

**FLINTSHIRE COUNTY COUNCIL**

**REPORT TO:**           **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

**DATE:**               **THURSDAY, 24 OCTOBER 2013**

**REPORT BY:**       **DIRECTOR OF COMMUNITY SERVICES**

**SUBJECT:**           **SOCIAL SERVICES IMPROVEMENT AGENCY**

**1.00**   **PURPOSE OF REPORT**

- 1.01    To advise the Committee of children's services involvement in the above project.
- 1.02    To inform the Committee of the outcomes.

**2.00**   **BACKGROUND**

- 2.01    In February 2012 the Social Services Improvement Agency commissioned "OUTCOMES UK" to deliver training and coaching promoting the use of outcome measures in care planning.
- 2.02    Local authorities across Wales were invited to participate in this workstream.
- 2.03    Flintshire Children's Services made a submission to be involved in the outcomes workstream and were successful in their submission.
- 2.04    4 Social workers from each successful council then worked for approximately 10 months using an outcomes – based approach with 3 of their cases – all involving concerns for children but not necessarily children subject to a child protection plan. A framework for measuring progress towards the agreed outcomes was developed by the workers and mentors for each of the cases in the cohort study.
- 2.05    In addition, reference groups were established. These met 3 times during the life of the project and examined the learning which emerged from the use of the tools.
- 2.06    A final evaluation was completed by Cordis Bright Ltd which involved two phases
- A baseline evaluation reviewing the existing planning on cases and interviewing the strategic managers and the individual workers.
  - A follow up evaluation after the input from Outcomes UK replicating the process for the baseline evaluation with the addition

of focus groups of parents / carers and the young people themselves.

### **3.00 CONSIDERATIONS**

3.01 The evaluation report is attached as Appendix 1 but the main findings are as follows:

- Increased level of understanding of outcomes-based rather than service-led or needs-led practice.
- Coaching / mentoring was felt to be valuable.
- The “Killer Questions” and “Turning the Curve” exercises were viewed as useful and powerful tools when used effectively [see P.26 Appendix 2]
- The well known issue of the barriers of the Integrated Children’s System emerged but this was outside the remit of the evaluation team.

3.02 From internal discussions with the four social workers involved from Flintshire these echoed their own views on the project, especially the “Killer Question” – “what would good look like?” Those involved also felt that to deploy the models across the service, commencing in the duty team was the next step. This fits with the plans to introduce a risk model across North Wales based on the same general philosophy. The “Turning the Curve” exercise was, they felt, useful in resolving issues around parent / child contact in private law proceedings.

### **4.00 RECOMMENDATIONS**

4.01 That Members receive the evaluation report and endorse our involvement in the pilot.

### **5.00 FINANCIAL IMPLICATIONS**

5.01 There was no cost associated with our involvement in the project.

### **6.00 ANTI POVERTY IMPACT**

6.01 None arising directly from this report.

### **7.00 ENVIRONMENTAL IMPACT**

7.01 None arising directly from this report.

**8.00 EQUALITIES IMPACT**

8.01 None arising directly from this report.

**9.00 PERSONNEL IMPLICATIONS**

9.01 None identified.

**10.00 CONSULTATION REQUIRED**

10.01 See evaluation report for detail.

**11.00 CONSULTATION UNDERTAKEN**

11.00 See evaluation report for detail.

**12.00 APPENDICES**

12.01 Appendix A - SSIA: Outcomes Project final evaluation report  
(June 2013) Cordis Bright Consulting.

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985  
BACKGROUND DOCUMENTS**

None.

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