul style="list-style-type: none"> • Assessment • Planning and reviewing plans • Chronologies and Genograms • Assessing the impact on children of parental behaviours such as domestic abuse, mental health, drug and alcohol use and neglect • Working with vulnerable adolescents • PLO and court work • Direct work with children, including Life Story work 	PS	Training providers	Apr 18	

		<ul style="list-style-type: none"> Safeguarding training for SWs working with children with disabilities 				
7.8	Skilled workforce [Rec 2]	<p>a. Design and deliver a training programme on the new social work practice model, in consultation with the Principal Social Worker, in order to improve delivery of services to our children.</p> <p>b. Incorporate into core skills post implementation.</p>	PS	Training providers	Mar 18	
7.9	Skilled workforce [Rec 2]	<p>Deliver a development programme for all managers which covers;</p> <ul style="list-style-type: none"> Reflective Supervision Performance management (including the use of data) Managing poor performance 	PS	Training providers	Ongoing from Sep 17	
7.10	Skilled workforce [Rec 2, Para 110]	<p>Develop a comprehensive future-focused Learning & Development (L&D) strategy/plan for Children's services as part of a corporate L&D plan. To include:</p> <ul style="list-style-type: none"> The requirements of compulsory accreditation for Children's social workers Develop strong programme to support ASYEs Links with universities Links with new registration body Clear continuous professional development (CPD) programme 	JE	Universities Training providers Social Work England DfE	Mar 18	
7.11	Skilled workforce [Rec 2, Para 110]	Establishing an integrated L&D Board which will collaborate to shape and oversee the delivery of the L&D strategy in order to ensure social workers and managers are equipped to deliver high quality services.	JE	N/A	Feb 18	
7.12	Skilled workforce [Rec 2, Para 110]	Ensure that the induction programme for all council staff covers safeguarding and corporate parenting, to raise awareness of the importance of keeping children safe across the organisation.	JE	CSCB Safeguarding adults board	Jan 18	
7.13	Skilled workforce [Rec 2, Para 110]	Deliver rolling programme of basic safeguarding training for all frontline council staff.	MF	CSCB Safeguarding adults board	Ongoing from Sep 18	

What good looks like:

- The workforce is sufficient, suitably qualified and accredited to deliver high-quality services which improve outcomes for children and their families
- Managers and practitioners are experienced, effectively trained and supervised and the quality of their practice improves the lives of vulnerable children, young people and families
- There is effective organisational support for the professional development of social workers and managers

- Leaders provide the right environment for good social work to flourish

What we hope children will say:

- My social worker is a stable person in my life
- My social worker knows me well
- I see my social worker regularly and he/she has time for me

What we hope staff will say:

- I am proud to work for Croydon
- I can see a clear career path here/opportunities to progress
- I know who to turn to if I need help

What we hope partners will say:

- There is consistency in who I speak to as staff turnover is low
- I am able to develop effective working relationships with Children's Services staff to support and protect children
- I have confidence in the skills of my social work colleagues

People and performance

8. Strengthen management oversight and ensure robust quality assurance and performance management

Senior Responsible Officer (SRO): Barbara Peacock (BP)

8. Strengthen management oversight and ensure robust quality assurance and performance management - Ofsted recommendations and identified issues

Recommendation 1. *'Ensure that managers have sufficient oversight of practice, and provide social workers with effective, clearly recorded supervision to support good social work practice.'*

Recommendation 8. *'Review the roles and responsibilities of managers at all levels in relation to decisions about children's permanent care, to ensure that they are confident and competent enough to make these decisions. Establish robust tracking processes to ensure that plans are progressed and delay is minimised.'*

Recommendation 10. *'Ensure that child protection conference chairs and independent reviewing officers (IROs) provide appropriate challenge that prevents drift and delay in planning for children. Ensure that formal escalation systems are used to record and monitor actions raised, to make sure that purposeful work is done in order to achieve improved outcomes for children.'*

Recommendation 21. *'Strengthen training and work on complaints and embed a culture of feedback. Improve the analysis of complaints and the understanding of the reasons why children, families and foster carers complain, in order to address issues raised.'*

- *Management oversight of practice*
- *Supervision*
- *Decision making for permanency*
- *Robust tracking leads to less drift and delay*
- *Quality assurance framework*
- *IROs and child protection conference (CPC) chairs challenge effectively and timely action is taken*
- *Performance management*

