

## NORTH YORKSHIRE COUNTY COUNCIL

### YOUNG PEOPLES OVERVIEW & SCRUTINY COMMITTEE

#### COVERING REPORT Post Inspection Action Plan

25 January 2013

#### 1. Purpose of this Report

Purpose of this report is to introduce Members of the Committee to the Post Inspection Action Plan which has been developed following the OFSTED Inspection of local authority arrangements for the protection of children attached at Annexe A.

#### 2. Background

Members will recall at the last meeting in November the Corporate Director explained to the Committee the process behind the Ofsted Inspection carried out between the 1 and 12 October 2012 and the grading awarded to North Yorkshire County Council of "Adequate". In order to achieve a grading of 'adequate' the authority had to satisfy 39 rigorous criteria and the Inspection had evaluated many services at each stage of 'the child's journey'; from those children who are identified as being at potential risk through to those who are referred to children's social care and require formal protection arrangements.

The Corporate Director then advised the Committee that development of a post-inspection improvement plan was underway and the draft would be presented to Executive Members shortly.

The OFSTED recommendations and areas for improvement are listed below:

- ensure that from now on children's views are explicitly detailed in children's social care case files in addition to the record that they have been seen and spoken to.
- ensure that up to date chronologies are in place for all children subject to child protection and child in need plans
- ensure that front line managers receive consolidated training in relation to the application of thresholds for commencing section 47 enquiries
- ensure all children in need who receive social work services have individual, outcome focused plans in place and that they are regularly reviewed to monitor and drive progress
- ensure that the North Yorkshire Safeguarding Children Board (NYSCB) has a robust understanding of the quality of multi-agency

child protection practice and that this information is effectively used to challenge and drive on-going improvements.

- ensure all children and young people in receipt of children's social care services have information about, and good access to, appropriate advocacy services
- ensure staff supervision is recorded consistently and in detail across the county
- ensure that all data collected is evaluated to inform understanding of the impact services have on improving outcomes for children and young people
- the NYSCB and the council should develop and implement effective mechanisms for collecting and evaluating feedback from children, young people and their families and ensure that this is used to influence service development
- ensure that elected members routinely scrutinise the effectiveness of child protection and preventative work.

At the previous meeting of the Committee the Chairman considered that a number of the recommendations made by OFSTED reflected on the work of the committee and suggested that specific six monthly performance reports are requested on Child Protection and preventative work.

Executive Members have now approved the draft Post Inspection Action Plan (PIAP) and for work to commence prior to submissions to The Executive for formal approval and full Council in February.

### **3. Recommendation**

Members are asked to note and comments on the Post Inspection Action Plan attached at Annex A.

**Bryon Hunter, Scrutiny Team Leader**  
**County Hall, Northallerton**

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Date:	21 January 2013
Background Documents:	None
Annexes	Annex A – Post Implementation Action Plan



**Post Inspection Action Plan**  
Inspection of local authority arrangements  
for the protection of children

**December 2012  
to June 2013**



## **Post-Inspection Action Plan and Monitoring Arrangements**

Background and explanatory information

Immediate: Completed by end of December 2012  
Short Term: Within three months (completed by March 2013)  
Medium Term: Within six months (completed by June 2013)

**FOR IMMEDIATE TERM ACTION**

**OFSTED RECOMMENDATION:**

**1.0 Ensure that from now on children's views are explicitly detailed in children's social care case files in addition to the record that they have been seen and spoken to**

LEAD BODY	NYCC - CYPS				
Key Actions Summary (with end date)	Resources	Lead Officer	Key Partners	Milestones	Reporting Process
Overall responsibility.		Judith Hay			
1. CSC SMT to determine practice model or standards for front line staff to secure children's views. (Alan T to draft standards and share with Alan C, David W and Nick O' to proof)	Existing	CSC SMT/ DCS Managers		Minuted agreement November 2012.	SMT December 2012
2. CSC SMT to ensure compliance with existing recording standards for case file keeping.	Existing	CSC SMT/ DCS Managers		Practice guidance note issued November 2012.	SMT December 2012
3. CSC SMT to reinforce to all Team Managers, SWs, FSWs, FIT and IROs	Existing	CSC SMT/ DCS Managers		Plan agreed November 2012	SMT December 2012
4. Instructions issued to all relevant staff and key appraisal targets to all frontline staff	Existing	Judith Hay		November 2012	Report to DCS/CYPLT March 2013
4a Ensure compliance through staff supervision and performance appraisals	Existing	Judith Hay		Audit of supervision and appraisal records – May 2013	Report to SMT July 2012
5. Audit for compliance carried out by CSC for reporting to DCS, CYPLT, Members and LSCB.	Existing	Judith Hay		Completed by March 2013	Report to CYPLT, Exec Members, LSCB – June 2013
6. Performance monitoring to be devised for routine reporting against compliance on monthly basis.	Existing	Alan Tucker		Complete June 2013	Report to CYPLT/Exec Members/LSCB – June 2013

