

Key Objective 3 - Embed a more robust and timely approach to allegations management across the service.

Re-shaping our service	Lead	Support	Date	What Success Looks Like	Rag
Introduce Performance Reporting and tracking re all foster carers subject to allegations management and complaints processes via monthly service performance clinics	HOS Provider Services/ Practice Managers		31.3.2022		Red
Implement Allegations Management/Complaints agenda item to the Supervision Template for Practice Managers and Supervisory Social Workers to be discussed at every supervision	Practice Managers		31.3.2022	Allegations are dealt with in a timely manner and PM oversight ensures these do not drift..	Yellow
Review foster carer handbook and specifically focus on foster carer support through the AM process	Andrea Hay		31.05.2022	Foster carers understand the process and support mechanisms and receive the right information and support through the process. .	Red
Review Allegations Management Policy via task and Finish Group including LADO and Foster Carers	Andrea Hay		31.03.2022	Policy is fit for purpose . Collaboration with foster carers ensures buyin and understanding of process.	Yellow
Training to be provided to all Fostering Staff in relation to managing and investigation allegations.	HOS Provider Services/LADO		31.05.2022	Bespoke training for all fostering staff in relation to the investigation of allegations/practice concerns and complaints	Red