

REPORT TO: Children, Young People and Families
Policy and Performance Board

DATE: 5 September 2011

REPORTING OFFICER: Strategic Director Children and
Enterprise

SUBJECT: Ofsted/CQC Inspection Action Plan

WARDS: All

1.0 PURPOSE OF THE REPORT

1.1 This report seeks to inform Members on the development of an action plan to continue and further improve on the work around Safeguarding and Looked After Children's services in Halton that was highlighted as 'Outstanding' or 'Good' in all areas by Ofsted and CQC inspectors in February 2011.

2.0 RECOMMENDATION: That

- 1. CYP PPB note the excellent outcome of the Ofsted & Care Quality Commission Inspection of Safeguarding & Children in Care .**
- 2. CYP PPB endorse the action plan and receive a further progress report in January 2012.**

3.0 SUPPORTING INFORMATION

- 3.1 All local authority areas nationally will be assessed by Ofsted and the Care Quality Commission (CQC) for its Safeguarding and Children in Care services within an announced multi-agency inspection during the three year period from June 2009.
- 3.2 In preparation for Halton's inspection, a multi agency working group was established in 2009. This group had wide membership from the beginning from the Council and its partners, who all saw the inspection process as a real opportunity to test progress across all agencies in delivering high quality services for vulnerable children and young people.
- 3.3 Halton's inspection took place in February 2011. Halton was graded as 'Outstanding' for 10 elements and 'Good' for 12 of the 22 criteria. This places Halton Borough Council and its partners among the top performing local authority areas in the country.
- 3.4 The inspection report highlights the robust systems in place locally and the strength of partnership working across Halton within children and young people's services. The inspection report can be accessed via the following link <http://www.haltonpartnership.net/childrenstrust/index.php/plan-2009-11>

- 3.5 An action plan was developed following the inspection to ensure that work continues to bring further improvements to Safeguarding and Looked After Children's services within Halton, particularly focusing on areas highlighted by the inspection. This action plan has been endorsed by and is being monitored through both the Halton Safeguarding Children Board and Halton Children's Trust to ensure that the areas highlighted for improvement are fully addressed and embedded in practice. The action plan is being regularly updated as progress is achieved and the latest action plan can be found under Appendix A.
- 3.6 Significant progress has already been made in the following areas. For instance, the need to ensure greater consistency in quality of core assessments and ensuring case supervision offers challenge and direction. Effective Supervision and Coaching and Mentoring training for managers has also commenced.
- 3.7 In respect of shared actions with our partners, the Children in Care Council has linked up with a neighbouring authority to share best practice and adopt a 'new approach'. The Primary Care Trust has also taken decisive action to address the areas for improvement in regard to safeguarding training and has prepared a report on the health of Looked After Children.
- 3.8 The outcome of this inspection strongly reflects the overall upward trajectory across a range of performance indicators. It is anticipated that this trend is highly likely to continue, given the outstanding capacity for improvement and leadership and management that Ofsted recognised during the inspection.

4.0 POLICY IMPLICATIONS

- 4.1 Although Halton's inspection report is amongst the best in the country, the Council and its partners are working together to make further improvements to Halton's services within safeguarding and for Looked After Children, particularly focusing on the actions identified within the report. The Council and its partners are using this to ensure that there is no complacency following such a successful inspection and we continue to jointly make improvements. To ensure this happens, the action plan will be continually monitored through the Halton Safeguarding Children Board and Halton Children's Trust.

5.0 OTHER IMPLICATIONS

- 5.1 Work on meeting the action plan will support other assessment and inspection processes for Halton Borough Council and its partners.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

- 6.1 **Children & Young People in Halton**

Progressing the action plan will support work to meet each the Children's Trust's priorities.

6.2 Employment, Learning & Skills in Halton

None

6.3 Healthy Halton

The Care Quality Commission (CQC) element of the inspection focused on the Health aspects of Safeguarding and Looked After Children services. The Primary Care Trust coordinated this part of the inspection, which again was undertaken with the full support of all partner agencies. Similarly, Health are taking a lead on the CQC aspects of the action plan, supported by partners.