No.	Issue [Ofsted Ref]	Actions	Lead	Partner involvement	By when	Progress RAG
Management oversight, supervision and decision making						
8.1	Supervision [Rec 1]	<p>a. Refresh the supervision policy and recording template so that social workers and managers are clear about the expectations and standards for the frequency and quality of supervision.</p> <p>b. Undertake regular audits to ensure compliance.</p>	TS	N/A	Jan 18 Ongoing from Jan 18	
8.2	Timely decision making [Rec 8]	Produce and implement a revised scheme of delegation to ensure manager at all levels understand the roles and responsibilities of managers in relation to decisions making for children.	PS	N/A	Jan 18	
Quality assurance, including performance information						
8.3	Quality assurance [Para 103]	<p>a. Produce a new quality assurance framework in line with the proposed social work practice model, with support from Achieving for Children (AfC)</p> <p>Ensure that all quality assurance activity leads to recommendations for improvements in practice and service development, and that these recommendations are followed and formally monitored to ensure that they have an impact on outcomes for children and families.</p> <p>b. Undertake an external review to assess how well this work is embedding.</p>	PS	AfC	Dec 17 Jan 18	
8.4	Quality assurance [Para 103]	<p>Deliver a series of communication and training events to launch the revised quality assurance framework and processes to all staff. To include:</p> <ul style="list-style-type: none"> • In person communication such as presentations at team and service meetings and an all staff launch event • Written communication (e.g. an email or letter to all staff from the DCS) • Physical and electronic materials (e.g. accessible version of quality assurance framework booklet and posters) <p>Feedback from staff and actions taken from feedback.</p>	PS	AfC	Jan-Apr 18	

8.5	Quality assurance [Para 103]	Establish and embed a regular programme of auditing which is reported to senior officers and all Elected Members. Establish regular moderation to validate the quality and judgements.	TS	N/A	Ongoing from Dec 17	
8.6	Clear line of sight [Para 91 & 102]	Strengthen the current performance data set to include information around the experiences of children and ensure that accurate performance information informs an up to date understanding of the council's and partner agencies effectiveness	TS	AfC CSCB Health, Police	Jan 18	
8.7	Clear line of sight [Para 91 & 102]	Ensure that the current performance data set is aligned to practice priorities and that senior leaders and managers use the current performance data set to have effective oversight and scrutiny of practice that leads to swift action to address priorities.	PS	AfC	Jan 18	
8.8	Operational data [Para 98, 102]	Further develop, deliver and embed systems improvements to ensure the provision of effective operational data to support day-to-day decision making and risk management alongside strategic performance data.	TS	AfC	Ongoing from Nov 17	
8.9	Operational data [Para 98, 102]	Support first line managers and service leaders to proactively use data to drive performance and reduce drift and delay for children. To include: <ul style="list-style-type: none"> • Convening weekly service-based performance meetings • Monthly whole-service performance discussions at the Children's Leadership Team (CLT) meetings 	PS	AfC Link with good LA	Ongoing from Nov 17	
8.10	Clear line of sight [Para 91 & 102] Operational data [Para 98, 102]	All unit managers to attend practice development group quarterly, where team-level performance data will be reviewed, challenged and actions agreed to improve areas of underperformance.	BP	N/A	Feb 18	
Challenge from IROs and CPC chairs						
8.11	IRO & CPC Chair challenge [Rec 10]	Relaunch the process of IRO and Child Protection Conference (CPC) chairs challenge to promote understanding and ownership. IRO and CPC Chairs to publicise with teams. Develop a tracker to monitor all challenges and progress in resolution. Ensure that the challenge role of the IRO and CPC Chairs is monitored as part of the audit/quality assurance process.	PS	N/A	Feb 18	

8.12	IRO & CPC Chair challenge [Rec 10]	Report quarterly to CSMT and CLT on use of the escalation system for IROs and CPC chairs, identify practice themes and take remedial action.	TS	N/A	Ongoing from Feb 18	
8.13	Complaints [Rec. 21. Para 109]	Corporate complaints team to report quarterly to CSMT on progress on complaints and positive feedback, and key emerging themes, which can be built onto service development and Learning and Development plan. Heads of Service to establish a tracking system to ensure complaints are responded to in a timely way. Corporate complaints team to present their annual report to CSMT and Improvement Board	RS	N/A	Ongoing from Feb 18	

What good looks like:

- Children are protected from harm, in a timely way, through effective and well-documented management oversight which details good quality decision making and ensures that children and families are offered the appropriate support without delay that minimises risks
- Social workers have access to effective support, supervision and challenge which enables them to manage risk, reach good decisions, be open about their difficulties and be supported to make the necessary steps that will improve outcomes for children and families
- Effective and timely planning, support and decision-making occurs during pre-proceedings work and this work is tracked and overseen by managers
- CPC chairs ensure that child protection conferences are effective forums for timely information-sharing, planning and risk-based decision-making so that children and young people are protected through effective multi-agency arrangements
- IROs quality assure the care planning and review process and monitor the performance of the local authority as a corporate parent, challenge lack of progress and use the escalation policy to quickly resolve any identified issues
- The local authority uses performance management and monitoring to create a detailed and up to date understanding of its effectiveness and uses this to drive improvement

