

## Peer Review Action Plan June 2013

THEME	ISSUE	ACTIONS REQUIRED	RESPONSIBLE OWNERS	TIMESCALE	RISK/PRIORITY RATING	UPDATE
<b>Effective practice, service delivery and the voice of the child areas for consideration</b>	Safeguarding Procedures remain out of date on the website	Completion of Tri X procedures.	C Fleming	End Feb	Green	Completed. New procedures on TSCB website and old links closed down.
		Review of local links as the procedures accessed were not the ones on the TSCB website.		End March		
	MARAT – threshold and capacity issues	Put Tri X procedures on TSCB website.		April		
	MARAT – threshold and capacity issues	Review threshold for accepting referrals in MARAT and analyse capacity of the team to respond.	C Rooney	End March	Amber	Threshold for MARAT reviewed but is being monitored.  Work group in place for review of threshold document
		Review threshold guidance linked to the new Working Together 2013		July 2013		
	Helpfulness of	Review practice of MARAT as	C Rooney	On-going	Amber	Feedback from

	MARAT may be preventing agencies from taking responsibility	above and linked to the Social Work health check and governance reports for MARAT visits				governance visits and social work health check considered. Query around MARAT working discussed with schools. View is that current helpfulness should continue but we need to focus more effectively on diverting cases into early help with more specific advice given.
	Concerns raised by some partners about support to 16+ Children In Need	Review support to CIN aged 16 plus but being realistic about the role of social care at this age as part of our wider review of CIN work	Heads of service MARAT and Area Family Support Teams	July 2013	Amber	Review of CIN work is in progress. Meeting to be held in July to consider initial

						feedback.
	Information Sharing – access to ICS by other partners	Develop further information sharing and access agreements on a need to know/case by case basis. Agreements are in place with YOS and Children’s Centres.  ICS access protocols to be reviewed	Cathy Rooney (Caldicott) and Michelle Peel (Information governance)  Neil Forrester (ICS)	End August	Amber	Jill Colbert contributed to ICS policy being developed
	Participation of young people is still developing	Sign off and launch participation strategy  Agree and implement an implementation plan for increased participation of young people	John Pearce  John Pearce with Mark Bailey	May  July	Green	Participation strategy complete and launched on 24 <sup>th</sup> May  Participation Board established with first meeting held. Implementation plan completed

						and shared with partners
<b>Outcomes impact and performance management areas for consideration</b>	No over-arching Performance Management Framework	Source framework and agree a Trafford version linked to the performance information already in place and future information that should be added.	John Pearce	End April	Amber	Framework drafted and shared with SLT. Still needs to be populated for 2012-13 and agreement is still needed about the additions for 2013-14
	No over-arching service user views strategy	Agree a system and structure for obtaining service user views in a way that information can be analysed linked to the performance framework	John Pearce	End April	Amber	Stockport service user feedback system has been obtained and adapted with surveys of young people and parents and carers happening in June. A system has been

						<p>agreed as to how this can be completed on an annual basis.</p> <p>Agreement has been given for the purchase of the Outcomes Star model for feedback from service users but agreement is still needed about how this will be used.</p>
	<p>Making the Munro shift from outputs to impact and outcomes</p>	<p>The performance framework which includes outcomes, plus service user feedback developments should be used to inform evidence of impact.</p> <p>Discussions to be held with heads of service about how to encourage practitioners to think</p>	<p>Charlotte Ramsden/ Carol Baker-Longshaw</p>		<p>Amber</p>	<p>Development of service user feedback system is helping with the increased awareness of impact.</p> <p>Discussions</p>

		<p>about impact in all services</p> <p>All meetings around early help, CIN, CP and CIC to ensure they consider the impact of service support which can be evidenced in minutes.</p> <p>Partner agencies to be engaged in the development of thinking around what positive impact looks like</p>				<p>held with heads of service who are promoting awareness of impact with services.</p> <p>Service user feedback from CP and CIC meetings is being developed</p> <p>Partners are engaged in the discussion via the early help strategy and the work on Stronger Families. Manchester University may assist with work with the voluntary and community</p>
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						sector around measuring impact and this is being explored currently.
	Understanding the outcomes of Early Help	<p>Review impact of Early Intervention pathway in Area Family Support Teams.</p> <p>Ensure revised CAF includes outcomes monitoring and a monthly report is needed to show the impact of the use of CAF</p>	<p>Charlotte Ramsden</p> <p>Carol Baker-Longshaw</p>	July	Amber	<p>West area panel has been analysed but the other panels have not.</p> <p>Draft CAF report has been produced and shows outcomes as to whether cases de-escalate or progress to higher levels of service. This is currently being developed further</p>

