

### Inspection Outcome Action Plan (November 2010)

| Inspection Outcome  | Action  | Lead          | Timescale | How do we know it has happened?  | Comments                     |
|---|---|---------------|-----------|--|------------------------------|
| <b>Social work caseloads are manageable and balanced, although the more skilled, qualified staff experience significant additional pressures due to the frequency that they are required to undertake child protection enquiries.</b> | Allocation of cases to experienced workers to reflect the complexity of cases allocated to them. ATMs and TM to monitor in supervision and allocation meetings. | ATM/TM        | Ongoing   | This will be evidenced from the workers caseloads and from supervision and audits. |                              |
|   | Where possible to allocate less complex cases to less experienced staff, to enable the above to happen.   | ATM/TM        | Ongoing   | As above   |                              |
|   | Audit of caseloads and Supervision  | ATM/T/M/SM/LM | Monthly   | Spreadsheet of audits to be designed and monthly updated.                          | Spreadsheet currently in use |
| <b>Assessments which exceed statutory timescales are not consistently or</b>  | Audit of overdue assessments.   | TM            | Monthly   | Spreadsheet of audits to be designed and monthly updated                           | Spreadsheet currently in use |

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|--|---|--|-----------------------------------|--|-------------------------------------|
| <p><b>robustly monitored. In some cases this leads to delays in assessments being concluded.</b></p> <p><b>Social workers generally receive good support and management oversight. However inexperienced staff do not consistently receive the level of formal supervision that is required given the complexity of work allocated to them.</b></p> <p><b>The inaccurate classification of some contacts as referrals has contributed to a high rate of re-referrals during this year. Although appropriate action</b></p> | <p>Through supervision</p>  | <p>ATM/TM</p>                                  | <p>Monthly</p>                    | <p>Through supervision audit</p>                               |                                     |
|  | <p>More regular formal supervision to be offered to inexperienced SW as required.</p> | <p>ATMs</p>                                    | <p>Supervision audit May 2011</p> | <p>Through supervision audit and monthly spreadsheet.</p>      | <p>Spreadsheet currently in use</p> |
|  | <p>Supervision files to be kept up to date</p>  | <p>ATMs</p>                                    |                                   | <p>Through supervision audit and monthly spreadsheet</p>       | <p>Spreadsheet currently in use</p> |
|  | <p>Audit of re-referrals</p>  | <p>Lead Christine Ramshaw, Health</p>          | <p>December 2010</p>              | <p>Recommendations to LSCB Feb 2011</p>                        | <p>Completed</p>                    |
|  | <p>Performance Meeting R&amp;A management Team and Information</p>                    | <p>R&amp;A management Team and Information</p> | <p>Feb 2011</p>                   | <p>System reflects the improvement. Fortnightly management</p> | <p>Completed - reports provided</p> |

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| <p><b>has been taken to address this, the rate of re-referrals remains high</b></p>   | <p>Team.</p>  | <p>Team</p>                   |  | <p>information reports to R+A management team, SM and LM.</p>                             | <p>fortnightly</p>        |
| <p><b>Implementation of a new policy regarding the use of family support workers is not yet fully effective and in some instances they hold inappropriately complex work.</b></p> | <p>FSWs only to be allocated cases according to the policy.</p> | <p>Supervisor, ATM and TM</p> | <p>With immediate effect and ongoing</p> | <p>This will be evidenced from the workers caseloads and from supervision and audits.</p> | <p>Completed Dec 2010</p> |

**TM = Team Manager, SM = Safeguarding Manager, LM = Locality Manager**