**OFSTED RECOMMENDATION:**

1.0 Ensure that from now on children's views are explicitly detailed in children's social care case files in addition to the record that they have been seen and spoken to

**LEAD BODY****NYCC - CYPS**

<b>Key Actions Summary (with end date)</b>	<b>Resources</b>	<b>Lead Officer</b>	<b>Key Partners</b>	<b>Milestones</b>	<b>Reporting Process</b>
7. Evaluation of impact on casework to be carried out after six months.	Existing	Julie Firth		Bi-annual composite audit findings completed – June 2013	Report to CYPLT, Exec Members, LSCB – June 2013
8. 100% of cases for children and young people or notified of NYAS and have access to it. (Aligned with recommendation in medium term, regarding advocacy)	Existing	Julie Firth		Question included in the ViewPoint feedback questionnaire	Bi-annual ViewPoint findings report to SMT – June 2013

**FOR SHORT TERM ACTION (within three months overall)**

**OFSTED RECOMMENDATION:**

**2.0 Ensure that up to date chronologies are in place for all children subject to child protection and child in need plans**

<b>LEAD BODY</b>	<b>NYCC - CYPS</b>				
<b>Key Actions Summary (with end date)</b>	<b>Resources</b>	<b>Lead Officer</b>	<b>Key Partners</b>	<b>Milestones</b>	<b>Reporting Process</b>
Overall responsibility:		Judith Hay			
1. Identify minimum standards for chronologies.	Existing	Nick O'Brien		Practice guidance developed - December 2012	SMT December 2012
2. Brief staff and implement the standards for chronologies	Existing	Nick O'Brien		Practice guidance issued and standard item on team meeting agendas, December 2012	SMT December 2012
3. Monitor compliance to the chronology standards through supervision and performance appraisals	Existing	Nick O'Brien		Guidance issued on supervision and appraisal target - January 2013	Report to SMT March 2013
4. Audit compliance through business as normal auditing activity	Existing	Julie Firth		Audit of supervision and appraisal records – May 2013	Report to SMT July 2013

**OFSTED RECOMMENDATION:**  
**3.0 Ensure that front line managers receive consolidated training in relation to the application of thresholds for commencing section 47 enquiries**

<b>LEAD BODY</b>	<b>NYCC - CYPS</b>				
<b>Key Actions Summary (with end date)</b>	<b>Resources</b>	<b>Lead Officer</b>	<b>Key Partners</b>	<b>Milestones</b>	<b>Reporting Process</b>
Overall responsibility. Inspection specific follow up for CSC:		Judith Hay			
1. review current NYCC procedures and guidance re use of Strategy Meetings or Initial Assessment as the first assessment/planning step in cases potentially in S47 scope. Determine whether guidance/procedures are sufficiently clear. If so, confirm guidance to all staff; if not, redraft guidance for improved clarity.	Existing	Sue Barker		Guidance clarified and confirmed by end January 2013 with briefing to all front line managers	AD to advise DCS re progress March 2013
2. Assess need for further training for staff groups and managers in relation to clarified guidance and provide. Need for training to be informed by case sampling audit across all relevant teams.	Existing	Julie Firth	Workforce Development and LSCB	Training needs agreed by February 2013. Any training for managers done by end February 2013	AD (JH) to advise DCS re progress March 2013  LSCB to be advised of progress



**OFSTED RECOMMENDATION:**  
**4.0 Ensure all children in need who receive social work services have individual, outcome focused plans in place and that they are regularly reviewed to monitor and drive progress**

