

**CSSIW Inspection Report on the Arrangements for Looked After Children and Young People
in Bridgend County Borough Council
Action Plan**

Feedback Areas for Improvement	Action Planned	Completion Date	Lead Officer
1. The authority should consider developing a range of information for children and young people becoming looked after and how it can promote its accessibility.	This action is being addressed through the LAC Work wise project. As part of the review it is being proposed that a “web based” approach to information be the future goal but work is being undertaken by the sub group to review the current information provided and update this as “word” documents.	Dec 2012	Group Manager, Service Provision & Adoption Team Manager
2. Continue to improve consistency in the quality of core assessment.	Informal and formal supervision will continue to take place to address quality. Staff are now required to complete core assessments by day 32 to allow time for the manager to check, give feedback and sign off and allow the social worker time to share the assessment with the family. The senior practitioner role is to be strengthened to provide capacity for mentoring, co-working and support to the team. Workwise project has identified work streams	Sept 2012 Jan 2013 Sept 2013 April 2013	Group Manager, Case Management, Group Manager, Assessment & Transition, & Principal Workforce Development Officer

	<p>to revise ICS documentation. It has been noted that workers have to complete 2 core assessments for court cases – an ICS and court narrative one as the courts do not accept ICS versions. This is being addressed to avoid duplication of work, whilst improving quality of the assessment. Discussions ongoing with colleagues in legal services and the court user groups to agree changes and share proposals with WG before revised versions go live.</p>		
<p>3. Ensure that decision making is clearly recorded and information from statutory visits is evidenced on children and young people's files.</p>	<p>Workwise project has identified work streams to revise ICS documentation. Included within this work is the revision of statutory visits recording on DRAIG to improve how information is accessed and recorded.</p>	<p>Nov 2012</p>	<p>Group Manager, Case Management, Group Manager, Assessment & Transition, Principal Workforce Development Officer & Group Manager, Safeguarding & Quality Assurance</p>
<p>4. Continue to improve the permanency planning for looked after children and young people ensuring that the consideration of their views is included in care planning.</p>	<p>Workwise project has identified work streams to revise ICS documentation. Included within this work is the revision of LAC documentation and processes. In the future permanency planning will be included in the</p>	<p>Mar 2014</p>	<p>Group Manager, Service Provision, Adoption Team Manager & Group Manager,</p>

	<p>social worker and team manager report prior to the LAC review. Current ICS documentation only required information to be recorded by the IRO.</p> <p>As part of the LAC project/Workwise review, the arrangements for Accommodation Panel have been reviewed and amended; a spreadsheet has been developed that will indicate when a case needs to be presented to Panel to discuss permanence.</p>		Safeguarding & Quality Assurance
<p>5. Improve on the consistency in quality of care plans and reviews ensuring they reflect assessments. Have a better focus on recording the views of children and young people with a proactive approach to the prevention of drift.</p>	<p>The Authority is undertaking feasibility studies to consider the use of dongles. This will allow social workers to use their laptops whilst out in the field to complete recordings and share documentation with children and families.</p> <p>Senior practitioner role to be strengthened to provide capacity for mentoring, co-working and support to the team and the team manager to improve the quality of care planning.</p> <p>The Workwise project is also reviewing the core assessment documentation to consider where improvements can be made to the pro forma and the recording of addendums to assessments to improve the quality of the assessment, analysis and care planning.</p>	<p>Dec 2013</p> <p>Sept 2013</p> <p>Apr 2013</p>	<p>Group Manager, Case Management, Group Manager, Assessment & Transition, & Principal Workforce Development Officer</p>
<p>6. Develop a more coherent and consistent system for the independent reviewing officer</p>	<p>Part of this has been picked up under the LAC Workwise review and revision of LAC</p>		<p>Group Manager, Safeguarding &</p>

<p>service to monitor and report care planning.</p>	<p>documents. Feedback forms have also been developed for Independent Reviewing Officers to complete after every LAC review. In addition to reporting on the appropriate PIs the service will also report directly to the Head of Service in quarterly meetings.</p>		<p>Quality Assurance & Independent Reviewing Officer</p>
<p>7. Increase the focus of a preventative and proactive approach to health and education support for looked after children and young people.</p>	<p>Health – ABMU HB LAC health forum meetings although currently on hold will be re established when a named BCBC representative has been identified. These meetings are a mechanism to inform service planning and delivery, and are intended to develop systems and standards which facilitate the effective engagement of looked after children in improving their health. Following a holistic health assessment a health care plan is generated for each child. The health plan sets out how health needs identified in the assessment will be addressed, including intended outcomes for the child, measurable objectives, the person responsible for each action and the timescale for achieving this. Children looked after are given appropriate health education advise that will enable them to make healthy choices regarding their lifestyle in the future. Education – regular meetings between Group Manager, Safeguarding & Quality Assurance, Manager, Looked After Children – Education (LACE) and colleagues from</p>	<p>Continuing</p>	<p>Group Manager, Case Management, LAC Health Visitors, Group Manager, Safeguarding & Quality Assurance & Manager, LACE</p>

