

WILTSHIRE DCE - OFSTED INSPECTION ACTION PLAN

NO	PRIORITY ACTION	ACTION TAKEN	PLANNED ACTION	TIMESCALE	RESPONSIBLE OFFICER/S
1	CAF is securely embedded to support early intervention & improved outcomes for Children & Young People		<ul style="list-style-type: none"> • Number of CAF's received to be captured as part of data reporting • Draft protocol between CAF & Social Care Teams to be ratified • Threshold document to be circulated and partner events to be arranged • Joint work to be developed with CAF coordinators 	<p>October 2010</p> <p>October 2010</p> <p>October & November 2010</p> <p>September 2010</p>	<p>Andrew Swanson (Care first) / Amelda Nelson (HOS)</p> <p>Amelda Nelson (HOS) & Sharon Davies (SD)</p> <p>Amelda Nelson (HOS)</p> <p>Amelda Nelson (HOS) & Team Managers R&A</p>
2	Contacts – to ensure management oversight is sufficient in ensuring all contacts are systematically and consistently recorded on Care First	Admin support for each R&A team increased by 1 additional FTE	<ul style="list-style-type: none"> • Weekly management oversight of all contacts & referrals • Weekly management data reports 	<p>Immediate</p> <p>September 2010</p>	<p>Team Managers R&A and CSG</p> <p>HOS / Debbie Starr / Linda Cox</p>

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			<ul style="list-style-type: none"> • Threshold training for all R&A Teams • Review of all work, service delivery and throughput in R&A 	<p>September 2010</p> <p>September 2010</p>	<p>HOS / Team Managers</p> <p>HOS / Team Managers</p>
3	Achieve a consistent quality of Initial and Core Assessments	<p>Reviewed Care First Template of Initial and Core Assessment</p> <p>Reviewed current Audit Tools</p>	<ul style="list-style-type: none"> • Training for R&A and EDS staff on Recording on Care First • Redrafting audits tools to facilitate learning; improve practice & quality • Recording of all audits on Care Firsts 	<p>September 2010</p> <p>September 2010</p> <p>September 2010</p>	<p>Rebecca Barson (HOS)</p> <p>Amelda Nelson (HOS) Team Managers R&A and CS</p> <p>Team Managers R&A and CSG / HOS / LSCB Safeguarding Team</p>
4	Authorisation of Initial Assessments must comply with statutory guidance		<ul style="list-style-type: none"> • Amendments to Care First to evidence child is seen and management overview of all Initial Assessments 	September 2010	Amelda Nelson (HOS) and Andrew Swanson

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			<ul style="list-style-type: none"> • Amendments to the reviewing of CIN Plans to 6 weeks • Progression of CIN Plans to Core Assessments to be made at 6 weeks with management oversight • Weekly data reports on IA's, CIN Plans and Core Assessment activity 	<p>September 2010</p> <p>September 2010</p> <p>September 2010</p>	<p>Team Managers R&A and CSG</p> <p>Team Managers R&A</p> <p>Debbie Starr & Care First Team</p>
5	<p>Improve the quality of Children In Need Plans to ensure level of risk, decisions made and actions taken are clearly recorded</p>	<p>IA format template reviewed</p> <p>Additional text box included on Care First for views to be recorded</p>	<ul style="list-style-type: none"> • Format of Core Assessment to be reviewed to improve care planning • Training on completion of IA's & CA • CIN Plans to be included within the audit process 	<p>September 2010</p> <p>September 2010 / rolling</p> <p>October 2010</p>	<p>Amelda Nelson (HOS) Rebecca Barson (HOS) Andrew Swanson (Care First)</p> <p>Rebecca Barson (HOS)</p> <p>Amelda Nelson (HOS) Rebecca Barson (HOS)</p>
6	<p>Ensure all assessments reflect consideration</p>		<ul style="list-style-type: none"> • Care First to include field re 	<p>October 2010</p>	<p>Andrew Swanson (Care First)</p>

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	cultural, ethnic, religious, sexual orientation and other diversity needs		<p>race, gender, sexuality, religion & disability</p> <ul style="list-style-type: none"> • Equality Impact Assessment to be completed including team business plans • Staff to access corporate e-learning equality & diversity training • HIV training and Care Plans to be rolled out to staff jointly with Adult Services • Recording of ethnicity to be mandatory field for completion on Care First 	<p>October 2010</p> <p>October 2010</p> <p>November 2010</p> <p>September 2010</p>	<p>Shirley Gounder (HOS)</p> <p>Shirley Gounder (HOS) Rebecca Barson (HOS) Team Managers R&A and CSG Team Managers</p> <p>Rebecca Barson (HOS)</p> <p>Team Managers R&A and CSG</p> <p>HOS Care First</p>
7	Increase admin support capacity with the two Referral & Assessment Teams	Admin support for each team increased by additional FTE to all R&A Teams	<ul style="list-style-type: none"> • Training for all admin staff in data processing to improve quality, efficiency & effectiveness 	September/October 2010	Rebecca Barson (HOS) Amelda Nelson (HOS) Care First Team

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			<ul style="list-style-type: none"> • Establishing of throughput standards and team/service targets for admin staff 	September 2010	Amelda Nelson (HOS) Rebecca Barson (HOS)
8	To ensure systematic performance and monitoring of systems in place in both Referral and Assessment Teams supported through systematic audit processes which influence improving effective practice	A review of systems in R&A Teams	<ul style="list-style-type: none"> • Performance management information to inform planning, announced inspections readiness and service delivery • Review of audit tools • Case file audit schedule 	September / October 2010 September/October 2010 October 2010	Shirley Gounder (HOS) Amelda Nelson (HOS) Rebecca Barson (HOS)
9	Supervision and appraisal must be in accordance with Council Policy re timescale and must evidence practice, challenge, direction, decision making on both the personal file and Care First case recording	Training Needs analysis completed Peer supervision	<ul style="list-style-type: none"> • Critical Supervision training planned for Team Managers & Staff • Supervision file audits 	October 2010 October 2010	Rebecca Barson (HOS) Team Managers R&A and CSG Amelda Nelson (HOS) Rebecca Barson (HOS)

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			<ul style="list-style-type: none"> • Training & Development Portfolios 	October 2010	Team Managers R&A and CSG
10	Ensure child protection level 3 training is available to all social workers as required. To ensure Joint Investigation training is available to all social workers working in the Referral & Assessment, CDT and EDS teams on a regular basis. To ensure Key Worker training is provided as a separate training area.	Rolling programme led by LSCB	<ul style="list-style-type: none"> • Child Protection Training Level 3 • Joint Investigation training • Newly qualified social workers professional development programme • Key Worker training 	September 2010 October 2010 September 2010 Rolling programme September 2010	Rebecca Barson (HOS) Rebecca Barson (HOS) Rebecca Barson (HOS) Janet Wilson Rebecca Barson (HOS)