Service Plan Improvement Priorities 2014_15: CSSIW Action Plan

	Priority	Owner	Baseline assessment	Actions / Milestones for 2014/15	Progress
C1	The ability to influence locality focused strategic planning with Betsi Cadwaladr University Health Board (BCUHB)	NA	Strategic Parterships Board meets quarterly with members from the executive of both FCC and BCUHB. The Strategic Locality Group is Chaired by BCU with standing membership of senior staff from the Organisation	Provide feedback and take part in consultation activity relating to the new operating structure for BCUHB Explore the potential of joint posts between LA and BCUHB Agree with BCUHB how we can strengthen arrangements to ensure children and young people receive appropriate and timely health care	Green
C2	Shaping and commissioning higher quality nursing home care in the local area.	LH	Regular Provider meetings in place to support effective working relationships and promote quality initiatives Specific challenge of recruiting and retaining managers with the skills and experience to lead high quality nursing provision.	A regional meeting is plannned in the new year involving Local Authorities, BCU and CSSIW. The intention is to explore how we can take a regional approach to this challenge. Provide a development event for Care Homes Managers on effective leadership Establish a Joint Inter-agency Management Panel (JIMP) to support effective practice development and to shape/influence the market to provide high quality care and ensure a sufficient supply of competent qualified nurses. Provide support and training to improve the quality of service provision for people with dementia and palliative care Develop an action plan in response to the Older People's Commissioner report on Care Home provision in Wales Progress on actions November 2014: Development event held for Managers of Homes in Flintshire 9 / 10 /2014, further event planned for Spring 2015. Learning set's held for Flintshire Dementia Care Homes in June 2014 and two further study days arranged on 'person centred' care planning and Dementia Care and Communication in Autumn 2014. Flintshire JIMP established September 2014, Task and Finish Group established to explore sub region	Red
C3	Timely reviews for children in need – this has deteriorated despite being an area for improvement last year.	RD	Performance at the end of quarter 2 for 2013/14 is now in line with the Welsh average (78%). This is an improvement on 2013/14 where performance was 53%.	Managers in Children's teams to meet quarterly with the Chief Officer to review data and agree actions for further improvement. Regular review of progress within Teams through supervision. Teams have assigned senior practitioners with responsibility for CIN reviews to ensure compliance.	Amber
C4	Addressing the fall in numbers of known young, and adult, carers.	LH	Q2 data for carers was as follows: Young carers: 18 identified in the first half of the year (12 for the whole of last year) and 100% were assessed. Adult carers: 1274 identified in the first half of the year (776 last year but this did not include data from NEWCIS).	Meeting with Provider of carers services for young person to ensure appropriate referrals from SSD and associated recording by the Provider Recording processes to be reviewed and revised to ensure full and accurate data capture about adult carers. NEWCIS is setting up as a Social Enterprise with a trading arm and will be able to seek additional funding to support carers in Flintshire from this November. A review is being prepared of the Carers' Strategy as part of the business planning process for Social Services and this will include the redefinition of carer's priorities for the next 5 years. Continued roll out of the successful training programme by NEWCIS, which includes a slot from Barnardos to raise awareness of the need for early identification of children with a caring role. Progress on actions November 2014 Data collection to evidence our work with adult carers has improved, and information from NEWCIS is regularly received. Work continues with Barnardos to ensure that information on children with a caring role is robustly captured. Evidence received from Barnardos for the first half of the year shows that more young carers In conjuction with NEWCIS, 12 week training programme developed for families and carers of people w	Green

