

Safeguarding and Looked after Children Improvement Plan.

Author: Nicky Rayner
Title: Assistant Director
Division: Children & Families Integrated Support & Social Care

Report Summary

Purpose:

This report seeks to inform the Corporate Parenting Panel about progress made with the activities relating to Looked After Children outlined in the Safeguarding and Looked after Children Performance Improvement Plan: 24 August 2012 – 24 February 2013.

Background:

An Inspection of Milton Keynes Safeguarding and Looked After Children Services was carried out by Ofsted/CQC in July 2012. In response to the final inspection report an inter agency Improvement Plan was agreed by Milton Keynes Children and Families Partnership to address the recommendations and requirements identified through the inspection. The Looked After Children's section of the 3 month review of the plan, as at 24th November 2012, is presented for the panel's information, scrutiny and challenge.

Corporate Priorities:

Improving the quality of the Service for Looked After Children and their families contributes to good outcomes for Milton Keynes Looked After Children. This is in line with the council's Children & Families 2012/13 priority 4; To develop and maintain effective intervention that prevent the most vulnerable children and young people in our communities from experiencing additional difficulty and prevents them from suffering significant harm.

Performance Information:

The purpose of the inspection was to evaluate the contribution made by relevant services in the local area towards ensuring that children and young people are properly safeguarded and to determine the quality of service provision for looked after children and care leavers. The overall effectiveness of interagency provision for looked after children was rated as Grade 3 -Adequate with its Capacity to Improve rated as Grade 2- Good.

Equality and Diversity Impact:

Services for Looked After Children and young people are provided for children from across the Milton Keynes community. They therefore need to provide interventions that can meet the diverse needs of the children and young people in the Council's care.

Recommendations /Proposals:

Corporate Parenting Panel are asked to note and discuss/challenge the report.

LOOKED AFTER CHILDREN EXTRACT FROM FULL PLAN

Milton Keynes Children and Families Partnership with Milton Keynes Safeguarding Children Board

Inspection of Safeguarding and Looked After Children Services Ofsted/CQC July 2012 Performance Improvement Plan: 24 August 2012 – 24 February 2013

Overall responsibility: Milton Keynes Statutory Director of Children's Services and Statutory Lead Member for Children's Services

II. LOOKED AFTER CHILDREN

Immediate action

Freeing Orders were replaced by Placement Orders under the Adoption Act 2002 (enacted in full by 2007). These court orders are required before a Looked After Child can be placed for adoption. Children's adoption plans may be rescinded and converted to long term care when adoptive placements are not found. Their Freeing/Placement Orders should then be revoked. However, Milton Keynes and many other LAs did not routinely apply for the appropriate revocations in these cases. A recent court case, involving young people who had inappropriately remained subject to Freeing Orders in another LA, criticised this approach. A ministerial letter to all LAs in July 2012 required LAs to apply to discharge the Freeing and Placement Orders for all Looked After Children who no longer have an adoption plan. At that time, there were 8 Milton Keynes LAC (from 5 families) subject to Freeing Orders and 18 LAC subject to placement orders who were in this situation. The plan to address this was agreed and underway prior to the inspection.

Concerns about MK LAC missing from care are not at the level recently reported in the press in relation to, for example, young people placed in Kent by London Boroughs. However:

- The inspection team identified that the MK electronic social care record system was not used effectively to aggregate all missing from care episodes involving MK LAC. Consequently, there is a mismatch between LA and police missing from care information beyond that generated by the differing data sets (the police record LAC missing from MK addresses, whichever LA is responsible for their care, whilst the MK Social Care system aggregates missing episodes for all MK LAC, wherever they are placed).
- Current MK procedural guidance requires social workers to undertake 'return interviews' when any MK missing LAC return to their placement, wherever they are placed geographically. This generally happens as required.
- In addition, there are a significant number of LAC placed in MK by other LAs, whose return interviews are technically the responsibility of their home LA. In 2011/12, a one-year project commissioned by the MKSCB from a national charity provided return visits to all missing LAC in the MK area, working mainly with LAC placed by other LAs. Concerns about the end of this project were noted by the inspection team.
- A well-established comprehensive protocol is in place between MKC Childrens' Services and Thames Valley Police in relation to missing children and young people. This includes responses to those who are missing from care. However, at the time of the inspection, there was no specific guidance issued to MK foster carers beyond that included within the overall Thames Valley protocol.