6.4 Safer Halton

The Safer Halton Partnership has close two-way links with Halton Safeguarding Children's Board and was kept fully informed and represented appropriately during inspection preparations and the inspection itself. Members of the Safer Halton Partnership from both children's and adult's services are also supporting the meeting of each element of the action plan.

6.5 Halton's Urban Renewal

None

7.0 RISK ANALYSIS

7.1 Failure by Halton Borough Council and its partners to draw up and work towards meeting the action plan following the inspection would have greatly increased the risk of much less successful inspections in the future.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 Inspectors praised the robust equality and diversity procedures in place in Halton for Halton Children's Trust and Halton Safeguarding Children Board during the inspection. No specific issues were raised and appear in the action plan within Appendix A, but work on all equality and diversity issues is continuing through the Children's Trust's Equality & Diversity Group.

9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

Document	Place of Inspection	Contact Officer
Ofsted / CQC Inspection of Safeguarding and Looked After Children's Services in Halton – February 2011 Halton Report	Grosvenor House, Runcorn	Nigel Moorhouse



Appendix A - Ofsted & Care Quality Commission Announced Inspection of Safeguarding and Looked After Children
7th – 18th February 2011
ACTION PLAN

No.	Area for Development	Source	Action	Lead Responsibility	Timescale	Progress
1.	Ensure that case supervision offers challenge and direction to social care practice and that this is accurately reflected in written case consultation records.	Ofsted	Case consultation form to be revised to assist managers to improve recording.	Vicky Buchanan	Immediately	Completed
			Audit of Practice days to look at quality of case consultation records.	Paula St Aubyn	31 st May / 31 st August 2011	Completed for May audit.
			Annual Audit of supervision files to look at quality of case consultations.	Paula St Aubyn	31 st August 2011	July 2011: Audit scheduled to take place during the week beginning 23 August 2011.
			All Managers to attend Effective Supervision Training.	Vicky Buchanan / Chris Taylor	31 st March 2012	On target. One course complete and a further one planned for Sept/Nov

2.	Ensure that the full minutes of child protection conferences & reviews are promptly distributed.	Ofsted	Full minutes will be distributed within 15 working days of the conference/review.	Paula St Aubyn/Janice Kenny	Immediately	100% of minutes throughout Quarter 1 have been sent out in timescales and robust processes are in place to ensure this standard continues. However, 2 key skilled members of admin staff are currently absent through sickness (not work related). Whilst other admin staff are assisting the Unit this will present challenges for Quarter 2. This will be a standard reporting in each future quarterly report.
			To be monitored and reported on a quarterly basis to HSCB	Paula St Aubyn/Janice Kenny	Quarterly	Information contained in Quarter 1 report to HSCB. Completed.
3.	Ensure that the quality of core assessments and plans for children in need and children in need of protection is consistently good and fully addresses both risk and protective factors as well as the implications of the family history.	Ofsted	Core assessments and CiN / CP plans to be a focus of audit of practice days.	Paula St Aubyn	Immediately	Completed during May audit. Qualitative focus on assessments will continue in subsequent audits.
			Principal / Practice Manager to ensure key issues are addressed before authorising Assessments and plans	Vicky Buchanan	31 st May / 31 st August 2011	Principal and Practice Managers authorise all assessments are constantly striving to improve quality and ensure key issues addressed. This is within the context of increasing volumes and pressures around timescales.

			Workshops to be delivered in line with Tools for Children and Families to focus on Core Assessments, CiN Plans and CP plans.	Vicky Buchanan	31 st August 2011	Tools for Children and Families have been re -launched and cover all issues identified. The current programme is set to run for 18 months to ensure all social workers have an opportunity to attend.
4.	Ensure that young people who have been looked after receive the record of their health history.	Ofsted / CQC	Agreed format for the maintenance of health records to be introduced.	Christine Taylor/Sandra Campbell	Immediately	Records being maintained but revised format delayed in order to explore possible electronic option. Complete by October. Health and LA colleagues have met about this and there is to be a consultation event on health with the children in care council during the summer. We are showing them some options. Likely to end up being 2 things A) document for use during care B) Information to be given at the end of the care period with a copy in a child's social care records as back-up. Partially Completed
5.	Take steps to ensure that a greater proportion of looked after	Ofsted	Establish dedicated support for the CiC Council	Christine Taylor	30 th June 2011	Completed. Dedicated support established and review of Children in Care Council taking place.