<b>LEAD BODY</b>	<b>NYCC - CYPS</b>				
<b>Key Actions Summary (with end date)</b>	<b>Resources</b>	<b>Lead Officer</b>	<b>Key Partners</b>	<b>Milestones</b>	<b>Reporting Process</b>
Overall responsibility for actions re CSC.  Two parts to this work:- (A) Immediate/operational in CSC (B) Developmental Early Help and CSC		Judith Hay			
(A) Immediate/ operational CSC: 1. Ensure compliance to complete 100% CiN plans on ICS				01 February 2013	SMT February 2013
1a Performance monitoring of CiN plans completed and received	Existing	Head of Safeguarding		Monthly monitoring system introduced – January 2013	Compliance/ performance report to SMT March 2013
2. Audit of CiN plans to determine their quality and to establish training needs in relation to identifying outcomes for families	Existing	Julie Firth		CSC case file audit tool amended to include quality of CiN plans Implemented as part of routine audit process	Report to SMT March 2013
3. Training agreed and implemented across teams.	Existing	Head of Safeguarding		Workforce development priorities agreed Training programme developed and implemented	SMT September 2013
4. CiN plans are reviewed within timescales	Existing	Head of Safeguarding		Monthly monitoring system introduced, January 2013	Compliance / performance report to SMT, March 2013

**OFSTED RECOMMENDATION:****4.0 Ensure all children in need who receive social work services have individual, outcome focused plans in place and that they are regularly reviewed to monitor and drive progress – PART B DEVELOPMENT PLAN**

<b>LEAD BODY</b>	<b>NYCC - CYPS</b>				
<b>Key Actions Summary (with end date)</b>	<b>Resources</b>	<b>Lead Officer</b>	<b>Key Partners</b>	<b>Milestones</b>	<b>Reporting Process</b>
(B) Developmental Early Help and CSC: 1. Research and agree outcomes descriptors, based on existing local authority best practice where possible, which would be relevant at casework level for Early Help and CSC levels of need. Over-arching definition of "outcome" for this purpose to be "What needs to change for the child" (Ofsted). Descriptors to be based on current Vulnerability Checklist so that outcomes are the opposite to the identified vulnerability, or at least the pre-conditions for reducing the vulnerability. This work to be a single, co-ordinated piece of work including CSC/IS/YSS/ESW/DCS, led by Heads of Service with input from front line managers and workers to produce first draft.	Existing	HOS/Julie Firth/ Alan Critchlow/ Louise Dunn/ Marc Mason CAB to oversee coordination		First draft of Framework of Outcomes Descriptors by March 2013	Report to CYPLT, April 2013
2 (a). Consult Key Partner agencies with first draft to enable input from front line staff and managers from LSCB, Health, Police, YJS, Probation, Schools, NYAS.	Existing	CAB/JH/ Working Group	NHS (Commissioners and providers), NY Police, LSCB Manager, YJS Manager, Probation, Representative Heads	Consultation workshops in March 2013	
2 (b) Involve children, young people, parents and carers in workshops and other participation events to gain input to descriptors for relevance and language. Engage in discussion about communication of Descriptors – a publication format to reach parents as part of background information to parenting contracts, statutory assessment, TAC etc.	Existing	Key group of workers/ facilitators to be identified Key groups of workers/ facilitators to be identified	Children, young people, parents, carers, IROs, NYAS, Apprentice inspectors	Workshops, consultation, participation events and feedback gained by mid-April 2013.	
3. Proposed Framework of Outcomes Descriptors to Executive Members, Children's Trust and LSCB for agreement.	Existing	JH/CAB	Children's Trust and LSCB	Reports to relevant bodies by May 2013	

**OFSTED RECOMMENDATION:**

**4.0 Ensure all children in need who receive social work services have individual, outcome focused plans in place and that they are regularly reviewed to monitor and drive progress – PART B DEVELOPMENT PLAN**

<b>LEAD BODY</b>	<b>NYCC - CYPS</b>				
<b>Key Actions Summary (with end date)</b>	<b>Resources</b>	<b>Lead Officer</b>	<b>Key Partners</b>	<b>Milestones</b>	<b>Reporting Process</b>
4. Roll out of training in application and recording of plans and monitoring of progress at case level across CSC.	Existing	HOS/Julie Firth/	As for 2(a)	Training delivered by July/ September 2013.	Subsequent monitoring reports to Children's Trust and LSCB as appropriate based on audit work. Summer and Autumn Term 2013.
5. Evaluation of impact on casework standards and outcomes through audit and user feedback – to be carried out Autumn 2013	Existing	As (4) above		Evaluation reports available November 2013	
6. Research data systems for enabling analysis of casework/progress against outcomes with other Local Authorities.	Existing	David O'Brien	Yorkshire and Humber Children's Services Performance and Information Group, ADCS Performance, Standards and Inspection sub-group	Research concluded and options appraised: November 2013	Report to DCS/CYPLT/ Trust and LSCB, November 2013.