Action within 3 months (24.11.2012)

The level of complaints by LAC and their uptake of the independent advocacy service (newly commissioned from a voluntary organisation, 'Voiceability') were both identified as being at a low level. Some LAC informed inspectors that they were not aware of the complaints process or of the advocacy service.

Milton Keynes is a relatively small geographical area, and so places a number of LAC outside the LA boundaries. Some are placed within 20 miles of the boundary with MKC foster carers, or in independent commissioned placements which are considered to be sufficiently local to ensure that LAC maintain their family and community links. Others require a

specialist placement which is not available locally, or need to be placed at a distance for safeguarding reasons. The council has a "LAC placement sufficiency plan" which is successfully reducing the number of LAC placed out of area due to non-availability of appropriate local placements. This action requires the sufficiency plan to be maintained and enhanced.

MKC LAC experience a higher % level of "placement instability" (i.e. placement moves) than those cared for in other similar LAs. This instability has to date not responded to a range of remedial activity. This action correctly suggests that placement stability will be enhanced by improved placement sufficiency. Improved sufficiency is one of several elements in the current MK ISSC whole-system action plan to improve stability performance.

The percentage of LAC placed within 20 miles of MK is increasing, indicating a positive impact of placement sufficiency work to date:

	Mar-11	Jun-11	Sep-11	Dec-11	Mar-12	Jun-12
0 - 20 miles	207	217	229	224	227	239
21 - 50 miles	23	19	21	22	19	17
51 - 100 miles	24	19	19	17	21	23
101 miles and over	17	15	11	12	11	6
% 0 - 20 miles	76.1	80.4	80.6	81.5	81.7	83.6
Number of LAC	272	270	284	275	278	285

In 2010, new statutory guidance relaxed the requirement for disabled children in receipt of overnight short break respite care to be formally "Looked After". Milton Keynes fully implemented this change, substantially reducing the number of support packages subject to the more highly regulated and time consuming LAC processes. However, new local procedures were written for professionals, rather than for parents and families, and missed the opportunity fully to explain why a small number of support arrangements remained within the "looked after" system.

IROs are responsible for chairing meetings which review LAC care plans whenever these change or on a 3 or 6 monthly basis. National regulatory guidance suggests that a full time IRO caseload should be up to c. 70 LAC. National benchmarking indicates an average of about 76. MK IROs expressed concerns to the inspection team that they are unable to complete their review records in a timely manner due to their overall pressure of work. MK IROs have an average of 68 – 72 LAC per full time IRO.

The inspection team's findings reflected the LA's own audit findings that, whilst there are examples of good practice, these issues are not sufficiently and consistently captured and addressed in children's social care planning and are insufficiently evidenced in case records.

All new LAC should have a health assessment within 28 days. New notification processes are in place, which are improving performance. The inspection team were concerned by the data in the 2011/12 LAC health report, which recorded significant delays in some assessments.

Prior to the inspection, the service was offering copies of health assessments to young people if they wanted them.

Action within 6 months (24.02.2013)

The use of agency staff to supervise contacts whilst recruitment activity is completed to MKC staff vacancies in the LA's new in-house supervised contact provision (designed to improve medium and long term performance) has proved unreliable. An action plan is in place between senior managers and the agency service provider to address this until the in-house contact service is fully staffed.

