

PRACTICE IMPROVEMENT ACTION PLAN							
PRACTICE IMPERATIVES	Action Number	Action	When	Quality assurance measure/measure to green	Who	Impact	Status
<b>Goal 1</b> <b>Children are at the centre of all we do. start with the child, stay with the child</b>	1	Embed the use of the direct work and good practice portal via training, uploading tools and resources to tri-x, sharing good practice of direct work using the tools .	Dec-18	1: Complete tool on every visit planned over the next 2 months. Accordingly, all children should have a tool on their case file. 2: All Social workers to log the completion of the direct work session with their TM by November 2018. 3: Audit day to focus on a themed audit on the Voice of the Child and Direct Work to take place in December 2018. SMT and DMT to audit the quality of Direct Work within Practice week via direct observations. Good practice identified by Team Managers and Heads of Service through audit days will be sent to the Practitioner Forum and added to the good practice portal. The Practitioner Forum are clear on the direct work model endorsed by the Directorate.	DCS launch driven by HoS	Voice and lived experience of the child will be evident on every child's record.	
	2	Introduce MOMO ( Mind of my Own) app and Cafcass 'top tips ' for working with children and young people. Roll out the Bright Spots Survey to all Looked After Children and their Birth Parents eligible to complete the survey, use the feedback to develop a set of recommendations for practice with the Children in Care Council.	Oct-18	SMART Plan is developed and delivered to the workforce via the Participation Conference in January 2019.	IRO Team Manager/Participation Officer	The services range of methods of obtaining children's views will meet children's needs and therefore ensure a wide capture of views to inform practice.	
	3	Pilot an approach to seek application for Investors In Children's Status for individual teams.	Jan-19	SMART Plan to be developed, reviewed with CICC and applications made for IIC Status.	Principal Social Worker	Direct work with children will be of consistent quality and be undertaken using evidence based tools. Children will be heard and listened to.	
	4	Collate learning from complaints and compliments from children and families / advocacy and Independent Visitor on a month basis. Feed into monthly Performance Meetings to ensure learning informs practice development.	Oct-18	Actions are included in quarterly performance reports and tracked within Directors Performance clinics. Themes to feed into the Learning into Action Group. You said, we did, report created to demonstrate learning, impact and customer feedback.	Principal Social Worker/Complaints Team	Practitioners, Managers and Leaders will learn from the experiences of children and their families and put that learning into practice to improve outcomes for children.	
	5	Create a Children in Care participation group for Looked After Children aged 7-13 to compliment the CICC to increase younger children participation.	Jan-19	Group in place and activity plan developed with them.	Participation Officer	The services range of methods of obtaining children's views will meet children's needs an therefore ensure a wide capture of views to inform practice.	
	6	Host a conference for the Children's Services workforce to strengthen child centre practice, share good practice from Middlesbrough, nationally and internationally .	Jan-19	Conference take's place. Evaluations are positive. Impact measures are in place.	Participation Officer	Practitioners, Managers and Leaders will learn from the experiences of children and their families and put that learning into practice to improve outcomes for children.	
	7	IRO service to complete a review of the quality of voice and engagement of Looked After Children placed outside of Middlesbrough.	Nov-18	Audit completed. Action plan developed. Findings are fed back to LMT, Executive Members to the Board and Corporate Parenting Board.	IRO Team Manager	The voices and views of children living outside of Middlesbrough are regularly sought, used in planning for them and considered in practice development.	
	8	Embed signs of safety approach across all children's meetings.	Jan-19	Thematic audits to be carried out on a quarterly basis to review Signs of Safety is embedded.	All Heads of Service	SoS is effectively embedded in Middlesbrough and results in improved outcomes for children.	
	9	Increase the number of children in attendance at meetings and supported to chair their own meetings, at all level of professional involvement with children.	Jan-18	Performance data captures activity within Performance clinic.	All Heads of Service	More children are directly involved in their planning.	
	10	'My Plan' (child focused friendly care plan) to be developed.	Oct-18	Audit on a quarterly basis.	Head of LAC and Corporate Parenting and Head of Early Help	Care plans are child focused and make sense to children and young people.	
<b>Goal 2</b> <b>The Assessment and plans are of a consistent high quality and based on the strengths of the family. Work is completed within the timescales of the child</b>	11	Implement the SOS model for all Assessments and Plans to drive practice improvement.	Nov-18	1: Audit in Supervision 2: Audit day in November 2018	All Heads of Service and Principal Social Worker	Practice is consistent, focused on improving outcomes for children and HoS are assured of that.	