What we hope children will say:

- I receive help when I need it
- Decisions aren't made without my opinion
- I know how to make a complaint, and that people will respond/do something
- My IRO meets me before meetings, listens to me and helps me get my voice heard

What we hope staff will say:

- My supervision is more regular, reflective and relevant, and helps me to do my job
- I get good support from my manager, who helps me to understand what I need to do to move cases forward
- Where cases are drifting, managers intervene to make things happen
- IRO's and CPC chairs are challenging at times, they make sure that we are doing the right things in a timely way for children and young people
- I understand the purpose of audits and they help me to improve my work
- People are generally more open to feedback about their work than before, and are challenging one another more

- I know how to escalate things where I have concerns
- I know how to use performance information (data) better to manage my team/service

What we hope partners will say:

- Child protection conferences are more effective and challenge is taken seriously
- Reviews for looked after children are more effective and challenge is taken seriously
- If I raise concerns about children they are heard and responded to

People and performance

9. Strengthen strategic commissioning

Senior Responsible Officer (SRO): Richard Simpson (RS)

9. Strengthen strategic commissioning - Ofsted recommendations and identified issue

Recommendation 15. 'Review the provision and take-up of advocacy and independent visitor services to ensure that all children who would like this can access these services.'

- Commissioning of Advocacy, Independent Visitor and Return to Home interviews (RHIs)
- Accommodation and 'Staying Put' arrangements for care leavers
- Therapeutic support services
- Joint Strategic Needs Assessment (JSNA)

No.	Issue [Ofsted Ref]	Actions	Lead	Partner involvement	By when	Progress RAG
9.1	Commissioning RHI's [Para 39]	Review services to support children missing from home and care. To include: a. Ensuring short term solution of increasing capacity of RHIs b. Develop new in house model and mobilise service	SI	N/A	Oct 17 Sep18	
9.2	Commissioning advocacy and independent visiting [Rec 15, Para 38, 56]	a. Review the provision and take-up of advocacy and independent visitor services, and put in place short term measures to increase capacity. b. Recommission a new Advocacy and Independent visiting support services to ensure they meets the needs of young people.	SI	N/A	Oct 17 Sep 18	
9.3	Commissioning health visiting [Para 64]	a. Review and strengthen the commissioning, service delivery and efficacy of the health visiting service to ensure that it meets the needs of vulnerable children. b. Invest both short term resources for 2017/18 and confirm additional investment for 2018/19 with clear expected outcomes c. Recommission new services as part of the Early help strategy.	RF	CCG/CHC	Mar 18 Mar 18 Apr 19	

9.4	Therapeutic support [Para 65]	d. Work with Child and Adolescent Mental Health Services (CAMHS) commissioners and the looked after children CAMHS team manager to improve social workers' awareness of, and access to, therapeutic support for children and young people. E Review the capacity and provision of looked after children CAMHS, ensuring it is responsive and meets the needs of children and young people, including how the CAMHS pathway with social care works.	ST	CCG Health and Wellbeing Board Joint Commissioning Executive	Apr 19 Apr 19	
9.5	Accommodation for care leavers [Para 89]	Increase the supported living capacity within the borough for care leavers, specifically for young people who are living in houses of multiple occupancy. Provide regular reports on the impact of improving accommodation for care leavers to the Corporate Parenting Panel.	MM	Housing providers Voluntary sector	Ongoing from Dec 17	
9.6	JSNA [Para 104]	a. Review and strengthen the JSNA to ensure that it accurately reflects the needs of children who need help and protection, looked after children, care leavers and children with disabilities. b. Evaluate the impact of the Joint Strategic Needs Assessment (JSNA) in commissioning decisions and strategy development	RF	Health and Wellbeing Board Joint Commissioning Executive	Mar 18 Sep 18	
9.7	JSNA [Para 104]	Develop ways to better involve children, young people, carers and families in the commissioning process, learning from best practice elsewhere.	SI	CCG Joint Commissioning Executive	Jun 18	

What good looks like:

- All children that go missing from home or care are offered a return home interview and the majority are completed
- Children and families can access advocacy and independent visiting services
- The JSNA and sufficiency statement outline the needs of local children and young people in need of early help and protection, looked after children, care leavers and children with disabilities
- Commissioned services respond to and meet the needs of local children, young people and families in need of help, care and protection
- All providers have shared understanding of the outcomes they are seeking to achieve and how that supports children and families

What we hope children will say:

- When I was going missing, people stepped in to help me and make me safer
- When I felt unwell someone from the mental health team helped me get back on track
- When it is was time for me to leave care, I was able to move into accommodation that suited me

What we hope staff will say:

- We understand how providers support the work we do and how to access their services

- We commission enough services to meet the needs of children and families
- When we need to get access to CAMHS for looked after children we can do this quickly

What we hope partners will say:

- Services for children and young people in Croydon meet local needs
- I understand my contribution and how other services support the work we do with children and young people
- I understand how to access services for children and young people

Partnerships

10. Improve Croydon Children Safeguarding Board (CSCB) and strengthen partnership working

Senior Responsible Officer (SRO): Barbara Peacock (BP)

10. Improve Croydon Safeguarding Children Board and strengthen partnership working - Ofsted recommendations and identified issues

'The CSCB is inadequate. It has not fully established effective arrangements for discharging its statutory functions. In particular, it does not understand the experiences of children and young people locally, and has failed to sufficiently monitor and evaluate the effectiveness of frontline practice.' [LSCB executive summary, p. 33].

Ofsted recommendations 113-117

- Discharge of statutory functions and responsibilities
- Understanding the lived experiences of children and young people
- Monitoring and evaluation of front-line practice
- Early Help Strategy
- Embedding learning from serious case reviews
- Use of procedures around CSE and Missing among practitioners

No.	Issue [Ofsted Ref]	Actions	Lead	Partner involvement	By when	Progress RAG
10.1	Discharging statutory functions [Para 118]	Review the membership of the Board and Executive Group to ensure that the CSCB is fit for purpose, meets statutory functions and that the work is focused on clearly identified priorities. To include: a. Establish Executive Group with senior level representation from 3 safeguarding partners, local authority, police, clinical commissioning group and Education b. Agree remit of Executive Group including strategic leadership and oversight of CSCB improvement plan and transition to new local safeguarding arrangements (Children and Social Work Act 2017)	DS	All partners	Oct 17 Dec 17	

		<p>c. Executive Group to review the CSCB and Sub Groups to ensure compliance with 'Working Together 2018'.</p> <p>d. Review and rationalise sub-groups. Establish clear remits and terms of reference to ensure these are focussed on the priorities and outputs/outcomes are evidenced and impact positively on front line and families.</p> <p>e. Evaluate the impact on frontline practice through:</p> <ul style="list-style-type: none"> • Neglect Audit • CSE Audit • SCR Action Plans • Thematic Reviews 			<p>Feb 18</p> <p>Apr 18</p> <p>Apr 18</p>	
10.2	Discharging statutory functions [Para 118]	<p>a. Strengthen the Board's relationships with other key partnerships/groups and identify cross-cutting issues and priorities.</p> <p>Ensure active links are maintained with the;</p> <ul style="list-style-type: none"> • Safeguarding Adults Board • Community Safety Partnership • Health and Wellbeing board <p>b. Clarify the CSCB's role in overall partnership approach to vulnerable adolescents. See action 6.5 and link to outcomes of Local Strategic Partnership (LSP) review.</p>	DS	LSP Independent Chair Health and Wellbeing Board Community Safety Partnership Safeguarding Adults Board	<p>Feb 18</p> <p>Mar 18</p>	
10.3	Discharging statutory functions [Para 118]	<p>Establish and agree clear expectations for all CSCB partners and ensure senior level engagement. Support and encourage all board members to robustly monitor, scrutinise and evaluate the work of all partners, establishing a climate of constructive challenge. To include:</p> <ul style="list-style-type: none"> • Agree and clarify understanding of 'constructive challenge' • All partners to recommit to CSCB Compact agreement • Identify and agree with partners data to be routinely provided as part of CSCB multi-agency data set • Secure partnership commitment to multi-agency audit 	DS	All partners	Mar 18	
10.4	Discharging statutory functions [Para 118]	<p>Introduce an induction programme for Board members, which clearly outlines the roles and responsibilities of board members (e.g. challenge and monitoring impact on outcomes for children).</p> <ul style="list-style-type: none"> • Board awareness induction pack and presentations offered to all agencies 		All partners	May 18	