II. LOOKED AFTER CHILDREN – This section will also be monitored by comprehensive reports to the MK Children and Families Partnership and the Corporate Parenting Panel, and exception reporting to the MKC Children and Young People’s Select Committee

Action 8	Review all cases where children are subject to freeing orders or placement orders where the plan for adoption or permanence may have changed.							
Core Objectives	<ul style="list-style-type: none"> The discharge of all freeing and placement orders where adoption is no longer the plan for the child. Improved clarity of care planning and long term stability for MK LAC formerly subject to an adoption plan. Improved focus on effective and urgent family finding for all MK LAC with active adoption plans. 							
Success Criteria:	All MK Looked After Children subject to a freeing order or placement order have an active adoption plan.							
Activity	Starting Point 24.8.12	Timeline Immediate implementation	Resource requirements	Lead(s)	Projected outcomes	Risk RAG Mitigation	Monitoring	Progress
Undertake Review	8 Freeing Orders & 18 Placement Orders to be discharged	24.8.12		MKC ISSC Head of Delivery Corporate Parenting	Identification of cases requiring action	G	MKC ISSC AD CSC (report)	Completed
Identify and agree resources required to discharge identified inappropriate orders		24.8.12	£100K legal costs; £20K social work costs; Court time	MKC ISSC Head of Delivery Corporate Parenting	Resources in place (including court time)	G	MKC ISSC AD CSC (via budget report)	Completed
Discuss the discharge plans with affected LAC and their families	Potential concerns identified and addressed	30.9.12	As above	MKC ISSC Head of Delivery Corporate Parenting	LAC aware of discharge plans - any anxieties addressed	G	MKC ISSC AD CSC (IROs to confirm)	Completed
Freeing Order discharge applications lodged with the court		31.10.12	As above	MKC ISSC Head of Delivery Corporate Parenting	Orders discharged within usual court timescales	R This time frame has proved more	MKC ISSC AD CSC (legal team report)	Of 8 children, 2 applications lodged with Court, 4

						challenging than anticipated.		Applications to court drafted and with legal. 2 Children unhappy with their discharge plans.
Placement Order discharge applications lodged with the court		30.11.12 & ongoing as required	As above	MKC ISSC Head of Delivery Corporate Parenting	Orders discharged within usual court timescales	R Meeting planned with Legal to accelerate the work	MKC ISSC AD CSC (legal team report)	3 Applications to Court Drafted: 1 child SGO being progressed.

Action 9	Ensure that local procedures and practice appropriately support looked after children who go missing from care and that provision for return interviews are offered in addition to those provided by the police.							
Core Objectives	<ul style="list-style-type: none"> Ensure that responsible local agencies and the MKSCB have a complete and accurate picture of the numbers, location and pattern of missing episodes of all LAC who go missing from care. Address the safeguarding needs of MK LAC who go missing from care. Ensure that LAC who are the responsibility of other LAs who go missing from care whilst placed in Milton Keynes are appropriately supported and safeguarded. 							
Success Criteria:	Agencies work effectively together to safeguard MK LAC and all LAC placed in Milton Keynes who go missing from care.							
Activity	Starting Point 24.8.12	Timeline Immediate implementation	Resource requirements	Lead(s)	Projected outcomes	Risk RAG Mitigation	Monitoring	Progress
Specific guidance issued to Social Workers re the recording tab to be used on the electronic record system in addition to case notes to capture aggregate data.	Under-reported aggregate social care data	September 2012		MKC ISSC Head of Delivery Corporate Parenting	Raised awareness of the process and clarity around roles and responsibilities. Accurate data re missing MK LAC.	G	MKC ISSC AD CSC (via monthly data reports)	Completed Children missing from care are now monitored on ICS (CSC child database) and reported at CSC Performance Meetings. 15

