

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 April 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 our performance measures. In summary, the plan is substantially completed and any outstanding actions will form part of the 2016/17 service plan.

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

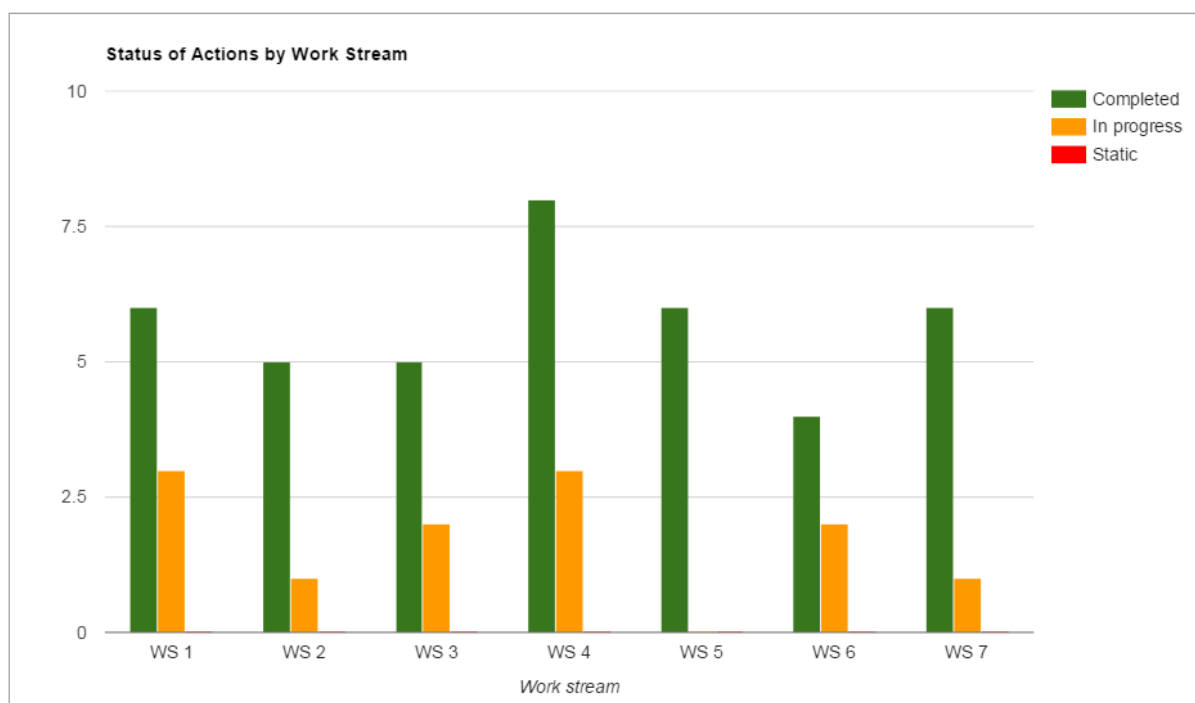
1. In March 2015, the Children's Social Care Services Improvement Plan (SIP) (refer to appendices) was developed using the Transformation Children's Pathway work streams. The SIP acknowledges the urgency required to deliver better outcomes for children within Hillingdon. It enhances the work already completed as part of the Ofsted Improvement Plan 2014 and ensures that recent improvements are sustained and built upon. At the 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 7 work streams with performance measures, milestones and key targets for each area of the Service, they are:
 - 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.

Quarterly 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. Detailed narrative concerning progress against each outcome can be found in [Appendix 2](#).

	Total No of Actions	Completed	In Progress	Static	% Completed
July 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%
4th April 2016	52	40	12	0	77%