		<ul style="list-style-type: none"> Board member induction 				
10.5	Discharging statutory functions [Para 118]	<p>a. Introduce a culture change approach at the 2017 CSCB Development Day to promote increased rigour, challenge and prioritisation. Engage the CSCB in development of, and commitment to, the Children's Improvement Plan.</p> <p>b. Implement a culture change programme through a series of CSCB development events to improve the effectiveness of the CSCB.</p>		All partners	Nov 17	
					Jul 18	
10.6	Learning from SCRs [Para 128]	<p>a. Review and revise the learning improvement framework to ensure that it is focused on the priorities of the Board and the learnings from serious case reviews.</p> <p>b. Ensure that learning from SCR's informs improvements in frontline practice and establish arrangements for evaluating the impact.</p>	MF	All partners	Feb 18	
					May 18	
10.7	Monitoring practice/imp act [Rec 113 & Para 120]	<p>Establish effective quality assurance arrangements, ensuring a balance between quantitative performance information and qualitative learning from audits, practice information and feedback from children, young people and families.</p> <ul style="list-style-type: none"> Establish regular feedback loop from CYP and frontline staff including the use of existing forums Single agency audit reports to include quantitative and qualitative information Triangulate information from CYP, agency feedback and performance data 	MF	All partners	Jul 18	
10.8	Monitoring practice/imp act [Rec 113 & Para 120]	<p>Revise the multi-agency dataset to include appropriate information so that board members can actively quality assure, evaluate and challenge the effectiveness of services.</p> <ul style="list-style-type: none"> Establish agreed performance indicators Executive to scrutinise over-arching data Dataset to include demographic data, performance data and priority improvement data Link with Public Health and Croydon Observatory to provide triangulation and additional source material for the dataset Relevant data to be provided to and monitored by sub-groups 	MF	Council Police CCG	May 18	
10.9	Monitoring practice/imp act	<p>Ensure that the multi-agency audit programme is sufficiently targeted on priority areas and enables the board to monitor, evaluate and challenge frontline practice and its impact on children and families.</p> <ul style="list-style-type: none"> Agree multi-agency audit programme for 2018 	MF	All partners	Feb 18	

	[Rec 113 & Para 120]	<ul style="list-style-type: none"> • Audit programme linked to priorities and learning from SCRs • Re-audit in place to measure effectiveness and improvement 				
10.10	Monitoring practice/imp act [Rec 113, 117 & Para 120]	<p>Use the refreshed Section 11 (s.11) audit tool to develop an accurate understanding of how well partners are safeguarding children, so that essential improvements can be supported and challenged, and quickly put into effect.</p> <ul style="list-style-type: none"> • S.11 Tool introduction to wider partners and agencies • S.11 Challenge Day achieved • S.11 incorporated into commissioning processes • Introduce engagement tools with frontline staff to test effectiveness 	MF	All partners	Apr 18	
10.11	Monitoring practice/imp act [Rec 113, 117 & Para 120]	Maintain a challenge log which clearly details expected improvements, with tight timescales, and offer support and challenge to effect rapid improvements. Clearly record and challenge any blocks so that barriers to improvement are removed.	MF	CSCB Executive	Apr 18	
10.12	Early help services [Rec 11, Para 26]	Ensure all partners are fully engaged in, and committed to, the development of an Early Help Strategy (see action 2.2)	DS	CSCB All partners	Feb 18	
10.13	Early Help Strategy [Rec 116]	Secure partnership support and commitment to the implementation of a new all age Early Help Strategy. Clarify each organisation's contribution to an integrated and joined up approach to early intervention and prevention. (see action 2.2)	DS	All partners	Jun 18	
10.14	Thresholds [Rec 116]	<p>Develop a shared understanding across all partners represented on the board around the application of thresholds and pathways across the partnership.</p> <ul style="list-style-type: none"> • Thematic Review on Neglect, incl. m/a audit & analysis of previous SCRs and Audit • Analysis of no further action (NFA) decisions from MASH by agency • Increase awareness of pathways to support, EH or CSC • Continued delivery of threshold awareness training • Use feedback information and contact analysis to develop further training proposals • Delivery and awareness raising at safeguarding lead meetings 	DS	All partners	Jun 18	
10.15	CSE and missing	Expand and clarify the remit of the child sexual exploitation (CSE) and missing sub-group to provide oversight and improve coordination of all	DS	All partners	Jan 18	

	[Rec 114. Para 123]	vulnerable adolescents at risk of exploitation, gang affiliation, county lines and those who go missing. <ul style="list-style-type: none"> • Revise and expand membership • Provide regular data on relevant groups of young people at risk of missing, CSE and harmful behaviours • Analysis of patterns and trends, plus emerging themes • Establish link between strategic and operational activities • Ensure escalation of risk 				
10.16	CSE and missing [Rec 114. Para 123]	Ensure that agreed procedures to support vulnerable adolescents (e.g. those at risk of CSE and going missing) are applied consistently across the partnership and the Board is able to identify and challenge where required. <ul style="list-style-type: none"> • New London CSE procedures introduced & disseminated • Analysis of the CSE procedures application • Undertake audits to assess impact on children's lives 	DS	All partners	Apr 18	
10.17	CSE and missing [Rec 114. Para 123]	Target workforce learning to increase knowledge, skills and confidence to understand and identify children at risk of CSE and missing. Introduce a system of monitoring and evaluation of training to focus on impact on practice.	MF	All partners	Apr 18	

What good looks like:

- The Local Safeguarding Children Board (LSCB) complies with its statutory responsibilities in accordance with the Children Act 2004 and the Local Safeguarding Children Board Regulations 2006 and The Children and Social Work Act 2017
- The LSCB co-ordinates the work of partners in helping, protecting and caring for children and there are mechanisms in place to monitor the effectiveness of those local arrangements
- Regular and effective monitoring and evaluation of multi-agency front-line practice to safeguard children identifies where improvement is required in the quality of practice and services that children, young people and families receive

What we hope children will say:

- Adults know how to spot when I need help (e.g. my teacher, social worker)
- When I am worried, people listen to me and take me seriously
- When I started to have problems, I was offered help quickly by school and other people
- I am given information about staying safe and know where to get help if I need it
- I feel like my safety and happiness really matters to the people and services who work with me (e.g. my teacher, social worker)

What we hope staff will say:

- I am aware of the purpose and function of the CSCB and I know how it links to my work
- I understand the role of partners (e.g. schools) in safeguarding children and can see that they are actively doing this
- Where failures to protect children occur, we learn (and teach others) so it doesn't happen again and the CSCB provides us with a lot of multi-agency training about these issues

- I feel confident to escalate professional concerns

What we hope partners will say

- I understand my role in keeping children safe in Croydon
- I understand the priorities of the CSCB and how my agency contributes
- I feel that the CSCB is effective in challenging the quality of safeguarding in Croydon

Platforms

11. Establish organisational support and fit for purpose systems that enable high quality social work

Senior Responsible Officer (SRO): Richard Simpson (RS)

11. Establish organisational support and fit for purpose systems that enable high quality social work - Ofsted recommendations and identified issues

Recommendation 2 ‘...Take steps to ensure that ... social workers ... have sufficient time to complete essential work.’

- Organisational support for children’s improvement; creating the conditions for social work to flourish
- Sufficient resource to deliver the improvement plan
- Enabling administrative support
- Fit for purpose recording systems
- Available and accurate operational data

No.	Issue [Ofsted Ref]	Actions	Lead	Partner involvement	By when	Progress RAG
11.1	Creating the conditions for social work to flourish [para 110]	Ensure there is sufficient organisational (corporate) support for children’s services, in order to deliver the actions outlined in the improvement plan at the required pace. This will be focused on creating the conditions for social work to flourish in Croydon.	JN	CSCB	Ongoing	
11.2	Creating the conditions for social work to flourish [para 110]	Ensure that the children’s improvement programme and children’s services is adequately resourced in order to invest in the necessary improvements, and deliver these at the required pace. To include; a. Initial investment in 2017/18 in key areas b. Commissioned financial modelling to support the development of sustainable budget c. Ongoing resource allocation through future budgets	RS	N/A	Nov 17 Feb 18 Feb 18	
11.3	Enabling support [Rec 2, Para 64, 67]	Provision of high quality business support which enables social workers to maximise time spent on direct work with children and families. To include: a. Implementation of quick wins	GC	N/A	Nov 17	

		b. Design and implement new business support model			Apr 18	
11.4	Fit for purpose systems [Rec 2, para 27]	Develop fit for purpose electronic recording systems, processes and workflows that are aligned to the new social work practice model and support good social work practice.	PS	N/A	Oct 18	
What good looks like:						
<ul style="list-style-type: none"> • Social workers are freed from undertaking administrative tasks allowing them to spend more time with children and families • Business support processes are streamlined, with manual processes automated where appropriate, resulting in reduced time spent on administration for social workers and on specific tasks for business support staff • Business Support is flexible to meet the needs of the services • Social workers and Business Support processes are automated and linked to CRS as far as possible • Management and performance information provides ongoing assurances that key actions and support are timely and effective and in timely manner areas requiring focus and review 						
What we hope children will say:						
<ul style="list-style-type: none"> • I see my social worker more often and they keep in contact • My social worker is easy to get hold of when I need him/her • My social worker has time for me 						
What we hope staff will say:						
<ul style="list-style-type: none"> • Business support helps me to do my job • Business support responds to the changing needs of my team/service • I can do my job quicker allowing me to do more for the social care team I support (business support staff) • I am happy with the case recording system (CRS), it is easy to use and helps me do my job • My case records are up to date • Documents are uploaded to CRS easily • I have been trained in using CRS 						

Lead Officers

Each action within the plan will have a lead officer who will be held to account on progress and successful delivery by the relevant SRO. These are outlined in the table below.

