



Children, Young People and Families Scrutiny Panel

11 November 2018

Report title	Children and Young People Service Improvement Plan 2018-2019 Quarter 2 Update	
Cabinet member with lead responsibility	Councillor Paul Sweet Children and Young People	
Wards affected	All	
Accountable director	Emma Bennett, Director of Children's Services	
Originating service	Children and Young People	
Accountable employee(s)	Louise Haughton	Principal Social Worker
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Report to be considered by	Children Leadership Team	25 October 2018

Recommendation(s) for action or decision:

The Scrutiny Panel is recommended to:

1. Consider and challenge progress on delivery of the 2018-2019 Children and Young People Service Improvement Plan.

1.0 Purpose

- 1.1 This report provides a progress update on delivery against the 2018-2019 Children and Young People Service Improvement Plan to the end of quarter two (Appendix One). A performance report is also attached (Appendix Two).

2.0 Background

- 2.1 The vision for Children and Young People Services is to develop respectful and empowering relationships with children, young people and families, to ensure children are at the centre of everything that we do and to have high aspirations and high expectations of our staff and the families with whom we work.
- 2.2 The Children and Young People Improvement Plan was approved by Strategic Executive Board on 5 June 2018 and Scrutiny Panel for Children and Young People on 20 June 2018.
- 2.3 The plan is broken down by service area (with abbreviated references numbers) and each area's Head of Service has overall responsibility for delivering the actions identified for their area. Progress against delivery of the plan is updated quarterly by the Children and Young People leadership team. A covering report on the progress of the plan is submitted to the Children and Young People leadership team and Children, Young People and Families Scrutiny Panel after quarter two (November 2018) and at the end of the year for quarter four (June 2019).
- 2.4 Please note that the heading of "Looked After Children" from the previous submitted report has now been changed to "Children and Young People in Care" and any reference to "LAC" has been removed, as per the request of the Children in Care Council.

3.0 Progress against 2018-2019 Improvement Plan (Appendix One)

- 3.1 At the end of the second quarter, most actions are on track and some have been completed.
- 3.2 The audit framework has been revised and a pilot took place in September 2018 (**PMQA 1.4, 3.2**). It is planned that during practice weeks, which will take place twice per year, senior managers and members of the Quality and Improvement Team will spend a full week within teams. The practice weeks will consist of completing case file audits, observing practice (team meeting, conferences, meetings with families, etc.) and sitting next to employees in the team room talking about cases, case decision, and getting an overall feeling of how members of staff feel about working for the City of Wolverhampton Council.
- 3.3 The pilot of this was received very positively and the first full week will take place in November 2018. Further practice weeks will then follow on from February 2019. Because of this new framework, it has been agreed that the audit champion role (**PMQA 3.1**) will be disbanded.

