

WEEK ASSURANCE PLAN: STATUS OVERVIEW - 16th April 2020

and totals		
Not started	0	Not started
Complete	1	Complete
On Track	15	On Track
At risk	4	At risk
Overdue	4	Overdue
	24	

Status	Task	Key Action	Reason
Red	2	Review management capacity in the MACH	Management capacity in MACH is in place however the practice issues with the MACH continue to be an issue.
	3	Review and revise and finalise the current draft MACH Operating Procedures including screening of contacts, management oversight and decision making and responding appropriately to cumulative harm (multiple contacts).	Strategic MACH meeting took place on 9.04.20 to discuss bringing MBC front door in house until the required improvements have taken place. The operating procedures will be amended to support this team transfer. This will feed into the wider Improvement Plan.
	4	Support a clear understanding of appropriate thresholds within our workforce and with our partners.	The threshold document is a Tees-wide document and will feed into the wider Improvement Plan. The Threshold document appendix has been amended to support a local understanding of thresholds. Further work is required with partners.
Red	10	Ensure that all children and young people subject to a Strategy and S.47 across all Service areas have an up to date safety plan which mitigates risk and evidences contingency planning.	Safety plans have now been revised and launched to staff. Materials now available and workshops scheduled for staff as part of the Clarity and Confidence programme. Safety Plans are in progress of all being completed due to COVID

OUR IMPROVEMENT THEMES



YEAR 1 KEY PRIORITY

FRONT DOOR ARRANGEMENTS

Review and embed good quality front door arrangements to ensure all children receive a timely and proportionate response that meets their needs. To include:

- Improving the quality and timing of referrals and initial screening processes;
- Clear and effective pathways to support for children who don't meet the thresholds;
- Swift decision making for children in need, those who need protection and those who need to come into care;
- Routine and 'live' quality assurance activity on decision making and thresholds

Our Ref	Specific Actions Required	Start date	Target date (Month-End)	Owner	Supporting Partner	Action Completed If:	Status RAG
QP3	Review management capacity in the MACH (Multi-Agency Children's Hub) and improve oversight of practice, decision-making and safeguarding	April 2020	June 2020	Head of Referral and Assessment	Redcar	Management capacity increased to target levels	
QP4	Review, revise and finalise the current draft MACH Operating Procedures in agreement with partners	May 2020	June 2020	Head of Referral and Assessment	Redcar	Revised MACH Operating Procedures completed and signed off	
QP5	Train MACH assessment staff and managers to support a clear understanding and application of screening and referral thresholds and wider Front Door operating procedures	May 2020	July 2020	Head of Referral and Assessment	Redcar	All staff/managers trained in revised operating procedures	
QP6	Confirm consistent implementation of front door procedures through regular and systematic 'real time' audit activity	April 2020	Monthly till Mar 2021	Head of Referral and Assessment	Redcar	Real time casework audits routinely undertaken focussing on MACH procs	

IMPACT INDICATORS:

KPIs:

- Increasing % of EH casework closed with Positive Outcomes
- Decreasing time from referral to decision to commence CIN / CP / take into care
- Reducing number of cases stepped up and increasing number of cases stepped down

QUALITY MEASURES:

- Audit confirms appropriate thresholds applied and cases directed on right pathway
- Children/families report feeling supported and making progress towards improved outcomes



Resource Plan – Recruitment Update

- Maximising resource by combining with Future for Families
- Regular monitoring
- Virtual project team
- Staffing recruitment underway, some agency cover
- If a specialist post (e.g. Data Analyst) then ‘knowledgeable recruitment’



Chipping Away at the Culture

- Communication
- Continuing to focus on High Support and High Challenge
- Balance between Performance and Quality
- Learning Culture
 - Clarity and Confidence workshops
 - Centre for Practice Excellence
- Practice Framework and Expectations
- COVID
- Partnership



Commissioner's Oversight

Six enablers for improvement

- Leadership,
- Governance and Strategy,
- Workforce,
- Partnership and System,
- Improvement and Innovation
- Resources.
- COVID response