LEAD OFFICERS
PS, Philip Segurolo, Interim Director, Early Help and Children's Social Care
JE, Julian Ellerby, Director of Strategy and Partnerships
IL, Iain Low, Head of Early Help and MASH
BP, Barbara Peacock, Executive Director (People-Director of Children's Services)
DS, Di Smith, Interim CSCB Chair
MK, Moira Keen, Head of Children In Need
CB, Caroline Baxter, Assistant Director, 0-65 Disability Service
WT, Wendy Tomlinson, Head of Looked After Children and Resources
DB, David Butler, Director of Education and Youth Engagement
Gill Manton, Head of the virtual school
HD, Hannah Doughty, Head of Targeted Services
JN, Jo Negrini, Chief Executive
SI, Sarah Ireland, Director of Commissioning and Improvement
JHB, Jacqueline Harris-Baker, Director of Law and Monitoring Officer
TS, Tom Stevenson, Head of Quality Assurance
SM, Sue Moorman, Director of Human Resources
MF, Maureen Floyd, CSCB Board Manager
RS, Richard Simpson, Executive Director of Resources and s.151 Officer
SI, Sarah Ireland, Director of Commissioning and Improvement
RF, Rachel Flowers, Director of Public Health
ST, Sam Taylor, Head of Integrated Commissioning Children and Families Partnership
MM, Mark Meehan, Director of Housing Need
GC, Graham Cadle, Director of Customer and Corporate Services

Appendix 1

Our success measures

The tables below set out some of the qualitative and quantitative measures that we will use to monitor the impact of the actions in our plan on children and young people, staff and partners. There is one table for each of the four work streams. These measures include information from performance data (e.g. key performance indicators), practice audits, scrutiny and challenge and, most importantly, the voices of children, staff and partners.

Practice success measures

Practice success measures (Quantitative and qualitative measures to monitor the impact of actions)
1. Ensure consistent, high quality social work practice
<ul style="list-style-type: none">• Feedback from children that they have been supported, listened to and have a good relationship with their social worker• Feedback that staff understand Croydon's practice model, are clear about expectations and have the right tools• Regular auditing to understand practice• % of child and family assessments completed within 45 days• % of children in need (CIN) for whom a visit has taken place in the last 4 weeks• % of children subject to a child protection plan for whom a visit has taken place within the last 4 weeks• % of looked after children for whom a visit has taken place in statutory timescales• % of children in need who had a review in timescales• % looked after children who have had reviews in timescales
2. Improve the quality of practice for children who need early help and protection
<ul style="list-style-type: none">• Feedback from children that their worries are being heard and they understand why Children's Services are involved• Feedback from partners that they understand the Early Help Offer• Audits evidence greater partner involvement in strategy meetings• % of completed contacts received in month actioned within 1 working day• % of re-referrals within 12 months• % of children for whom CPC was held within 15 working days of the strategy discussion• % of child protection plans lasting 2 years or more• Number of cases in PLO• % of cases in legal proceedings concluded within 26 weeks of issue
3. Improve outcomes for looked after children, including planning for permanence
<ul style="list-style-type: none">• Feedback from children and young people around participation in the Children in Care Council

- Feedback from Corporate Parenting Panel that outcomes for looked after children are improving
- % of looked after children with up to date PEPs
- % looked after children who have had reviews in timescales
- % of looked after children under 16 in care for more than 2.5 years in the same placement for 2+ years
- % of annual reviews of foster careers completed on time
- Average time between a child entering care and moving in with adoptive family

4. Improve outcomes for care leavers

- Feedback from care leavers on the support they receive from personal advisors
- Audits show that the quality of pathway plans has improved
- Feedback from Corporate Parenting Panel that outcomes for care leavers are improving
- % of care leavers with an up to date pathway plan
- % of care leavers in employment, education or training
- % of care leavers in suitable accommodation

5. Protect vulnerable adolescents, including those who go missing and those at risk of CSE, serious youth violence or criminal exploitation

- Feedback from children and young people that they have been supported to stay safe
- Audits show that information from RHIs is used to reduce risks of future missing episodes
- Audits show increased use of risk assessment and safety planning for children at risk of CSE
- % of missing episodes that result in an RHI
- % of children offered an RHI
- Feedback from IROs and CPC chairs that risks around CSE, missing and youth violence are discussed in conferences and reviews and sufficient support is in place