	12	Facilitate a series of mandatory workshops for all practitioners and managers to improve the quality of frontline practice. Dates set for learning from SCR, Supervision, Assessment, Planning and Direct work.	Dec-18	Audit impact on a quarterly basis.	All Heads of Service	Practice is consistent across the service and a culture of learning and improvement is embedded in all practitioners, managers and leaders	
	13	HoS to QA a selection of assessments each month focussed solely on the quality of assessments and management decision rationale.	Oct-18	Performance will be monitored through the QA process.	All Heads of Service	Practice is consistent, focused on improving outcomes for children, and HoS are assured of that	
	14	Strengthen the Issues Resolution Process between the IRO service and social work teams via monthly challenge clinics to ensure this influences improvements in quality of practice.	Oct-18	Quality Assurance framework will hold to account service areas.	Head of Resources and Review	Robust professional challenge is evident and drives practice improvement and improved outcomes for children	
	15	Develop One Minute Guides and standardised documents on a range of practice areas to reinforce learning from mandatory workshops and drive practice improvement.	Oct-18	Audit will provide clear evidence of standardised service approach.	All Heads of Service	Practice is consistent across the service and a culture of learning and improvement is embedded in all Practitioners, Managers and Leaders.	

<b>Goal 3: Children are safeguarded, risk is managed and responded to with purpose and is supported by a clear rationale</b>	16	Brief the partnership in the Signs of Safety model and Strengths Based approaches via the MSCB.	Sep-18	Partners understand the strength based approach via MSBC group, Audit framework and Multi Agency Strength based implementation plan and group.	Principal Social Worker	Partners understand and support the model of practice and the focus on improving outcomes for children.	Complete
	17	Strengthen the understanding and use of the Threshold of Need Document.	Nov-18	Strengthened approach across the partnership . Evaluation of referrals to Front door Step up/Down process and map progress.	MSCB /Head of Referral, Assessment and Intervention	The document is used effectively to support holistic decision making and the right outcomes for children.	
	18	Strengthen the practice and professional challenge at the point of agreeing the plan and subsequent planning regarding Child Protection Categorisation.	Oct-18	Quality Assurance Framework will feed back to the MSCB and disputes.	Head of Resources and Review	Robust professional challenge is evident and drives practice improvement and improved outcomes for children.	
	19	EH Forum to provide a multi agency risk management approach and group supervision of EH cases within the partnership.	Aug-18	Increased numbers of children supported at EH level and not required Statutory Service.	Head of Early Help	Partners understand and support the model of practice.	Complete
	20	Senior Leadership team to be Practice Leaders for SoS.	Aug-18	Quality Assurance Framework will feed back via Thematic Audits.	Principal Social Worker	SoS is effectively embedded in Middlesbrough.	Complete
	21	Create Practice Leaders to support the implementation of SoS. Practice leaders to lead regular weekly group supervisions and actively participate in the practice leader programme.	Oct-18	Quality Assurance Framework will feedback via Thematic Audits.	Principal Social Worker	SoS is effectively embedded in Middlesbrough.	
<b>Goal 4: The workforce is enabled to provide a quality service to children by a strong and visible management and leadership team</b>	22	Embed Strength Based Practice across Childrens Services ( Restorative Practice and SOS).	Aug-19	Quality Assurance Framework will feedback via Thematic Audits.	All Heads of Service and Principal Social Worker	All practitioners take a strengths based approach to working with children and their families, leading to improved outcomes for children.	
	23	Strengthen the model for reflective supervision. Facilitate a series of supervision workshops for team managers in September and October. To include case mapping and live demonstrations of supervision	Oct-18	Quality Assurance Framework will feedback via Thematic Audits.	All Heads of Service and Principal Social Worker	Supervision focuses on the child's lived experience, the progress against the plan and how this impacts on the child.	
	24	Embed weekly group supervisions and case mapping sessions in all teams using Signs of Safety.	Oct-18	Quality Assurance Framework will feedback via Thematic Audits.	All Heads of Service	Practice is consistent across the service and a culture of learning and improvement is embedded in all Practitioners, Managers and Leaders.	
	25	Evaluate effectiveness of TOR for Panels to support senior management oversight and challenge on key decisions i.e. edge of care, strengthening the PLO process, the decision of when to make a child looked after, permanency planning, high needs, placements and short break planning.	Nov-18	Quality Assurance Framework will feedback via Thematic Audits.	All Heads of Service	The right decisions are being made for children at the right time.	
	26	Implement Audit Days, lead by the leadership team, for the whole of children's services to support improvements to the quality and consistency of audits and learning.	Sep-18	Quality Assurance Framework will feedback via Thematic Audits.	All Heads of Service and Directors	Practice is consistent across the service and a culture of learning and improvement is embedded in all Practitioners, Managers and Leaders.	
	27	Launch Practice week- whole week of events, workshops and speakers focused on practice improvement for practitioners and their managers. Five themes: Trauma, Parental substance misuse, Direct work, VEMT and Voice of the Child.	Nov-18	Quality Assurance Framework will feedback via Thematic Audits.	Principal Social Worker	Practice is consistent across the service and a culture of learning and improvement is embedded in all Practitioners, Managers and Leaders.	
	28	Investment in national workforce development programmes ( Firstline) to strengthen the practice of social work management that results in quality services for children.	Sep-18	Evaluate workforce retention via Strategic Workforce Group.	DCS/Director of children's Care	Middlesbrough builds and retains a high quality management workforce.	