	children know about the children in care council in order to widen the membership and maximise the potential of this group to contribute to improving outcomes for looked after children.		Information on Children in Care Council to be prepared and sent to all children in care aged 10+	Christine Taylor/Laura Gallon.	30 th June 2011	Revised leaflet being developed with young people. Complete by September.
			Newsletter to be prepared by young people already engaged with the Council and circulated to children in care and staff	Laura Gallon	30 th June 2011	To be prepared with young people and distributed with the leaflet. Complete by September.
			Plan an age appropriate event for those children in care aged 7-10	Wendy Maguire/Laura Gallon	31 st July 2011	On target. 3 drop in events planned for the summer holidays with further consultation at those events on future themes.
6.	NHS Halton & St Helen's and the HSCB must ensure that the consenting	CQC	Policy for consent for immunisations for looked after children to be reviewed and ratified appropriately.	Sandra Campbell/ Karen	30 th June 2011	CQC: LA revising the paperwork for medical consent which will then be ratified. setting up half day trainings for the end of September for HVs and SNs to go over this and provide

	processes for looked after children are fully embedded including the administration of child health immunisations and vaccines.		Relevant community services staff to be trained regarding updated policy.	Worthington/Pat Byrne/Chris Taylor/Julie Banat/ Lesley Brownlow	30 th June 2011	examples of good practice re health assessments. The lead in the council has been asked to circulate copies to health so that they can send them out for each child to GPs and nurses. This will mean that there is something within a health record to explain who can sign. Consent is being delegated to carers for most things. The 2 day training covers consent and the revised information will be included on future courses. Partially Completed
7.	Ensure that the correct consent is provided for children and young people receiving immunisations and vaccinations in school to avoid delay and maintain the confidentiality of looked after children	Ofsted	Brief social workers on the importance of timely submission of consent documents.	Christine Taylor/Sandra Campbell	30 th June 2011	Completed. Work to continue on developing as robust system as possible. CQC: See response to Action 6.
Ensure all foster carers have appropriate consent documentation.			Wendy Maguire/Jo Morris	30 th June 2011	Completed but will be subject to change due to new Delegated Authority requirement which is gradually being introduced.	
Revise ICS forms to reflect appropriate consent delegation to foster carers.			Peter Cartledge	30 th June 2011	All Children in Care ICS forms that have been developed in CareFirst 6 are fully compliant with the 2010 CiC Care Planning Regulations and incorporate Foster Carers Delegated Responsibility. Completed.	

8.	Establish systems to clearly identify within NHS Halton and St Helens staff development needs including the level of safeguarding training required.	Ofsted / CQC	Develop a system to identify staff development needs including level of safeguarding training required for the post by June 2011.	Alison Johnson/Marie Fairbrother/ Charlie Whelan/Ann Dunne	30 th June 2011	<p>A matrix plan for adults and children to identify which staff groups require which level of training has been developed and linked to Working Together and the Inter Collegiate documents 2010.</p> <p>Workforce data collated by divisions and disseminated to Divisional Managers and Service Leads together with the criteria for them to complete the TNA which has been completed and returned to L&D (17/06/11).</p> <p>The Learning and Development team have established close links with the training providers and Safeguarding Children Named Nurses to ensure all training data is forwarded to L+D and captured on the training database (OLM).</p> <p>A level 1 workbook has been developed and is currently being piloted with Walk In Centre staff. This will ultimately be rolled out across the organisation.</p> <p>The OLM system is configured to capture and report on training for levels 1-3.</p> <p>A training programme is in place for staff and advertised in the Learning and Development Bulletin.</p> <p>An E-learning package is now available for level 1 and level 2; the</p>
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						later has been recently introduced. Work is ongoing with Safeguarding leads with regards to future direction / future requirements. Completed.
9.	Ensure that there is formal evaluation of the impact of safeguarding training within NHS Halton and St Helens.	Ofsted / CQC	Develop a formal evaluation tool to assess impact of safeguarding training by June 2011.	Marie Fairbrother/ Alison Johnson/ Carmel Farmer	30 th June 2011	<p>A training validation form has been developed to enable trainers to evaluate their training. It was trialled on 29 June 2011 and will be rolled out for all level 1, 2 and 3 Safeguarding Children training.</p> <p>A validation report will be done after all of the level 1, 2 and 3 training to ensure the impact of this training is formally evaluated. Training on how do complete the report will be given by the Learning and Development Team to the Named Nurses. It will then be the responsibility of the individual trainers to complete the report.</p> <p>Completed.</p>
10.	Ensure that an annual health report for looked after children is produced and presented to the	Ofsted / CQC	Annual Health Report for Looked after Children to be produced and presented to relevant health and Partnership boards by June 2011.	Sandra Campbell	30 th June 2011	Both councils have had access to the report and there have been minor changes – needs to be presented to both safeguarding Boards. Partially Completed