								events since April 1 st involving 10 children.
Additional specific guidance written for Foster Carers (consistent with the Thames Valley Protocol)	Reliance on general missing children protocol	September 2012		MKC ISSC Head of Delivery Corporate Parenting	Raised awareness of the process and clarity around roles and responsibilities (checked with carers in carer reviews). Specific guidance in place.	G	MKC ISSC AD CSC (sample of carer reviews)	Completed
Instruction to Social Workers to carry out visits following all absences (in line with MK policies).	This was already usually in place	September 2012		MKC ISSC Head of Delivery Corporate Parenting	Improved safeguarding and placement support.	G	MKC ISSC AD CSC (feedback from IROs)	Completed Since inspection, all children missing 24 hours or more have been visited.
MKSCB development day discussion on interagency monitoring of and responses to children in care who go missing in MK	No agreed inter-agency strategy	September 2012		Initially, MKC ISSC AD CSC (subsequent implementation to be led jointly with identified TVP lead)	Agreed consensus and options for monitoring and safeguarding other LA's LAC, including escalation process if other LAs do not appropriately safeguard their LAC.	A	MKSCB Chair	MKSCB formally agreed to adopt the Children's Society <i>Runaways Charter</i> , now on the website. Individual agencies have reviewed and adapted their processes to ensure return visits in place, data accurate, cross checking of systems. Social

								Care/Police liaison in progress.
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Action 10	Raise awareness of the complaints procedure and the availability of an independent advocacy service to support children and young people should they wish to make a formal complaint.							
Core Objectives	<ul style="list-style-type: none"> LAC aware of the complaints procedure and advocacy support. 							
Success Criteria:	An increased number of LAC using the complaints procedure and accessing advocacy support to do so.							
Activity	Starting Point	Timeline	Resource requirements	Lead(s)	Projected outcomes	Risk RAG Mitigation	Monitoring	Progress
Communication plan in place to raise the awareness of LAC, parents and families, social workers, managers, IROs, foster carers and other professionals	Limited awareness 24.8.12	24.11.2012 Detailed within the plan – all completed by 24.11.12	Corporate complaints team and social care manager time	MKC Head of Customer Service	Increased awareness and uptake of complaints and advocacy by MK LAC reflected in quarterly complaints reports	G	MKC ISSC AD CSC	Complete Customer Service Head attended TCTF 10/10/12 and foster carers meeting 12/10/12 to discuss complaints processes. Article in fostering newsletter (19/09/12). Quarterly complaints item to CSC Performance Meetings. Advocacy briefing for C&F managers arranged for 16/01/13

A letter from the Voiceability advocacy service sent (with their leaflet) to all MK LAC aged 6 plus	Limited awareness	21.9.12	Postage and printing	MKC ISSC Head of Delivery Corporate Parenting	Increased use of advocacy service (Voiceability contract monitoring data)	G	MKC ISSC AD CSC	Complete Sent 21/10/12, also letter to foster carers.
Young people, facilitated by Voiceability, to review and suggest improvements to the current MKC children's complaints literature.		December 2012	Within Voiceability current contract	MKC Head of Customer Service	Accessible literature – increased LAC awareness, understanding and use of complaints.	A	MKC ISSC AD CSC	This work has commenced with initial feedback received from young people at TCTF, on track for completion in December.

Action 11	Ensure there are sufficient placements available to enable children to be matched to carers that best meet their identified needs and support placement stability.							
Core Objectives	<ul style="list-style-type: none"> Sufficient appropriate local placements for all LAC whose needs do not require placement at a distance to be placed within 20 miles of Milton Keynes in a placement which meets their needs and does not end in an unplanned move. 							
Success Criteria:	Improved placement location – % of LAC placed within 20 miles. Improved placement stability for LAC – reduced numbers experiencing 3+ moves in a year. Increased number of in-house Milton Keynes Foster Carers.							
Activity	Starting Point	Timeline	Resource requirements	Lead(s)	Projected outcomes	Risk RAG Mitigation	Monitoring	Progress
Continue to Implement 2011-14 LAC placement sufficiency plan.	Children placed within 20 miles of MK 81.7% March 2012	November 2012		MKC ISSC Head of Delivery Corporate Parenting	Increase the % of children placed within 20 miles of MK to 85.0%	G	MKC ISSC AD CSC via quarterly data report	September 2012: of the 290 CIC, 238 (82.1%) placed within 20 miles.
Implement targeted Fostering recruitment strategy	142 registered Foster carers in March 2012	Ongoing		MKC ISSC Head of Delivery Corporate Parenting	153 registered foster carers in March 2013 (a net increase of 11) FC = Foster Carer	A	MKC ISSC AD CSC via monthly data report	As part of the Annual Recruitment Strategy, a range of advertising and publicity

