

CHILDREN AND YOUNG PEOPLE'S SOCIAL CARE SERVICE IMPROVEMENT PLAN - PROGRESS REPORT

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REASON FOR ITEM

This report aims to provide a summary of the status of the CYPS Service Improvement Plan as at February 2016. The Plan gives an overview of all of the key areas of activity and details of the current stage of improvement work within Children and Young People Social Care. Within the context of the Department's overall plan, this paper sets out progress against each work stream and the performance measures used. In summary, the plan is substantially completed and on track to meet service objectives set in March 2015.

SUGGESTED COMMITTEE ACTIVITY

It is recommended that the Committee notes the development of the Service Improvement Plan and progress undertaken to date and comments as appropriate on the direction of travel and pace of improvements within the service.

INFORMATION

Background

1. In March 2015, the Children's Social Care Services Improvement Plan (SIP) (refer to appendices) was developed using the Transformation Children's Pathway work streams. The SIP acknowledges the urgency required to deliver better outcomes for children within Hillingdon. It enhances the work already completed as part of the Ofsted Improvement Plan 2014 and ensures that recent improvements are sustained and built upon. At that time, the service was characterised as having a high turnover of staff, high caseloads and an inconsistent level of service delivery. The main objective of the plan was, therefore, to stabilise the service by prioritising recruitment, improving the service structure and delivering key statutory services to a consistently high standard. The plan contained seven work streams with performance measures, milestones and key targets for each area of the Service:

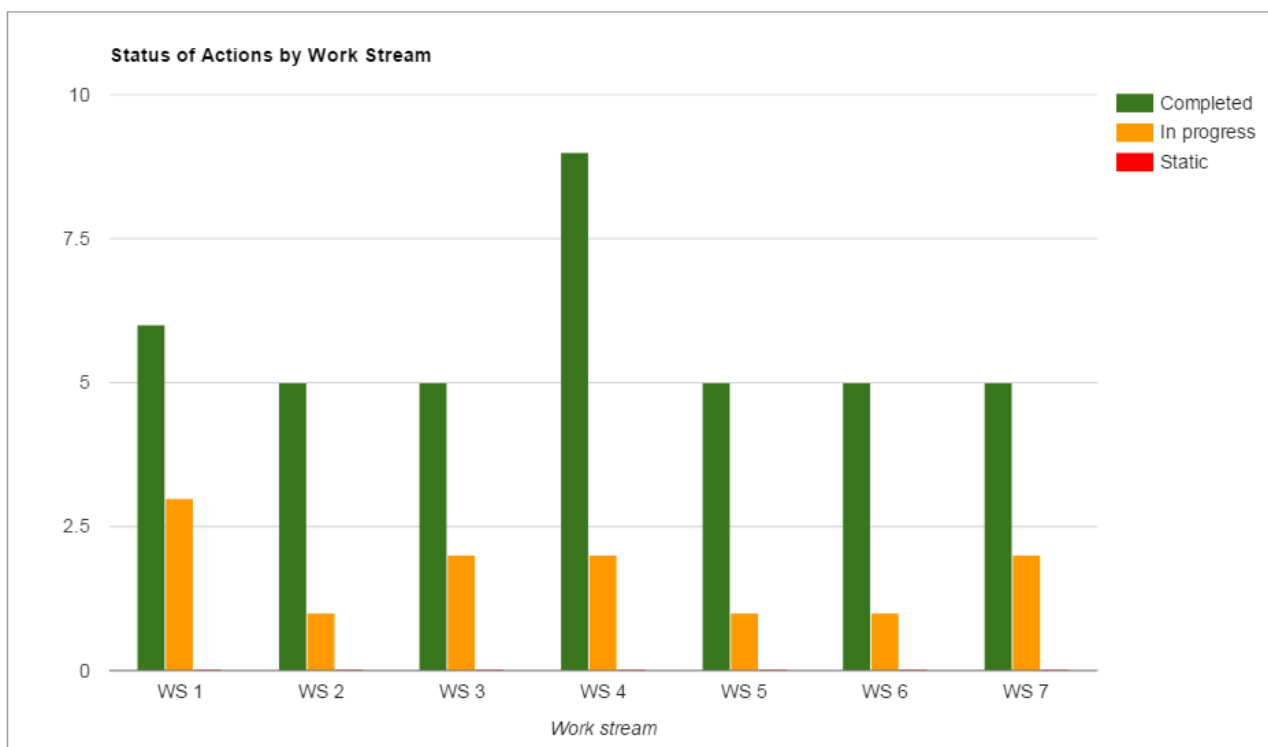
- 1) Workforce Development;
- 2) Improving Triage, MASH and Referrals & Assessment;
- 3) Improving social work practice within the Children's Social Work Teams;
- 4) Improving outcomes for Looked After Children & Young People;
- 5) Improving the quality of Fostering & Adoption provision;
- 6) Embedding new ways of working and improved practice management arrangements; and
- 7) Effective Quality Assurance.

Progress Summary

2. Since the last update to the Committee in October 2015, the service has been progressing well to complete actions across all work streams. The table and graph below summarise the progress which has been made since the Service Improvement Plan was introduced in March 2015 across each of the 7 work streams.

	Total No of Actions	Completed	In Progress	Static	% Completed
Jul 2015	52	Reporting mechanism being developed to monitor progress against each action			
Oct 2015	52	25	27	0	48%
Jan 2016	52	40	12	0	77%

Summary Table



Graph depicting actions by work stream

3. The graph shows that steady progress continues to be made against all **52** actions in the Plan, with **40** actions **COMPLETED**, **12** actions **IN PROGRESS** and **0** are **STATIC**. This shows that **77%** of actions in the Plan have been **COMPLETED**. The Assistant Director and Project Manager continue to meet with Service Managers on a monthly

basis to update, challenge and track progress against the Plan. The CYPS Dashboard, produced by the Performance & Intelligence team, has also been provided to the Committee (refer to appendices) as evidence of service stability and continued improvement.

4. In October's update to the Committee, it was acknowledged that service improvement activity for the Early Intervention Service was also planned. This part of the Service has been undergoing major change during 2015/16, including the development of a service delivery model, which is designed to support and dovetail with that of Children's Social Care. Although the Early Intervention Service is not a formal part of the CYPS Service Improvement Plan, progress within Early Intervention is closely monitored by the DCS and his Senior Management Team to ensure there is a close synergy between the two service areas. Plans are now in place to incorporate the Early Intervention Service into the planning cycle for 2016/17, so that there will be a single CYPS Service Plan developed for the forthcoming financial year. The recommendations which were issued following the Committee's major review of the Early Intervention Service will be incorporated into next year's Service Plan.
5. The 2015/16 Service Improvement Plan will be concluded by the end of March 2016 and a final report submitted to the Committee in April 2016. The Children's Services Business Plan for 2016/17, which will include specific actions related to Early Intervention Service, is currently being developed and will initially be presented to the Committee as part of the next update.

PAPERS WITH THE REPORT

Appendix 1 - London Borough of Hillingdon Children's Social Care Improvement Plan 2015/16.

Appendix 2 - Children's Social Care Improvement Action Plan 2015/16.

Appendix 3 - CYPS Dashboard.

Appendix 4 - Glossary.