**OFSTED RECOMMENDATION:  
5.0 Ensure that the North Yorkshire Safeguarding Children Board (NYSCB) has a robust understanding of the quality of multi-agency child protection practice and that this information is effectively used to challenge and drive ongoing improvements**

LEAD BODY	NYCC - CYPS				
Key Actions Summary (with end date)	Resources	Lead Officer	Key Partners	Milestones	Reporting Process
<p>Overview: To improve its capacity to know and influence the quality of multi-agency work, the LSCB needs to address the following:</p> <ul style="list-style-type: none"> <li>▪ improve the clarity, transparency and accountability of its ways of working, including the respective responsibilities of the Chair, LSCB Manager, DCS and AD CSC, and key sub-groups (1)</li> <li>▪ Improve the confidence and clarity of all Board members in their shared understanding of current national standards and expectations knowing “what good looks like” (2)</li> <li>▪ Agree a prioritised programme of evidence and enquiry about the quality and impact of multi-agency work to be considered in the next three months and the next six months. The programme to include performance data and evaluative findings from audit across all statutory agencies. The programme to cover selected priorities from Early Help and Level 4 (CIN/CP) including Disabled Children.</li> </ul>					
<p>1. Ensure that three key principles of Transparency, Clarity and Accountability are achieved in relation to roles and responsibilities of members of the LSCB. This will be achieved by:</p> <ul style="list-style-type: none"> <li>▪ Agreeing the remit of LSC Board and Executive</li> <li>▪ Agreeing the relationship between the LSCB and Children’s Trust Board</li> <li>▪ Establishing clarity and remit of role in relation to the Independent Chair, LSCB Manager, DCS , AD Children’s Social Care in order to define expectations and deliver on multi-agency standards of practice for child protection, from early help through to Level 4 interventions</li> </ul>	Existing	Judith Hay/ Julie Firth/ Dallas Frank/ Chair	LSCB Members	LSCB Development Day, January 2013	Report to LSCB Executive and Board, March 2013

**OFSTED RECOMMENDATION:**

**5.0 Ensure that the North Yorkshire Safeguarding Children Board (NYSCB) has a robust understanding of the quality of multi-agency child protection practice and that this information is effectively used to challenge and drive ongoing improvements**

LEAD BODY	NYCC - CYPS				
Key Actions Summary (with end date)	Resources	Lead Officer	Key Partners	Milestones	Reporting Process
<ul style="list-style-type: none"> <li>Ensuring that board members will offer high challenge, high expectations and high support to the delivery of the child protection system (see 2 below)</li> </ul>					
2. Board Member development		Dallas Frank/Chair		LSCB Development Day, January 2013	Report to LSCB Executive and Board, March 2013
3. Performance and evaluation programme <ul style="list-style-type: none"> <li>Establish, define responsibilities and agree processes for a multi agency audit team.</li> <li>Multi- agency audit of Child Protection process, decision making and compliance, from referral to ICPC</li> <li>LSCB Quality Assurance and Audit group to agree a schedule of audit and audit themes and reporting frequency to LSCB</li> <li>Develop a strategy with Workforce Development Group to ensure learning from audits is disseminated and impacts on learning and development</li> <li>Deliver improved performance data, reporting and analysis for the LSCB (See Recommendation 8)</li> </ul>	Existing	CW/David O'Brien/ Judith Hay/ Julie Firth/ Chair	David F O'Brien Judith Hay Alan Critchlow Julie Firth Iain Spittle (Police) Angela Monaghan (Harrogate NHS Foundation Trust)	Establish LSCB audit sub-group Agree audit work plan Ensure outcome of audits are disseminated and recommendations for learning and development are captured and tracked Agree data set and format for performance reporting	Quarterly reports to LSCB Executive and Board, March 2013. Reporting to CYPLT and Children's Trust Board as appropriate

