

BCC Response to Ofsted Monitoring Letter September 2016

Ofsted Said....	We have....
Senior managers now need to continue to focus on improving consistency in the quality of social work practice	<ul style="list-style-type: none"> - Detailed Consistency of Best Practice action plan updated following Ofsted visit with ongoing meetings of managers to monitor progress and unblock issues - Continued to use exception reports to highlight missing / late information - Reviewed the training programme to ensure focus on practice standards - Added additional quality checking by managers at key points of the child's journey - Continued to performance manage staff where poor practice remains - Committed to a third senior management 'audit week' in December 2016
Capacity to manage allegations against professionals working with children remains insufficient to respond effectively to all referrals	<ul style="list-style-type: none"> - Recruited additional 2fte LADOs – one to cover long term sick leave and one over-establishment for 2 months to clear 'backlog' - Reviewed and amended the LADO recording system to ensure it is as efficient as possible - Added additional business support capacity to chase outstanding information
The quality of private fostering work remains too variable	<ul style="list-style-type: none"> - Given social workers in the fostering team access to update children's records - Arranged training for staff on 24/10/16 - Undertaken a review of all existing open Private Fostering placements - Created a performance management tool to measure progress through the system as part of monthly supervisions - Developed and launched an audit tool to evaluate the carers journey - Established annual QA panel for all Private Fostering placements - Highlighted at BCSB the need for partners to take responsibility for raising awareness
Considerable work is still required to strengthen the quality of child in need and child protection plans	<ul style="list-style-type: none"> - Developed guidance on 'what is a good CP Plan' with links to examples of good practice - Delivered training to staff on good planning through October, last session 14/10/16 - Established a CP Conference Chair buddy system to quality assure plans, minutes and conferences - Added mandatory box to LCS plan templates for 'risk assessment and contingency plan'

There is too much delay in progressing some referrals	<ul style="list-style-type: none"> - Trained managers in Contact and MASH in relation to thresholds to ensure that children, where the need for an assessment is clear, are progressed straight through - Introduced multi-agency audits of MASH referrals to ensure all agencies recognise their responsibilities and their impact on timeliness of children's journeys.
Since June 2016, ongoing pressures of police capacity have caused delays in screening domestic abuse referrals	<ul style="list-style-type: none"> - Escalated the issue to senior officers in Thames Valley Police as well as to the BSCB - TVP have dedicated resources to clear the backlog – should be cleared by 15/10/16. This has impacted on performance in Contact and MASH but is being closely monitored by PIM and Head of Service. - Contingency plans between BCC and TVP agreed for any future occurrences
Children do not consistently receive a timely return home interview	<ul style="list-style-type: none"> - Recommissioned the contract to ensure the provider sees the child withing 24 hours of returning home. - The provider (Barnardo's) has also: <ul style="list-style-type: none"> • Reviewed all current missing episodes • Developed a comprehensive Flow Chart for administrators • Appointed a Missing Co-ordinator to risk assess and allocate each missing episode
Re-referral rates remain high	<ul style="list-style-type: none"> - Audited 194 re-referrals and identified themes – a plan will be developed by end of October to address the emerging issues
A particular high turnover of frontline managers in the children in need units remains	<ul style="list-style-type: none"> - High turnover of managers has been driven by improved management of poor performance - Launched restructure consultation with staff that will reduce the number of teams from 13 to 6 to address some of the work pressures issues highlighted by staff – all teams will be managed by a permanent Team Manager
Work needs to be done to ensure that all assessments are of a consistently good quality	<ul style="list-style-type: none"> - Ongoing auditing programme is addressing this - Developing guidance on 'what is a good assessment' by end of October. - Further training to be undertaken by end of December 2016 for all staff