								<p>event s have taken place, including 16+ age group.</p> <p>At end Nov 2012 we have 150 foster carers, which includes 18 Friends and Families; plus 7 supported lodgings</p>
Introduction of Permanency Tracking Forum to promote and ensure progress towards LAC permanency plans.	Some evidence of delay	October 2012		MKC ISSC Head of Delivery Corporate Parenting	Reduced drift in planning and matching to long term placements.	A	MKC ISSC AD CSC (via minutes of the forum)	<p>SW teams consulted and Forum protocols established.</p> <p>First forum will be held 29/11/12</p>
Review the level of supported housing available to the more vulnerable 16 and 17 year old LAC (see priority 6 – the use of the 53 St Mungo's beds)	Contract includes this group – but some access issues	October 2012		MKC ISSC Head of Delivery Corporate and Parenting MKC Head of Housing Access	Local supported placements within Milton Keynes for 16/17 year old LAC and care leavers who do not want (or are not suited to) family placements	A	MKC ISSC AD CSC	<p>Contract with St Mungos is in place. July Performance Review held with Housing/St Mungos/CSC - vulnerable 16-17 year olds identified as a priority and PI set</p>

Continued monitoring and whole system actions (including placement sufficiency) to address placement stability issues	Poor performance	November 2012		MKC ISSC Heads of Delivery Corporate Parenting and Social Work	LAC who move placements do so for positive reasons. Improved performance on the 3+ moves stability indicator	A	MKC ISSC AD CSC via monthly data report	Placement tracking more closely linked to operational managers through Permanency Tracking Forum. Stability presentation to various key groups, Team Managers and Fostering Panel
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Action 12	Clarify the reviewing process for families in receipt of short term breaks.							
Core Objectives	<ul style="list-style-type: none"> Parents and disabled young people understand and are satisfied with the planning arrangements for their short breaks. 							
Success Criteria:	User satisfaction and understanding fed back through the main residential short break provider (Furze House).							
Activity	Starting Point	Timeline	Resource requirements	Lead(s)	Projected outcomes	Risk RAG Mitigation	Monitoring	Progress
Officer group to review the current policy against the relevant guidance	The policy is correct, but inaccessible.	August 2012		MKC ISSC Head of SEN & Disability		G	MKC ISSC AD CSC	Completed
A family friendly version of the current policy, emphasising the key role of family/parental choice, to be drafted and shared with parents for comment/amendments before distribution for general use.	See above	Draft completed 21.9.12 Consultation October 2012 Circulation by November 2012		MKC ISSC Head of SEN & Disability		G	MKC ISSC AD CSC via progress reports	Completed Information leaflet re reviewing process and legal status created in consultation

								with Furze House staff and parents. Available to parents. Workers will now share this when next reviewing existing plans and with new families as required.
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Action 13	Review the arrangements for the independent reviewing services to ensure the case loads of the independent reviewing officers (IROs) are manageable							
Core Objectives	<ul style="list-style-type: none"> Ensure that there is sufficient resource to support the effective reviewing and recording of Looked After Children's care plans. 							
Success Criteria:	Care plans are effectively reviewed and records distributed in a timely manner.							
Activity	Starting Point	Timeline	Resource requirements	Lead(s)	Projected outcomes	Risk RAG Mitigation	Monitoring	Progress
Review current IRO caseloads against comparators and regulatory guidance	Case-loads 68 to 72	August 2012		MKC ISSC Head of Productivity	Care plans are effectively reviewed and records distributed in a timely manner.	A	MKC ISSC AD CSC (activity report)	<p>National average per FTE IRO Oct 2012 = 76. Current average MK case load = 71 (this has been consistent over the last 7 months).</p> <p>IRO Team Day 04/12/12 to:</p>