**FOR MEDIUM TERM ACTION (within the 6 months)**

**OFSTED RECOMMENDATION:**

**6.0 Ensure all children and young people in receipt of children's social care services have information about, and good access to, appropriate advocacy services**

<b>LEAD BODY</b>	<b>NYCC - CYPS</b>				
<b>Key Actions Summary (with end date)</b>	<b>Resources</b>	<b>Lead Officer</b>	<b>Key Partners</b>	<b>Milestones</b>	<b>Reporting Process</b>
1. 100% of all CSC cases evidence children have been informed they have access to NYAS.	Existing	Nick O'Brien	NYAS	Question included in ViewPoint feedback questionnaire, January 2013	Bi-annual ViewPoint findings report to SMT, June 2013
2. Ensure every child is of an appropriate age is seen and the evidence is seen on the child's file through audit	Existing	Julie Firth	Independent Reviewing Officer Service	Introduce system for access to advocacy for Child Protection case conferences, December 2012	Bi-annual advocacy reports to SMT, June 2013
3. 25% referral rate has increased and to monitor this on a quarterly basis via NYAS reporting	Existing	Alan Tucker		Established as a KPI Tracked via contract monitoring meetings	Bi-annual advocacy report to SMT, June 2013

**OFSTED RECOMMENDATION:****7.0 Ensure staff supervision is recorded consistently and in detail across the county**

<b>LEAD BODY</b>					
<b>NYCC - CYPS</b>					
<b>Key Actions Summary (with end date)</b>	<b>Resources</b>	<b>Lead Officer</b>	<b>Key Partners</b>	<b>Milestones</b>	<b>Reporting Process</b>
1. Review existing guidance to managers and the expectations placed on them about supervision in job specifications etc.	Existing	Carolyn Bird, Andrew Terry and Judith Hay		Report to DCS Mid December re scale of work needed to move to (2).	Performance Board 10 December 2012
2. Formulate single set of standards for supervision to be observed in all case work services in CYPS based on 3 fundamental obligations that it must be regular, reflective and recorded.	Existing	Julie Firth/ Marc Mason/Louise Dunn/Alan Critchlow/Karl Podmore *	LSCB Manager	Relevant services to adapt and adopt the existing CSC standards of practice by January 2013	CYPLT End January 2013
Standards should include:- (a) Core Standards which apply to all relevant CYPS services. The Core Standards should incorporate supervisory attention to setting and monitoring outcomes, and to the part played by children's views and feedback.	Existing	As above			
(b) Additional features to reflect differences in the regulatory, operational and risk contexts of the different casework services.	Existing	As above			
(c) Programme/ schedule of planned supervisions for each casework service to be published on bi-monthly basis.	Existing	Heads of Service as at * above		Schedules in place for all casework services by end January 2013	Heads of Service to ADs.
(d) Arrangements for Heads of Service to monitor, evaluate and report to Assistant Directors bi-monthly on :-  - the extent of compliance with supervisory requirements - the quality of supervision the service issues (if any) emerging from supervision	Existing	As above		Reporting cycles agreed between Heads of Service and ADs by end January 2013	CYPLT end January 2013

**OFSTED RECOMMENDATION:****7.0 Ensure staff supervision is recorded consistently and in detail across the county**

<b>LEAD BODY</b>	<b>NYCC - CYPS</b>				
<b>Key Actions Summary (with end date)</b>	<b>Resources</b>	<b>Lead Officer</b>	<b>Key Partners</b>	<b>Milestones</b>	<b>Reporting Process</b>
3. Identify training needs for managers at all relevant levels and across casework services to ensure confidence and competence to provide reflective supervision and efficient recording.	Existing	As above		Training Needs quantified for ADs by end January 2013	CYPLT end January 2013
Commission training to be completed by mid- March 2013.	Existing	As above plus Penny Yeadon/ WFD	LSCB Manager	Training courses/ mentoring delivered February/March 2013	CYPLT March 2013
4. Evaluate impact of reflective supervision by drawing on audit plus feedback from front line workers and service users.	Existing	Assistant Directors	LSCB	Evaluation findings available for consideration by Mid-May.	CYPLT/ Exec Members/ LSCB May/ June 2013



**OFSTED RECOMMENDATION:**

**8.0 Ensure that all data collected is evaluated to inform understanding of the impact services have on improving outcomes for children and young people**