People and Performance success measures

People and Performance success measures (Quantitative and qualitative measures to monitor the impact of actions)
6. Strengthen leadership and governance
<ul style="list-style-type: none">• Feedback from staff around leadership, communications and involvement• Positive feedback from children and young people around increased engagement and involvement• Feedback from partners on improved strategic relationships• Feedback from the judiciary around improved relationship and quality of court work• Scrutiny and Corporate Parenting Panel minutes demonstrate robust challenge, follow up on actions and discussions on the impact for children and young people
7. Develop a stable and skilled workforce
<ul style="list-style-type: none">• Feedback from staff that they are proud of their work and proud to work for Croydon• Feedback from ASYE's that they are well supported• Feedback from children and young people about their social worker• % of looked after children that have been in care for 12+ months, that have had same social worker for last 6 months• Average caseload per social worker (and breakdowns for each team/service)• Average caseload per newly qualified social worker (ASYE)• Social worker vacancy rate• % of permanent staff across workforce
8. Strengthen management oversight and ensure robust quality assurance and performance management
<ul style="list-style-type: none">• Staff receive regular supervision• Feedback from staff that feedback from audits helps to improve their practice• Feedback from managers that they are able to use data effectively to improve team/service performance• % of cases with management footprint in last 90 days• % of cases with supervision record in last 90 days• Audits show increased management footprint on case files, including supervision and better recording of key decisions• Audits show increased challenge from CPC chairs and IROs to reduce risk and prevent drift and delay
9. Strengthen strategic commissioning
<ul style="list-style-type: none">• % of missing episodes that result in an RHI• Number of missing episodes in the month• Practice audits show that information from RHIs is used to reduce risks of future missing episodes• Uptake of advocacy services• Uptake of independent visitor services• Feedback from children who have accessed advocacy and independent visiting services

- Health visiting data (e.g. increase in no. of families seen)
- Increase number of children accessing therapeutic support through looked after CAMHS
- % of care leavers in suitable accommodation
- Feedback from care leavers on supported living accommodation

Partnerships success measures

10. Partnerships success measures(Quantitative and qualitative measures to monitor the impact of actions)

- Minutes from board, executive and subgroup meetings demonstrate evidence of robust monitoring, scrutiny and evaluation of safeguarding practice of all partners
- Partners feedback that they are clear about their role and that the culture of CSCB promotes effective challenge, rigour and evaluation of impact
- CSCB's multi-agency data set provides accurate and timely information that enables accurate evaluation of the effectiveness of services
- Practice audits provide evidence that enables CSCB to scrutinise, monitor and evaluate the effectiveness of frontline practice and the impact on outcomes for children and young people
- Challenge log identifies issues of concern that have been raised and evidence of the impact on improvement
- Reduction in % referrals that result in no further action (NFA)
- Minutes show improved partnership understanding of patterns and trends relating to vulnerable adolescents and better understanding of effective early intervention and prevention
- Practice audit and performance data demonstrates consistent application of CSE and 'missing' procedures
- Practice audit and training evaluations show that learning from SCRs and learning and development activity is having an impact on frontline practitioners across the partnership

Platforms success measures

11. Platforms success measures (Quantitative and qualitative measures to monitor the impact of actions)

- Positive feedback from staff on the level of corporate/oranisationl support for Children's Services
- Finance data evidencing investment in improvements (e.g. finance tracker)
- Future budget allocation (2018/19)
- % of looked after children reviews in timescales
- % of children subject to a child protection plan for whom a visit has taken place within the last 4 weeks
- % of looked after children for whom a visit has taken place in statutory timescales
- Practice audits show improved record keeping (e.g. more documents scanned onto CRS)
- Practice audits show improved minute taking in key meetings (e.g. child protection conferences and panels)
- Positive feedback from frontline staff on improvements to business support
- Positive feedback from business support that they feel there are making a difference
- Positive feedback on recording system (CRS) and mobile technologies

Appendix 2

CHILDREN'S IMPROVEMENT PLAN ON A PAGE

OUR WORK STREAMS



PRACTICE

PEOPLE AND PERFORMANCE

PARTNERSHIPS

PLATFORMS

OUR VISION



CHAMPION FOR CROYDON'S CHILDREN – THE FUTURE IS THEIRS

OUR PRIORITIES



1. Ensure consistent, high quality social work

2. Improve the quality of practice for children who need early help and protection

3. Improve outcomes for looked after children, including planning for permanence

4. Improve outcomes for care leavers

5. Protect vulnerable adolescents, including those who go missing and those at risk of CSE, serious youth violence or criminal exploitation

6. Strengthen leadership and governance

7. Develop a stable and skilled workforce

8. Strengthen management oversight and ensure robust quality assurance and performance management

9. Strengthen strategic commissioning

10. Improve Croydon Safeguarding Children Board and strengthen partnership working

Including;

- Understanding the lived experiences of children and young people
- Monitoring front-line practice
- Partnership engagement in Early Help
- Embedding learning from SCRs
- Multi-agency approach to neglect
- Vulnerable adolescents strategy

11. Establish organisational support and fit for purpose systems that enable high quality social work

Including;

- Organisation-wide support for children's improvement
- Sufficient resource to deliver the improvement plan
- Enabling administrative support
- Fit for purpose recording systems

OUR ACTIONS



Develop new social work practice model

Deliver recruitment campaign

Engage partners in developing Early Help Strategy

Streamline CRS workflows

OUR SUCCESS MEASURES



What children say

What staff say

Audit feedback

Performance indicators

What partners say

Self assessment