	Quality assurance of equality and diversity practice	<p>The revised performance framework needs to include analysis of needs and provision linked to diversity.</p> <p>Evidence of diversity practice is needed.</p> <p>The existing equality documents are to be converted into a strategy with an action plan</p>	John Pearce	July	Amber	<p>Diversity strategy being developed.</p> <p>Analysis of equality data is being progressed for the end of year data and will be available by locality.</p> <p>Diversity practice is recorded in case notes but further work is needed with teams to ensure this is clear.</p>
<b>Working together including the health and wellbeing board areas for consideration</b>	Use of CAF is low and quality is reported to be variable / weak	<p>Improved monitoring of CAF use to be developed on a partnership basis.</p> <p>Quality assurance audit to be</p>	Charlotte Ramsden		Amber	<p>Monthly data report drafted and is being finalised.</p> <p>Quality</p>



		<p>undertaken of open CAFs</p> <p>Use of CAF to be encouraged via CAF steering group and CAF champions linked to the early help strategy</p> <p>All CAFs to be included in the monitoring report as at present those completed for the SEND pathfinder and Stronger families are excluded.</p>				<p>assurance audit is underway.</p> <p>CAF champions group is established.</p> <p>Early help strategy has been launched but detailed implementation plan is still needed and will be finalised for the Children's Trust Board in July.</p>
	<p>Family CAF implementation requires hearts and minds shift and embedding within clear Early help Strategy</p>	<p>Initial training programme for revised CAF system to be completed and then rolling training plan finalised</p> <p>Incorporate review of CAF implementation into Early Help</p>		<p>April</p> <p>June</p>	Amber	<p>Initial training programme completed and trained 600 professionals. Rolling training programme is now agreed and training is</p>

		<p>implementation plan</p> <p>CAF steering group to continue to drive engagement with CAF</p>				<p>taking place.</p> <p>CAF champions group in place and CAF implementation is being reviewed at each meeting of the CAF steering group. The numbers have not increased to date when CAF is not linked to a dedicated work programme such as stronger families</p>
	<p>Some confusion about thresholds amongst partner</p>	<p>Threshold documents are to be reviewed in line with the revised Working Together.</p>	<p>Cathy Rooney</p>		<p>Amber</p>	<p>Working group in place to review the threshold</p>

	agencies	<p>Early help Strategy to encourage dialogue around thresholds with partners</p> <p>MARAT actions around referrals should assist with this clarity</p>	<p>Charlotte Ramsden</p> <p>Cathy Rooney</p>			<p>documents and combine them into one.</p> <p>Early Help strategy states the thresholds clearly and early help workshops have been held by the TSCB and as part of the launch of the early help strategy</p>
	TSCB provides insufficient challenge to partners and has low visibility	<p>TSCB to review business plan and performance information to ensure they reflect the increased expectations of a LSCB, and develop a full performance framework</p> <p>TSCB to develop the role of the business manager to provide greater challenge for and engagement with partners</p>	Catherine Fleming	July	Amber	<p>Business plan has been reviewed and updated to reflect revised priorities</p> <p>Performance framework to reflect standard TSCB business and business</p>

		TSCB to develop the role of challenge in a small authority with strong partnership working and demonstrate how it is asking the difficult questions of partners				<p>plan priorities has been drafted for sign off in July</p> <p>New TSCB business manager has been appointed</p> <p>Increased role has been given to the Director of Commissioning to promote an increased scrutiny role for the TSCB and the performance sub- committee has been strengthened</p>
	Poor interface/joint working with adult facing services (mental health,	Joint working group to be established across adult and children's safeguarding boards to	JP	July	Amber	Critical friend work is being undertaken between the

	<p>substance misuse, long term conditions, whole family working)</p>	<p>progress shared issues</p> <p>New adult rep to be identified for the TSCB</p> <p>Performance information from adult services around substance misuse and domestic violence to be built into the performance framework</p> <p>Engagement with adult services to be further progressed via the early help strategy and in cases open to social care</p>				<p>TSCB manager and the acting designated nurse for adult services to help plan performance information and increased joint working.</p> <p>A meeting of both Chairs and JP and LH to take place shortly.</p> <p>Full review of Adult safeguarding board now underway and will feed into this work.</p>
	<p>Partnership working can be over dependent on personal</p>	<p>Develop the performance structure to review partnership working in a more objective way.</p>	John Pearce	July	Amber	<p>Draft performance framework completed for</p>

	relationships	<p>Implement the early help strategy to increase the use of systems in partnership working</p> <p>Complete the section 11 audit to gain assurance about organisational working around safeguarding</p>	<p>Charlotte Ramsden</p> <p>John Pearce and Helen Wilson</p>			<p>the TSCB in July. Draft CYPS framework developed and work being undertaken to populate it.</p> <p>Early help strategy launched but implementation will be an on-going process</p> <p>Section 11 audit completed and results being analysed for TSCB in July</p>
<b>Capacity and managing resources areas for consideration</b>	Strategic approach to managing demand requires further development	<p>3 year data analysis for social care to show changes to demand for high levels of intervention to inform demand management</p> <p>Roll out of early help strategy with the aim of longer term demand management across all</p>	<p>John Pearce</p> <p>Charlotte Ramsden</p>		Amber	<p>3 year data analysis being undertaken for the end of July</p> <p>Early help strategy launched and</p>