								review IRO systems; consider impact of legislative changes e.g. adoption, youth justice, family justice; review use of Winscribe
Review administrative support to the team with a view to releasing IRO time from routine tasks	Additional admin support required	September 2012	1 fte (see also priority 3 above) – funding TBC	MKC ISSC Head of Productivity	Care plans are effectively reviewed and records distributed in a timely manner.	A	MKC ISSC AD CSC (review report)	Review completed – resource yet to be identified
Roll out winscribe, a technical solution which will improve recording of LAC reviews and release IRO time.	Limited engagement	Autumn 2012			Care plans are effectively reviewed and records distributed in a timely manner.	A	MKC ISSC AD CSC (progress report)	Winscribe rolled out 23/10/2012. Flow chart and timescales agreed for completion of outcomes/ minutes. Interim review of Winscribe Jan 2013

Action 14	Ensure that the needs of children and young people in relation to their racial and cultural identity, religion and disability are fully incorporated in assessment care planning and recording.
Core Objectives	<ul style="list-style-type: none"> All MK Social Care staff develop the skills to recognise and address these needs in their work with children, young people and families, to include them in their analysis of needs and planning for individual children and to support children, families and carers in recognising and building upon their resultant strengths and overcoming any barriers which they may experience. MK LAC receive appropriate services which acknowledge and build upon their diverse individual needs.
Success Criteria:	Appropriate incorporation of assessment of, and attention to, individual, family and community diversity needs improves outcomes for MK Looked

After Children across the full range of outcome areas.								
Activity	Starting Point 24.8.12	Timeline 24.11.2012	Resource requirements	Lead(s)	Projected outcomes	Risk RAG Mitigation	Monitoring	Progress
AD meeting with managers to reinforce the need for management oversight of and support to front line workers to ensure more effective implementation of recent training/briefing in this area	Recent audits indicate a need to improve some workers' practice	September 2012	Maintain effective social worker caseloads and supervision ratios	MKC ISSC Assistant Director Social Care	Focus on improving performance in this area delivers more effective practice and contributes to improved outcomes for LAC across all outcome areas.	G	See below	Completed
Increased use of the 'disability' tag on electronic case records to record disability issues and ensure more accurate aggregate data capture.	Limited use outside the dedicated disability team.	September 2012	As above, plus ICS and data support staff time	Head of Delivery, Social Work	Improved awareness of disability issues for less profoundly disabled children.	G	MKC ISSC AD CSC via monthly data reports and AD dip sampling	Raised at CSC Performance meeting, ICS (children's database) team to help staff record disabilities. AD dip sampling in progress.
Themed case file audit of diversity issues, with feedback to Heads of Delivery (as well as line managers) of all cases assessed below "good".	As above	November 2012	As above plus management time to undertake the audit	MKC ISSC Head of Productivity Safeguarding	As above	A Sept CSC Performance meeting and CSC management meeting agreed to defer time scale as	MKC ISSC AD CSC via audit report to bi-monthly performance meeting	Terms of Reference to be agreed at CSC management meeting 06/12/12. Audit during December.

						Auditor was on Annual Leave.		To report to Performance meeting in Jan 2013
MKC Children and Families Partnership to consider the needs of and practice with LAC	SLAC inspection report findings	Report by March 2013		Diversity Commission Chair	Partner agency diversity action plan includes addressing the needs of MK LAC	A	MK Children and Families Partnership board	Head of Delivery Corporate Parenting will report following the themed audit

Action 15	Milton Keynes Borough Council and Milton Keynes Community Health Services NHS Trust must ensure that all initial health assessments are completed within the statutory time-frames.							
Core Objectives	<ul style="list-style-type: none"> Looked After Children health needs identified and addressed at the earliest possible point. 							
Success Criteria:	Improved health outcomes for Looked After Children							
Activity	Starting Point 24.8.12	Timeline	Resource requirements	Lead(s) Exec Lead MKCHS/ MKC ISSC Head of Delivery Corporate Parenting	Projected outcomes	Risk RAG Mitigation	Monitoring	Progress
Revise process provided to all social work teams outlining roles and responsibilities, including social work compliance with three day timeframe for notification to the Children in Care Health Team.	SLAC report identified concern	30 th September 2012	Nurse time	MKCHS Executive Lead and Looked After Children Nurse and MKC ISSC Head of Delivery Corporate Parenting	Raised awareness of process and clarity around roles and responsibilities. Prompt SW notification of new Looked After Children.	G	MKC ISSC AD CSC & MKCHS Executive Lead	Complete. Protocol for Initial Health Assessment document, which contains the revised process, was distributed to CSC Team