<b>LEAD BODY</b>	<b>NYCC - CYPS</b>				
<b>Key Actions Summary (with end date)</b>	<b>Resources</b>	<b>Lead Officer</b>	<b>Key Partners</b>	<b>Milestones</b>	<b>Reporting Process</b>
1. Commission an external evaluation of the impact of common assessment	Existing	David O'Brien	ADCS	Agreement reached to participate in ADCS regional evaluation of CAF impact: December 2012 Commence evaluation project: January 2013	CYPLT and Children's Trust
2. Engage with regional sector-led improvement processes regarding evaluation of impact of early help provision.	Existing	David O'Brien	ADCS	Complete ADCS regional self-assessment exercise: January 2013. Identify and engage with partner authorities: April 2013	CYPLT and Children's Trust
3. Identify and deploy best practice examples of analysis and evaluation of early help services, including analyses of data from comparator authorities	Existing	David O'Brien	ADCS C4EO RiP	Best practice sources (eg C4EO, RiP), tools, learning and case studies identified: February 2013 Options developed for application in North Yorkshire: April 2013	CYPLT and Children's Trust
4. Improve the children's centre dataset to: (i) better demonstrate impact (ii) ensure compliance with the new inspection framework	Existing	Simon Moss Marc Mason		Dataset project scope agreed: December 2012 New dataset operational: Q1 2013/14	ISMT
5. Improve data and reporting in respect of the interface between children's social care and early help services	Existing	David O'Brien		Review existing data and reporting: February 2013 Develop new reporting arrangements in order to commence in Q1 2013/14	ISMT, PCLT, CSC SMT

**OFSTED RECOMMENDATION:**

**8.0 Ensure that all data collected is evaluated to inform understanding of the impact services have on improving outcomes for children and young people**

LEAD BODY	NYCC - CYPS				
Key Actions Summary (with end date)	Resources	Lead Officer	Key Partners	Milestones	Reporting Process
6. Ensure eCAF implementation includes systematic and accurate reporting of common assessment data.	Existing	Simon Moss Richard Irvine Marc Mason	ICT Services	eCAF Project Board and Steering Group established and includes P&O representation: January 2013  eCAF implementation project to include specific strand on reporting: January 2013	ICS/eCAF Board, ISMT
7. Deliver improved performance data, reporting and analysis for the LSCB, in line with post-Munro expectations around safeguarding data.	Existing	Simon Moss Alan Tucker	LSCB	First 'new-style' LSCB performance reports in place for 2012/13 Q3 reporting	LSCB
8. Ensure performance reporting routinely includes analysis and evidence from qualitative audits of major casework-based early help services	Existing	David O'Brien Julie Firth Marc Mason Alan Critchlow Louise Dunn Dallas Frank	LSCB	Process agreed for sharing and reporting of audit findings: January 2013  Quarterly reporting to include evidence from audits from 2012/13 Q4 onwards	CYLPT and Children's Trust
9. Ensure performance data and reporting is compliant with the expectations of new multi-agency inspection frameworks	Existing	David O'Brien	Children's Trust partners	Review current data against the requirements of new inspection frameworks as and when these are published. Particularly the new LAC and Care Leavers inspection, the multi-agency Child Protection inspection, and any new Children's Centres inspection framework.	CYPLT and Children's Trust

**OFSTED RECOMMENDATION:**

**9.0 The NYSCB and the council should develop and implement effective mechanisms for collecting and evaluating feedback from children, young people and their families and ensure that this is used to influence service development**

<b>LEAD BODY</b>	<b>NYCC - CYPS</b>				
<b>Key Actions Summary (with end date)</b>	<b>Resources</b>	<b>Lead Officer</b>	<b>Key Partners</b>	<b>Milestones</b>	<b>Reporting Process</b>
Implement Viewpoint across Early Intervention and Social Care teams	Existing	NYSCB Manager – Dallas Frank  Judith Hay & Carolyn Bird - CYPS	CSC – Group Managers & IRO Managers P&C – Marc Mason & Louise Dunn A&I – Alan Critchlow & Karl Podmore Nigel Costelloe - North Yorkshire Police Harrogate NHS Foundation Trust – Mgr for HV and LAC	Agree implementation plans Monitor and track plans via steering group	Bi-annual ViewPoint report to CYPLT, June 2013
Utilise Young Inspectors to evaluate effectiveness of services	Existing	Julie Firth		Agree audit cycle and parameters	Quarterly feedback reports to CYPLT, March 2013
Provide LSCB with analysis of Regulation 33 Inspection of Children's Homes	Existing	Martin Kelly			Bi-annual feedback reports to LSCB, June 2013
Receive bi-annual reports on the feedback from the electronic consultation tool for children and young people involved in the child protection system.	Existing	Julie Firth		Implementation of the system, February 2013	Bi-annual ViewPoint report to CYPLT, June 2013

