OFSTED ANNOUNCED INSPECTION 28 SEPTEMBER – 9 OCTOBER 2009

ACTIONS RELATING TO SAFEGUARDING SERVICES

Actions within 1 month (by 06.12.09)

Improve the timeliness of initial child protection plans (ICPC)	**Actions will be detailed in the Social Care Improvement Plan**
Actions will include: 1. Increase capacity within the safeguarding team by recruiting to the vacant and hard to fill posts 2. Review the business / administrative support to this team in terms of effective use of IRO time, organising of reviews and conferences, preparation of paperwork in advance and production of child protection conference minutes 3. Review and amend practice in the frontline teams - booking conferences immediately following strategy meetings / discussions and escalating any which can not be held on time due to capacity issues – for resolution at higher level 4. Timeliness of ICPCs will be closely monitored in the weekly safeguarding performance management meetings (operational team level)	

Actions within 3 months (by 06.02.10)

Develop and begin to implement a strategy to improve the recording of case records with particular attention being given to ensuring that all plans are measurable and set within timescales	**Actions will be detailed the Social Care Improvement Plan and the PID for the social care recording project**
Actions will include: 1. Revising the template for all plans – making them more fit for purpose and meaningful for children and families 2. Developing an good exemplar of a SMART care plan 3. Training for social workers on care planning and writing a SMART plan 4. Social care recording project which aimed at making our existing IT system more fit for purpose while an alternative IT solution is explored. There are 4 work streams:	

- Business process mapping
- File structure – focusing on templates, consistency of recording
- Review of pick lists to accommodate new working arrangements – CAF, Targeted Youth Support, IYS, children's centres and extended services
- Performance management arrangements for safeguarding PIs

Actions within 6 months

Ensure that all personnel records are consolidated and contents of staff files are fully compliant with local and national requirements	

Actions will include:

- Ensure that the check-list held on employee files is kept up to date with developing local and national requirements (e.g. vetting check requirements) and is easily accessible on the file.
- Ensure the employee database system is developed in line with changing requirements so all necessary information continues to be held on the system.
- Review to be undertaken to consider the circumstances when files should be retained by managers rather than HR/Pay and make changes where considered appropriate.
- In circumstances where it is approved by CS&LL DMT that managers retain employee files a check list will be provided to the managers to ensure there is understanding of what should be kept on the file and action taken to ensure staff records are up to date.
- In circumstances where staff transfer from another organisation in accordance with TUPE, a check list of action will include the need to review whether the employee records transferring meet the policy requirements of Hounslow and, where they do not, to identify the action required to bring the files to the expected standard.

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ACTIONS RELATING TO LOOKED AFTER CHILDREN'S SERVICES

Actions within 3 months (by 06.02.10)

Reports and care plans for looked after children and young people should be improved with recommendations documented in measurable ways	**Actions will be detailed within the Care Matters Implementation Plan and the Social Care Improvement Plan**
Actions will include: 1. Revising the template for all plans – making them more fit for purpose and meaningful for children and families 2. Developing a good exemplar of a SMART care plan 3. Training for social workers on care planning and writing a SMART plan 4. Strengthening the authority of IROs and case management oversight in line with the draft guidance 5. Review of job descriptions to place greater emphasis on case overview, scrutiny and challenge 6. Strengthening the escalation routes for IROs for when they are concerned about the quality of planning / decision making on a case 7. Implementing our quality assurance framework – which will involve regular quality assurance of plans by managers and Heads of Service	

Actions within 6 months (by 06.05.10)

Action should be planned and implemented to prevent looked after children and young people from being excluded from education	**Actions will be detailed within the Care Matters Implementation Plan**
Actions will include: Develop a strategy to prevent exclusions of children and young people in care which will explore a zero tolerance of exclusions for children in care at maintained Hounslow schools	

Action should be taken to increase the effectiveness of council members' contribution to corporate parenting	Actions will be detailed within the Care Matters Implementation Plan

Actions will include:

1. Briefing to members (02.11.09) on the outcome of the Inspection and this area for improvement – members were keen to contribute in any way they could

2. Exploration of their networks to benefit children in care, work experience opportunities / ways into work / considering the impact on children in care of the decisions they make / other work they do within the council

3. Learn to Respect training offered to all members and strongly encouraged to attend

4. Training for members to undertake Regulation 33 visits with officers planned for post election period