								Managers in Sept 2012
Build alerts into the process which remind frontline workers to complete e-forms and ensure management action when delay is identified.	Feb 2012 45% of requests for Initial Health Assesments were made after the the child had been in care for 4 weeks.	November 2012	TBC (ICS development time)	MKC ISSC Head of Delivery Corporate Parenting (in consultation with data colleagues) and Children in Care Health Team	Reduced delay in process. Increase the number of Initial Health Assessments completed within timescale to at least 90% (with the an expectation of 100% compliance)	A	MKC ISSC AD CSC & MKCHS Executive Lead	Alert to LAC nurse set up on ICS on 15.10.12. Q1 figure improved to 32% outside 4 weeks. Q2 figures not available but early indications this has continued to improve.
Explore offering additional Saturday & weekday clinics to provide more frequent and rapid access to health assessments .	Clinics currently provided	31 st October 2012	Additional medical practitioner time	MKCHS Child Health Manager	Greater flexibility and more readily available appointments.	G	MKCHS Executive Lead	Access to health assessments has been reviewed. Service improvements introduced to improve efficiency of existing clinics Additional Saturday

								clinics set up, if required, to meet demand. This has improved the number of children having their IHA within 4 weeks of notification.
Establish monitoring system so all elements of delay in offering initial health assessments are recorded.	Established system not in place	December 2012	NA	MKCHS Designated Nurse for Looked After Children	Delays recorded	A	MKCHS Executive Lead and MKC ISSC AD CSC	Work in progress and on track for Dec 2012
Quarterly audits carried out and reported to bi-monthly Performance Meeting for any further remedial action.	SLAC report identified concern	30 September 2012 31 st December 2012 31 st March 2013	Sufficient LAC nurse time to audit the system	Looked After Children Health Team	Timely and accurate data to inform corrective management action	G	MKC ISSC AD CSC & MKCHS Executive Lead	Audit completed Oct 2012 by Looked After Children Health team, looking at timeliness of notification from CSC to CIC team. Audit shows improvement still required. CIC team following up and re-audit planned for December.

Action 16	Milton Keynes Borough Council and Milton Keynes Community Health Services NHS Trust must ensure that all care leavers receive a copy of their health history in line with statutory guidance.							
Core Objectives	<ul style="list-style-type: none"> All Care Leavers receive their health history as required, and this is provided in an appropriate accessible format. 							
Success Criteria:	100% of care leavers receive their health history. Care Leavers engage in the design of the history format and feedback that the history is accessible and useful.							
Activity	Starting Point	Timeline	Resource requirements	Lead(s)	Projected outcomes	Risk RAG Mitigation	Monitor-ing	Progress
Format of health history record designed with young people	Record not currently provided	30 th November 2012	Participation worker time	MKC ISSC Head of Delivery Corporate Parenting	Agreed format of tangible record for young people	A	MKC ISSC AD CSC & MKCHS Executive Lead	Options for Independence (Care leavers) team manager met with TCTF (Children in Care Council) Sept 2012. Health record to be provided in a format similar to the health 'red book'. Young people to design the 'front cover'
Revised process provided to all social work teams	Record not currently provided	31 st October 2012	NA	MKC ISSC Head of Delivery Corporate Parenting	Raised awareness of process and clarity around roles and responsibility.	G	MKC ISSC AD CSC & MKCHS Executive Lead	Key staff aware of the process for sharing health records with