**OFSTED RECOMMENDATION:**

**9.0 The NYSCB and the council should develop and implement effective mechanisms for collecting and evaluating feedback from children, young people and their families and ensure that this is used to influence service development**

<b>LEAD BODY</b>	<b>NYCC - CYPS</b>				
<b>Key Actions Summary (with end date)</b>	<b>Resources</b>	<b>Lead Officer</b>	<b>Key Partners</b>	<b>Milestones</b>	<b>Reporting Process</b>
LSCB Manager to report bi-annually on the work of the board to the Young People's Council and gain feedback on the LSCB priorities and work strands.	Existing	Dallas Frank		Agree report format, January 2013	Quarterly reports to YPC
LSCB to consult with the YPC on specific service development / improvement themes and ensure planned action in response to issues raised.	Existing	Dallas Frank		Agree twice yearly consultation events	Bi-annual report to LSCB, June 2013
North Yorkshire Young Inspectors to evaluate the accessibility and content of the LSCB web site for children and young people and to make recommendations for improvements.	Existing	Dallas Frank		Agree terms of reference for the evaluation project	Report to LSCB, April 2013
Explore development of the LSCB website to include a feedback / consultation section for children, young people and families	Existing	Dallas Frank		As above	As above
Ensure that all work across the directorate to capture the voice of children and young people is joined-up, and that the intelligence captured is routinely shared and used systematically to inform service development	Existing	Julie Firth Marc Mason Louise Dunn Alan Critchlow Karl Podmore		Task and Finish Group to agree and implement a consultation and participation strategy	Draft strategy to CYPLT for approval, July 2013
Develop and support arrangements for Area Liaison Groups to address the question "what is it like to be a young person in this area?"	Existing				

**OFSTED RECOMMENDATION:  
10.0 Ensure that elected members routinely scrutinise the effectiveness of child protection and preventative work**

LEAD BODY	NYCC - CYPS				
Key Actions Summary (with end date)	Resources	Lead Officer	Key Partners	Milestones	Reporting Process
<p>Overview:</p> <ul style="list-style-type: none"> <li>The recommendation applies to all Elected Members, not only Members of the Young People's Overview and Scrutiny Committee</li> <li>It is concerned with whole Pathway of Prevention of Harm (Early Help) as well as with the CSC role in Child Protection</li> <li>It is about whether services make a difference, and how do we know on a regular basis</li> </ul> <p>The Action Plan is in two phases:</p> <ul style="list-style-type: none"> <li>Phase 1 proposes a programme of work for Members based on material and evidence which is available from current casework systems and data</li> <li>Phase 2 will benefit from the improved range and quality of casework level material which will become available routinely as a result of the improvement work under Actions</li> </ul>	Existing	DCS/ Carolyn Bird/ David F O'Brien/ Marion Sadler for CYPS  Stephanie Bratcher for Overview and Scrutiny Committee	NYSCB  NY Children's Trust		
<p>Phase 1:</p> <p>1. Revise current CYPS Performance Reporting Cycle to Executive Members to ensure a co-ordinated sequence of reports is presented each Quarter which addresses systematically evidence of effectiveness for all cyps services operating at Levels 2, 3 and 4 of the Service Pathways "Big Picture".</p> <p>The reports to include evidence from case studies, current service user feedback surveys, plus data re escalation and de-escalation of needs/levels of support, from a sufficient sample of cases each quarter to enable a meaningful insight into needs and whether they are being met effectively.</p>	Existing	CW/CYPLT/ Marion Sadler		Programme for evaluative activity for Executive Members and Overview & Scrutiny Committee agreed in detail for three months, and in outline for 12 months by end December 2012.	Programme published in report for Executive Members and OSC December 2012. Progress against programme checked quarterly by DCS.