- 3.4 The service is on track to increase the take-up of funded two and three-year-old nursery places as this service continues to be promoted to ensure that families who qualify for this service are aware of the offer. Additionally, there is a full-time worker within Early Intervention who helps parents obtain employment. In line with this, the service is working closely with housing to reduce the number of families facing homelessness/eviction (**EI 4.1**).
- 3.5 There has been improvement in the take-up of family group conferencing for families who have an unborn baby subject to a child protection plan (**SSS 1.2**) as well as for families where young people are accessing short breaks at Upper Pendeford Farm (**SSS 1.3**). Uptake of the offer is 83% in the quarter two (50% in quarter one) and 30% in quarter two (8% in quarter one) respectively. While there is still room for improvement, this shows a positive change. The service is hoping that by targeting the most appropriate families, the use of family group conferencing can help families to find solutions which will lead to better outcomes.
- 3.6 While the necessary policies and procedures for Keys to Inspiration Children and Young People in Care Assessment Centre have been completed (**SSS 3.4**) a delay in getting Ofsted registration has delayed the hiring and opening processes (**SSS 3**).
- 3.7 An interim service manager was appointed in October 2018 who will review every child/young person who is subject to a child in need or child protection plan to ensure that the current level of intervention is appropriate (**CiN/CP 1.1**).
- 3.8 Early Permanency continues to be a focus and this financial year we have approved an additional 11 connected carers (**CiN/CP 3.2**) and there have been 11 revocations of care orders where children were placed with their parents (**CYPIC 1.3**). This has allowed children and young people to remain in their families or with family friends with minimal or no social work intervention.
- 3.9 The Inclusion Support service is focused on ensuring that all Wolverhampton schools are trained in the "Getting it Right" approach, which will help delegates identify children and young people who have social, emotional and mental health needs (**IS 2.1**). As of the end of the second quarter, six courses have been offered and 140 delegates from 38 different schools have been trained. This has been viewed as a positive opportunity by 99% of delegates.
- 3.10 A priority of the Children and Young People in Care service is to enable children and young people to live safely within families without ongoing social work intervention (**CYPIC 1**). We are moving in the right direction regarding the number of Special Guardianship Orders successfully applied for (seven so far this year **CYPIC 1.1**).
- 3.11 The Youth Offending Team are actively engaged with the Safer Wolverhampton Partnership in the development of the new Serious Violence & Exploitation strategy. This work, alongside other partnership working relationships, is leading to a greater

coordination between Children's Services and organisations working with gang affected young people and families (**YOT 3.1**).

- 3.12 A key priority for the safeguarding service is to ensure that the voice of the child is evident within children and young people in care reviews (**SG 2**). To do this, a pilot of a new children and young people in care review process, including updated paperwork, is underway. It is anticipated that the new process and paperwork will be rolled out around April 2019.
- 3.13 The workforce development plan has been reviewed to ensure that it supports the development of a capable and competent workforce (**WFD 1**). This action has been completed apart from ongoing work to develop an approach to working with teenagers (**WFD 1.3**), for which work is in progress.
- 3.14 The service is continuing to work toward embedding restorative practice across the workforce (**WFD 2**). The People Leadership Team have received training (**WFD 2.2**) and work continues to fully embed Restorative Practice principles and practice throughout the service.
- 3.15 There are three areas which have been marked as "amber", or at risk of not being completed within the agreed upon timescales.
- 3.16 **PMQA 1.1 and 1.2** are around using performance data alongside audit findings in order to align qualitative audit findings with performance data. Work is underway to complete audits through a SharePoint site which will allow audit findings to be immediately incorporated into the performance dashboard which will achieve these objectives.
- 3.17 The service will use video examples to further embed restorative practice across the workforce. Videos of a mock supervision and mock family meeting have been recorded (**WFD 3.3**) but communications still need to edit the videos to ensure they ready for publication.

4.0 Financial implications

- 4.1 There are no direct financial implications as a result of this report.
- 4.2 Any costs associated with the improvement plan will be contained within existing budgets within the Children and Young People's Service area.
[NM/23102018/Z]

5.0 Legal implications

- 5.1 There are no direct legal implications arising from the report.
TC/25102018/Z

6.0 Equalities implications

6.1 The Children and Young People Service provides support to the whole community, including the full range of diverse groups. The Improvement Plan highlights how the City of Wolverhampton Council will ensure that the workforce is highly skilled and has the knowledge and resources needed provide a high-quality service to the community.

7.0 Environmental implications

7.1 There are no environmental implications arising from this report.

8.0 Human resources implications

8.1 Parts of the improvement plan are dependent upon recruitment and/or retention. However, there are no other human resources implications.

9.0 Corporate landlord implications

9.1 There are no Corporate Landlord implications arising from this report.

10.0 Health and Wellbeing Implications

10.1 The Children and Young People service improvement plan aims to support improved outcomes, therefore improved wellbeing, for children, young people and families who require help and support.

11.0 Schedule of background papers

11.1 Report to Scrutiny—20 June 2018. Children and Young People Service Improvement Plan: 2017-2018 - Update on Progress and 2018-2019 Improvement Plan.