

Action Plan addressing recommendations from the Ofsted Focused Visit – September 2020

This action plan addresses the areas for improvement following the Ofsted Focused Visit of Milton Keynes CSC in September 2020.

Progress of this action plan is review at monthly meetings with key leads for the action plan; Sophie Marshall (Principal Social Worker), Melinda May (Group Head of Service Children and Families) this review work is supported by Phil Roberts (Safeguarding Improvement Officer).

Key to RAG Rating

The RAG status should be interpreted as follows:

RAG Shading	Action Status
	Action not yet started.
	Action in progress and on schedule to complete on time as planned.
	Action in progress but at risk of not completing on time as planned.
	Action started, but blocked; key milestone not met, or other as yet unresolved impediment to completion.
	Action completed successfully.



Area identified for improvement: Address case allocation and capacity in Family Support Teams					
Actions	Owner(s)	Progress / Outcome	RAG	Time Scales	
1	Performance Team to implement a weekly report of all cases allocated to Deputy Team Managers to ensure senior management oversight. Report to be shared with Mac Heath, Melinda May, Candice Boatswain and Sophie Marshall. Candice Boatswain to monitor.	Lisa Beckett / Candice Boatswain	This is now routinely taking place and happening on a weekly basis. Active Heads of Service follow up on areas of concern are having an impact.		Monday AM weekly
2	Case allocation and progression, by ensuring that all children transferring from the MASH are quickly allocated and revisited and their plans are progressed.	Candice Boatswain	This is routinely taking place and happening on a weekly basis. Active Heads of Service follow up on areas of concern are taking place		Ofsted Meeting Monthly
3	Introduce 4 new social workers to increase capacity across the FSTs. The 4 posts will be filled immediately by agency workers in the interim.	Melinda May	Agreement in place for recruitment but difficulty remains in recruiting experienced and well qualified social workers 25.2.21		Review in monthly recruitment meetings

Area identified for improvement: Improve recording of management oversight and decision making ensuring this includes rationale for the decisions					
Actions	Owner(s)	Progress / Outcome	RAG	Time Scale	
4	Produce guidance for managers with setting expectations for recording of management decisions (including decisions between supervision / assessment sign off etc.) This will be added as an area of focus in our monthly audits with social workers.	Sophie Marshall	This will be launched as part of the new Quality Assurance framework in April 2021. Guidance for managers on recording to be sent out in February 2021.		April 2021 February 2021
5	While supervision takes place regularly, the quality of recording is variable. For some children, supervision records lack detailed actions with timescales to prevent drift in progressing plans.	Sophie Marshall / Nickie Healy	This will be launched as part of the new Quality Assurance framework in April 2021. Guidance for managers on recording to be sent out in February 2021 – done Feb 2021		April 2021 February 2021 – complete
6	Training for recording management decisions to be organised for all supervisors.	Sophie Marshall / Nickie Healy	Managers to attend mandatory training March 2021		March 2021
7	Review impact of midway review monitoring meetings by Independent Chairs	Quality Assurance	Audit set for June 2021 to look at impact – in the interim being monitored by the Independent Reviewing Officer development plan.		June 2021

Area identified for improvement: Review the case load and workload arrangements for the Personal Advisors in the 16 – 25 service					
Actions	Owner(s)	Progress / Outcome	RAG	Time Scale	
8	Review of caseloads to be completed by Team Manager and Head of Corporate Parenting.	Huma Ali / Sivay Heer	This is captured monthly in our data market and reviewed quarterly at our CSC performance board		Monthly Quarterly
9	Some pathway plans are not comprehensive enough. They do not consistently have clear action plans to help achieve positive change or to mitigate potential risks. Pathway plans do not always sufficiently capture future plans for care leavers who are NEET (not in education, employment or training)	Sivay Heer	Meeting held 9.2.2021 to create an improvement plan for pathway plans. SOS training booked -check with Nickie date.		April 2021
10	Placement sufficiency is a challenge in Milton Keynes, particularly for care leavers. Leaders and politicians are working to address this within the council, for example by working with the housing department to create new accommodation in Milton Keynes specifically for care leavers.	Youth Accommodation Sufficiency Board	Task and finish group formed to include commissioning, adult services, and housing services with a view to make recommendations in April 2021		April 2021

Area identified for improvement: Continue to develop quality assurance approach ensuring audit focuses on having a critical eye					
Actions	Owner(s)	Progress / Outcome	RAG	Time Scale	
11	Sophie Marshall / Phil Roberts	Restructure to be progressed in March 2021 to the safeguarding service to introduces additional capacity.		March 2021	
12	Rhian Williams Virtual School Governing Body Sivay Heer	New Portal launched January 2021 PEPs trained staff being included in audit timetable from April 2021		April 2021	
13	Sophie Marshall / Phil Roberts	Being reviewed alongside SESLIP group work. Launch April 2021		April 2021	
14	Sophie Marshall / Phil Roberts	Moderation capacity increased by 3 managers – start Jan 2021 – Monthly audits undertaken		Jan 2021	
15	Sophie Marshall / Phil Roberts	First one set for June 30 th , 2021		June 2021	
16	Sophie Marshall / Phil Roberts	Part of the training which is being delivered in March 2021		March 2021	
17	Sophie Marshall / Phil Roberts	Discussion with Deputy Team Managers – action – Quality Assurance to create a headline page that can be shared at Team Meetings – first one Feb 2021		February 2021	

18	Mandatory audit training for all managers and those conducting audits	Sophie Marshall/Nickie Healy	New Audit forms and Audit training March 31 st 2021		March 2021
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Area identified for improvement: Review Transitions arrangements				
Actions	Owner(s)	Progress / Outcome	RAG	Time Scale
19	Review Transfer policy	Sivay Heer / Sophie Marshall/Candice Boatswain	Two meetings held with agreement for process from MASH to FST and FST to CIC and 16 plus – SM to rewrite policy to reflect agreement. Further planning needed for clarity from MASH to Children and Families Practice – Family Support Team to Children and Families Practice and Children in Care back to Family Support.	March 2021
20	Develop agreed process for case transfer meetings.	Sophie Marshall/Sivay Heer/Candice Boatswain	Now agreed and will be part of transitions policy. Not yet green as being launched to staff with new policy mid Feb. MASH workers started new process as a trial until then.	March 2021

Area identified for improvement: Strengthen supervision activity				
Actions	Owner(s)	Progress / Outcome	RAG	Time Scale
21	Sophie Marshall/Candice Boatswain	Reviewed in line with Hampshire CSC – for discussion at Heads of Service meeting 28.02.2021		Completed Feb 2021
22	Sophie Marshall/Nickie Healy.	Dates sent out for March 2021 – tracking of booking by NH to be reported to SM on 15 th Feb for follow up.		March 2021
23	Janet Mitchell	Programme written – to avoid training overload in March this will be offered across April and May		May 2021
24	Quality Assurance	Written into new audit framework launch April 2021		April 2021
25	Quality Assurance	Planned for May 2021		May 2021