	<p>Education to continue. These meetings identify actions linked to key PIs for education which have seen improvements in supports made available to children at key stage 2, 3 and young people considering further education.</p> <p>It will also continue to address joint work to increase educational stability and achievement</p>		
<p>8. Ensure the availability and consistency of advocacy services for looked after children and young people particularly while significant changes are take place across Wales.</p>	<p>Bridgend is currently the lead provider in a regional multi agency project involving 5 local authorities and two health boards, i.e. Bridgend County Borough Council, Vale of Glamorgan County Borough Council, Cardiff City Council, Neath Port Talbot County Borough Council, Swansea City Council, Abertawe Bro Morgannwg University Health Board, Cardiff and Vale University Health Board. The overall aim of this project is to develop a Regional Advocacy Service by planning, developing and implementing advocacy services for children and young people across the region. The project is designed to ensure universal access to advocacy services through a single point of access for all children and young people, but to also provide specialist advocacy services for the most vulnerable children and young people including children and young people who are looked after. Whilst this work is</p>	<p>Apr 2013</p>	<p>Group Manager, Case Management, Acting Principal Officer, Disability & Early Intervention & Principal Officer, Commissioning</p>

	being undertaken, arrangements remain unchanged with a service continuing to be commissioned from Tros Gynnal.		
9. Guidance for the support of independence skills for looked after children and young people should be developed.	This will be picked up through the Just Ask + project workstreams in conjunction with Newbridge House and Bridgend Foster Care.		Group Manager, Service Provision & Team Manager, Just Ask Plus
10. Improve the communication system with children's services' staff so that they have a better understanding of the aims of the looked after children and young people projects and can contribute better to service planning and implementation.	<p>An all service meeting has taken place when presentations were delivered on all strategic developments taking place across the service were delivered. These included the following developments and initiatives.</p> <ul style="list-style-type: none"> • The Looked After Children's Project • The Connecting Families Service • IFSS • Adoption and Fostering • Workwise Project. • Collaboration Projects. • The Regional Advocacy Project. • YOS Developments. • Just Ask + <p>Further briefings for managers and practitioners will take place periodically.</p>	Ongoing	Head of Safeguarding & Family Support
11. Communicate the outcome of the ongoing review of the workload of the safeguarding teams to all staff.	Group manager of Case Management meets with safeguarding team managers together and individually on monthly basis to consider actions required to alleviate identified pressures.	Apr 2014	

	<p>Service considering move to 5 team model to decrease the number of direct reports to team managers and to facilitate move out of Sunnyside into the community and locality based hub offices.</p> <p>Weekly monitoring of caseloads will continue to identify individual pressures within the teams.</p>	Sept 2012	
12. Introduce a system to ensure that the outcomes and lessons learned from case file audits have been implemented.	A performance and development manager will be appointed to lead on the development of this system to ensure that thematic findings are identified, shared with managers and practitioners and areas for improvement addressed through training.		Group Manager, Safeguarding & Quality Assurance & Principal Workforce Development Officer
13. Develop a system to ensure that policies and procedures for looked after children and young people are regularly reviewed.	<p>Workwise project has identified work streams to revise ICS documentation. Included within this work is the revision of LAC documentation and processes.</p> <p>Policies and procedures in relation to LAC that link with fostering, adoption and residential will be addressed by the relevant service area. The managers will be responsible for the review of these documents as they require review as part of their inspection along with the relevant Group Manager.</p>		<p>Adoption Team Manager & Group Manager, Case Management.</p> <p>Principal Officer, Accommodation & Regulated Services & Group Manager, Service Provision</p>
14. Members should have the opportunity to			Head of

meet with children's services' staff individually on a systematic basis.			Safeguarding & Family Support & Corporate Parenting Committee
15. Consider how corporate influence could further improve the opportunities available to looked after children and young people.			Corporate Parenting Committee