Summary Table



Graph depicting actions by work stream

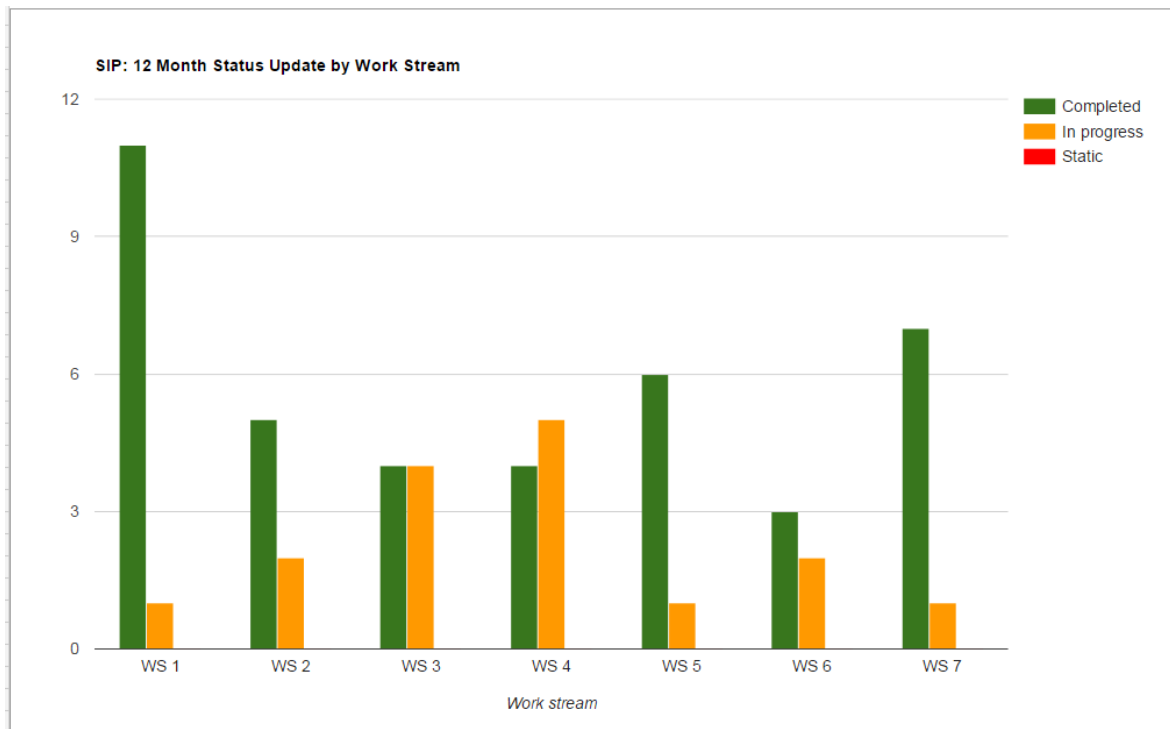
3. Out of **52** actions in the Plan, **40** actions have been **COMPLETED**, **12** actions are **IN PROGRESS** and **0** are **STATIC**. This shows that **77%** of actions in the Plan have been **COMPLETED**. The Assistant Director and Project Manager continue to meet with Service Managers on a monthly basis to update, challenge and track progress against the Plan. All remaining actions which have not been completed will be tracked and monitored as part of the 2016/17 service plan. The graph shows that progress since January to March has remained the same. Most of the actions which are still ongoing are due to be completed by end of March / April 2016 and were still being completed at the time of this report.

SIP 12 Month Progress Update

4. To provide a more detailed overview of the progress against each of the 7 work streams, the SIP contains a measurement of progress at 6 months and at 12 months. Our progress at 6 months was reported to the Committee in October 2015. The graph overleaf contains our progress against these measures at 12 months. The graph follows the same principles as the Action Plan i.e. progress is measured against a RAG rating which highlights whether an action is **COMPLETED**, **IN PROGRESS** or **STATIC**. Detailed narrative concerning progress against each outcome can be found in [Appendix 3](#).

	Total No of Actions	Completed	In Progress	Static	% Completed
4 th April 2016	56	40	16	0	71%

Summary Table



Graph depicting actions by work stream

5. From the graph we can see that out of **56** projected outcomes, **40** are **COMPLETED**, **16** are **IN PROGRESS** and **0** are **STATIC**. This shows that **71%** of actions in the Plan have been **COMPLETED**. Progress against these measures is also discussed with Service Managers and is being scrutinised and tracked on a regular basis. All remaining actions which have not been completed will be tracked and monitored as part of the 2016/17 service plan.

BACKGROUND PAPERS

1. London Borough of Hillingdon Children's Social Care Improvement Plan 2015/16 (**Appendix 1**).
2. Children's Social Care Improvement Action Plan 2015/16 (**Appendix 2**).
3. 12 month progress against Children's Social Care Improvement Plan 2015/16 performance measures (**Appendix 3**).
4. Glossary of terms used (**Appendix 4**).