		<p>services</p> <p>Sufficiency analysis for CIC to be finalised</p> <p>Info Trafford data to be analysed for overarching messages about demand for all CYPS services including education linked to population changes and increase in child population</p> <p>Integrated commissioning to be further developed to inform demand predictions in key services with a view to further resource planning and demand management.</p>	<p>Ged Crowther</p> <p>John Pearce</p> <p>John Pearce</p>			<p>being implemented</p> <p>CIC sufficiency document drafted and needs finalising and presenting at SLT after discussion with commissioners</p>
	<p>Greater priority to CIN work in Family Support Teams – capacity and performance</p>	<p>Review of CIN work at social care threshold to inform baseline position and what work is needed.</p> <p>3 year analysis of work to inform</p>	<p>Charlotte Ramsden and Carol Baker-Longshaw</p>	<p>September</p>	<p>Amber</p>	<p>CIN review underway with first report in July</p> <p>3 year analysis</p>

	systems	changes to demand  Development of Early Help teams in the Area Family Support Teams to bring a more co-ordinated approach to early help linked to CIN at social care threshold  Increased use of monitoring systems to inform the engagement with work at CIN level and any capacity issues				underway to report at end of July  Consultation for the 4 <sup>th</sup> Area family Support Team and the early help teams is underway and implementation is planned for September  CIN monitoring of case numbers is in place but monitoring of compliance is still being developed
	Developing a detailed understanding of	Performance framework should address this issue. Need to ensure the right data is collated	John Pearce	July	Amber	This is being addressed as part of the new



	the needs of and outcomes for different communities in Trafford which are not locality based	and analysed within the revised framework				performance management framework
	Improve Access to CAMHS and Mental Health services – CIN and. EH	<p>Audit Programme developed which includes Caseload Audit; Re-referrals audit</p> <p>CAMHS to be co-located into AFST with core MA Services and YOS the Consultation commenced in July 2013 and is due to complete Sept. Multi-Agency co-location will strengthen prevention and early help.</p> <p>CAMHS CQUIN target for 13/14 includes achieving improving patient experience and the impact which of course involves improving access. .</p>	CBL/Ken McDonald	Nov	Amber	Audit Programme being agreed across PCFT and standard data sets agreed. CQUIN Project Plan agreed at Q1.
	Understanding the impact of welfare reform on individual	Needs assessment completed but further work is needed to break this down into impact on families	Jayne Stephenson		Amber	Further work is needed to establish links with borough-

	families	Trafford Assist has been launched as a positive and comprehensive response to people in need in Trafford due to benefit changes and this includes families	Jo Wilmott			wide work
<b>Vision strategy and leadership areas for consideration</b>	Comprehensive Early Help Strategy required	Early Help Strategy to be completed and launched. Work already underway	Charlotte Ramsden	July	Green	Draft launched in May and will be signed off by both the TSCB and Children's Trust Boards in July following the opportunity for any final amends after consultation  Implementation plan being prepared for the Children's Trust Board
	Communications	"Strapline with our vision" IT & digital media staff resources Keeping a brand CYPS – communicating with CYP Clearer comms nationally	John Pearce		Red	Development of new website for CYPS as part of a new CFW website is being

		Vision 2015 communicated Proper launch Comms strategy				progressed but has been delayed due to capacity in the Comms team. Urgent meeting to be convened with Lynda Fothergill.
	Challenge role now expected of LSCBs is underdeveloped in Trafford and needs to be driven independently	Encourage increased independence from CYPS service delivery in order to enable challenge  Work of the board has been progressed as above in respect of performance and business Communication from the Board needs to be developed into a communication plan by the TSCB manager	Catherine Fleming and John Pearce		Amber	New business manager appointed and Director of Commissioning given increased role for the work of the TSCB.  Performance and business plan work is underway as above  Communication plan being developed by

						new business manager
	Equality and Diversity needs to be more explicit	Strategy document needed for Equality and Diversity Implementation plan needed with training and awareness raising as necessary Current strategy documents to be reviewed to ensure the message about diversity is clear	John Pearce	End of August	Amber	Strategy in development.  Audit to be undertaken as part of that.
	Awareness training for elected members	Training plan for members to be developed in respect of safeguarding and responsibilities within CYPS and partner organisations  Delivery plan to be agreed	Charlotte Ramsden	July	Amber	Training plan has been drafted and shared with key members. Implementation being planned for July.