**OFSTED RECOMMENDATION:****10.0 Ensure that elected members routinely scrutinise the effectiveness of child protection and preventative work**

<b>LEAD BODY</b>					
<b>NYCC - CYPS</b>					
<b>Key Actions Summary (with end date)</b>	<b>Resources</b>	<b>Lead Officer</b>	<b>Key Partners</b>	<b>Milestones</b>	<b>Reporting Process</b>
2. This material about effectiveness will supplement data already provided about casework volumes, patterns of need and timeliness/length of interventions at all levels of need, which continues to be important and relevant to effectiveness. Data monitoring reports to be incorporated in the revised reporting framework.	Existing			Reports on performance data and related issues to be maintained on monthly/quarterly/annual basis.	Monthly monitoring by DCS
3. The quarterly reporting cycle under (1) and (2) to be supplemented by an agreed programme of audits or evaluation studies. These need to be balanced in their coverage of Level 2, 3 and 4 services. They need to be sustainable in number – 1 or 2 per quarter – in order that they can be researched adequately and reported in an accessible way. Their purpose should be to inform management and practice, as well as enabling accountability to Members. Each needs to be informed by clear statement about the standards to be expected of the types of work under evaluation so that Members have an evaluative context in which to operate. They should be designed as Working Papers rather than formal reports where appropriate. In some instances, workshop approach should be used, either for individual pieces of work or for bringing groups of material together to enable overview and more complete enquiry/scrutiny by Members.	Existing			First, prioritised audit reports to Members (Executive Members of OSC as appropriate). Early March 2013 (one re Early Help, one re Level 4 activity). Two audit reports/evaluation studies to be provided (one re Early Help, one re Level 4 activity) in each quarterly reporting cycle in 2012	DCS to monitor. Executive Members/OSC/Member workshops as appropriate.

**OFSTED RECOMMENDATION:****10.0 Ensure that elected members routinely scrutinise the effectiveness of child protection and preventative work**

<b>LEAD BODY</b>	<b>NYCC - CYPs</b>				
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<p>4. Topics and themes for (3) to be determined with Members drawing on eg-</p> <ul style="list-style-type: none"> <li>▪ OfSTED inspection reports</li> <li>▪ Following Pathways at Locality level</li> <li>▪ specific age or vulnerability groups</li> <li>▪ specific phases or stages in assessment processes identified from performance data</li> <li>▪ known service issues</li> <li>▪ - partner participation .</li> </ul>	Existing			Priority topics for January to April 2013 to be determined in report to Executive Members/ OSC Chair, December 2012	Members report
<p>Phase 2;</p> <p>Building on the pattern of work established under Phase 1, extend the reach and depth of evaluative work undertaken in the light of other improvement actions completed under the post-inspection plan :-</p>	Existing			Potential topics for May to December 2013 to be outlined in December 2012 report but subject to review/confirmation, April 2013	Members report
<ul style="list-style-type: none"> <li>▪ improved recording of children's views required under Recommendation 1.0 to provide more comprehensive evidence from which to evaluate CIN/CP impact</li> </ul>	Existing	Judith Hay		See Recommendation 1.0	
<ul style="list-style-type: none"> <li>▪ improved clarity and consistency in recorded outcomes and progress in casework under Recommendation 4.0</li> </ul>	Existing	Carolyn Bird/ Judith Hay		See Recommendation 4.0	
<ul style="list-style-type: none"> <li>▪ improved contribution by the LSCB to evaluation of multi-agency performance under Recommendation 6.0</li> </ul>	Existing	Dallas Frank	LSCB	See Recommendation 6.0	
<ul style="list-style-type: none"> <li>▪ improved reliability and consistency of qualitative evaluation of practice and practice issues under Recommendation 7.0</li> </ul>	Existing	Judith Hay/ Carolyn Bird		See Recommendation 7.0	

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<ul style="list-style-type: none"><li>more mature analysis of preventative data and material using evaluation best practice under Recommendation 8.0</li></ul>	Existing	Carolyn Bird	Children's Trust	See Recommendation 8.0	CYPLT, Children's Trust
<ul style="list-style-type: none"><li>more comprehensive and current information from children, young people and families to strengthen evidence base for evaluation under Recommendation 9.0</li></ul>	ViewPoint roll-out (see 9.0 above)	Carolyn Bird/ Judith Hay	LSCB	See Recommendation 9.0	