								young people and this will be monitored by IROs through LAC reviews.
Health history provided by Looked After Children nurse based on initial health assessment	Record not currently provided	31 st October 2012	Children in Care Health Team	MKCHS Designated Nurse for Looked After Children	All Care Leavers 16 plus are given the summary / plan of Initial Health Assessment / Review Health Assessment. 7	G	MKC ISSC AD CSC & MKCHS Executive Lead	Final Health assessment for care leavers re-designed to provide copy of full Health, Birth and Immunisation history.
Ensure the provision of the health history is monitored through the Looked After Children review process.	Record not currently provided	31 st October 2012	Independent Review Officer time	MKC ISSC Head of Productivity Safeguarding	Accurate recording	G	MKC ISSC AD CSC via IRO service report	IROs reminded to action
Children in care website to be updated and monitored to include details on access to health records.	Record not currently provided	30 th September 2012	Participation worker time	MKC ISSC Head of Productivity Safeguarding	Increased understanding of access to health history amongst Care Leavers	A	MKC ISSC AD CSC via user feedback reports & number of website hits	Significant health info on KIC:MK web site, regularly monitored. New procedure for providing info through IROs. Website to be updated with new health history record info (see 16.1

								above)
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Action 17	Ensure that all supervised contact meets the standard expected by the council in terms of promptness, consistency of worker and timeliness							
Core Objectives	To deliver effective contact service for looked after children and families.							
Success Criteria:	Contact standard met: contact takes place on time, with a consistent worker in a suitable venue which meets the needs of the child or young person.							
Activity	Starting Point	Timeline	Resource requirements	Lead(s)	Projected outcomes	Risk RAG Mitigation	Monitor -ing	Progress
To continue to develop a seven day/ week Contact Support Service operating from 0900 – 1800hs	In-house service under development	24.02.2013 All contacts delivered by in house provision meet the standards required by December 12.	12 full time workers.	MKC ISSC Head of Delivery Social Work	High quality contact is provided for all those engaging in contact sessions.	G	MKC ISSC AD CSC via performance report	Service fully operational with positive feedback; averaging 60 contacts per week.
To pursue completion of phase 2 of the service development plan (taking on 70% of Manpower contact provided activities through the recruitment of additional contact support staff and an additional social worker position).	As above	December 12 all staff in place	Contact Support Service to recruit additional staff (6 Contact Support Assistants [CSA] and 1 social worker)	MKC ISSC Head of Delivery Social Work	70% of contacts involving children in care proceedings undertaken by in-house provision.	A	MKC ISSC AD CSC via CSC monthly statistic on Manpower contacts sessions	12 CSA staff recruited. Manpower figures reduced from 526 in Aug to 310 in Oct – 42% reduction. Contact Social Work post out to advert.

								Further recruitment of one CSA still to be advertised.
Admin review of the current and future service support needs.	Review completed	Contact Support Assistant is recruited to a permanent contract by November 12.	1 full-time admin worker	MKC ISSC Head of Delivery Social Work	High quality contact service is offered to looked after children and their families.	A	MKC ISSC AD CSC – report received	Permanent part-time admin worker agreed and recruitment is ongoing.
To ensure that spot purchased supervised contact arrangements meet the required standard.	Currently not met – monitored action plan in place	All contacts which are spot purchased meet the standards required by December 12.		MKC ISSC Head of Delivery Social Work	High quality standards are maintained for all children and young people including those receiving external contact provision.	A	MKC ISSC AD CSC via progress report on Manpower Action Plan	Review meetings with Manpower take place 8 weekly to monitor quality. Manpower reports that 98.2% of the bookings have been fulfilled during September.

Key:

MKC - Milton Keynes Council

ISSC – Integrated Support and Social Care

AD – Assistant Director

CSC - Children's Social Care

MKHFT – Milton Keynes Hospital Foundation Trust

MKCHS – Milton Keynes Community Health Service

MKSCB – Milton Keynes Safeguarding Children's Board

LA – Local Authority

LAC – Looked After Children

SW – Social Worker

CCG – Clinical Commissioning Group

TVP - Thames Valley Police