C5	Timescales in processing complaints, particularly in children's services.	JS	Timeliness of responding to complaints needs to be improved at stage 1 and stage 2.	Implement a project management approach to complaints Meet with operational Teams in Childrens services to establish additional support that can be given to ensure an early and effective outcome, reducing the need for complaints to be escalated. Review local guidance regarding complaints being put on hold where there are overiding issues (eg. court). Revise quarterly complaints report to include details of reasons for non-compliance. Standing agenda item for quarterly performance forum, and refer outstanding issues to fortnightly Fieldwork Managers group. Weekly bulletin to manager group with notification of 1. Resolutions due in the week; 2. Resolutions overdue. Address the dip in attendance at complaints training by a programme of visits to teams by the Complaints Officer in response to CSSIW recommendation.	Green
C6	Initial child protection conference timescales.	RD	Q2 performance improved to 93%. However, there were some challenges in quarter 1 which cumulative brings performance to 87.5%.	Managers in Children's teams meet quarterly with the Chief Officer to review data and agree actions for further improvement.	Green
C7	Statutory visits for looked after children.	RD	The timeliness of statutory visits also improved, from 85.9% to 91.3% in Q2.	Identified Senior Practitioners who has responsibility for ensuring that statutory visits are completed within their area. Senior Practitioners will attend performance meetings with the Chief Officer to proactively monitor and review performance.	Amber
C8	Health assessments for looked after children.	PR	This is a partnership indicator with Health. 3 of the local authorities with performance in the bottom quartile fall within the BCUHB area.	Raise the need to deliver improvements in this area with BCUHB including clarificaying roles, responsibilities and processes - especially as the LAC nurse post funded by BCUHB is about to become vacant. Actions from Task & Finish Group: - Develop online notification form and incorporate into childcare procedures. - LAC PI checklist to be used in supervision. - Revise process for requesting health assessments and share with staff. - Replacement LAC nurse to be invited to foster care training.	Red
C9	Timely Personal Educational Plans for looked after children.	RD/PR	Performance at the end of quarter 2 for 2013/14 is now in line with the Welsh average (78%). This is an improvement on 2013/14 where performance was 53%.	Social Services and Education have both identifed a Lead Officer to work together to improve communication and joint arrangements with schools for the timely completion of PEPs.	Green
C10	Outcomes for young adults who were formerly looked after.	RD	Improvement recorded in Q1. There were no young people in the cohort in Q2.	Managers in Children's teams continue to meet quarterly with the Chief Officer to review data and agree actions for further improvement.	Green
C11	Data collation associated with commissioning to test impact and value for money.	LH	Quality circles in place to bring together intelligence about service performance, impact and value	Work ongoing with IPC and regional colleagues to develop a Market Position Statement identyfing current need and future projected demand Formally implement the regional contract for Care Home provision and embed outcome focussed contract monitoring arrangements. Regional PPA Contract to be rolled out in January 2015 and 'enhanced service specification for dementia care' to be launched April 2015.	Green
C12	Absence management outcomes and impact upon capacity	NA	Realign structures on Trent to ensure that sickness can be accurately reported and performance managed	Social Services made a significant improvement in absence levels during the last financial year, reducing absence by 3.56 days lost per FTE at the end of March 2014. Proghress remains positive in 2014/2015 with a reduction in absence in Safeguarding & Children's services. Absence remains more of a challenge in Integration/Adult services. This year's corporate target for absence is set at 9.6 days per FTE and all services have been asked to set local targets for improvement. It is unrealistic to expect absence rates in Social Services to meet the corporate target within the next 12 months when they have been much higher than this historically.	Amber
C13	Reviewing the impact of recent senior management structural changes.	NA	Structure operational and senior posts appointed (Safeguarding/Childrens lead to commence in February 2015)	Review once all appointments have been in place for 3 months (Spring 2015).	Green
C14	Educational attainment for looked after children	PR	There has been some improvement in attainment results but this needs to be sustained in order to match the best in Wales. Performance to be reported March 2014/15	Lead Officers appointed within Social Services and Education to enhance systems and secure performance improvement	Amber
C15	Assessment and care management arrangements for looked after children	RD	Meet targets for Personal Education Plans and statutory visits	Improve performance in SCC/024 Improve performance in SCC/033 Quality assurance framework under development will provide a coherent strategy for evidencing improving outcomes for looked after children. Quarterly performance & quality forum with managers and senior practitioners to review quantitative and qualitative information about performance.	Amber

C16	Assessment and care management arrangements for children in need	RD	Meet target for timeliness of CIN reviews.	Improve performance in SCC/016 Quality assurance framework under development will provide a coherent strategy for evidencing improving outcomes for looked after children. Quarterly performance & quality forum with managers and senior practitioners to review quantitative and qualitative information about performance.	Amber