	relevant statutory health and partnership boards as required by regulations.		System to be developed that ensures this is an annual process.	Sandra Campbell	30 th June 2011	
11.	HSCB must ensure that there is a robust notification system in place in order that general practitioners submit reports on time to child protection conferences.	CQC	Robust system developed and implemented by June 2011 to enable General Practitioners to submit reports on time to child protection proceedings.	Jane Lunt/Charlie Whelan/Tracey Holyhead/Paula St Aubyn	30 th June 2011	<p>Initial Conferences: The system has been reviewed and meetings have taken place between the LSCB, the Primary Care Team / PCT and GP Practices in order to address this. There is further work to be done to facilitate each practice having a secure email address that initial conference notifications can be sent to in order to speed up the process – there are security / technical considerations to take into account and the PCT and LA IT experts are working on these. In the mean-time - a number of practices will be piloting a standard procedure to ensure that requests are dealt with in a timely manner.</p> <p>Review Conferences: GP's and all other agencies already have 10 or more weeks notice of these and no change to this part of the process is required.</p>

						<p>July 2011: A Working group met 20th June and CH is now a member. GP Practice Safeguarding Standards will be launched at the GP Protected Learning Time Event in September 2011. The Primary Care Team and others are working with GP practices to ensure processes are in place to respond promptly to requests for conference reports. Work is ongoing re ensuring GP practices have secure emails in place to receive confidential information – IT leads for health and the LA / CSC are continuing to work on reaching a satisfactory resolution to this. In the meantime there will be an interim measure in place to facilitate reports being requested and submitted in a timely manner. Partially completed.</p>
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12.	The Halton council must ensure that there is a robust notification system in place in order that looked after health staff and general practitioners are aware in a timely manner of all new looked after children within the authority.	CQC	Robust system developed and implemented by June 2011 by HBC to ensure that looked after health staff and GPs are aware in a timely manner of all new looked after children in within the authority.	Sandra Campbell/ Chris Taylor	30 th June 2011	<p>Completed. System in place but work continues to ensure the system is as robust as possible. The Designated Nurse for LAC has requested that admin colleagues place all notifications in one folder so that a record can be maintained and feedback given to the LA. The LA are drawing up a group e-mail notification process to assist with this so that all health staff / GP's are informed about new LAC. See update from the LA (CT).</p> <p>Council administrator for LAC in place until 31.8.11. Business case passed by health and permanent post about to be advertised internally. Partially complete.</p>
13.	NHS Halton & St Helen's must ensure nothing impedes the successful	CQC	Interviews and appointment to the named GP post completed by June 2011.	Steve Cox/Jane Lunt	30 th June 2011	Designated Doctor in post- Service Level Agreement developed between employing organisation and PCT for 11/12. In longer term, there will be a review of role in light of Munro review

	recruitment to the designated doctor and the named general practitioner (GP).		Recruitment plan for the designated doctor role to be completed by May 2011.	Steve Cox	31 st May 2011	and revised Working Together guidance in late 2011. July 2011: Bridgewater Community Healthcare Trust has appointed a Medical Director who will also act as Named Doctor. Meeting set up with this person to discuss Halton perspective for August 2011.
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Note: This version of the action plan as of 22.7.11