

**Care Inspectorate Wales (CIW) – Assurance Check 2021
Flintshire County Council**

1. Promote and encourage the rights of children to be offered formal advocacy	
Lead: Service Manager: Corporate Parenting	
Challenges & Baseline to be addressed	What success looks like
<ul style="list-style-type: none"> • Good evidence that an active offer of advocacy is being made • However, there is a low take up the active offer • Need to better understand why young people do not take up the service • Practitioners can see themselves as an advocate - need to ensure this is complemented with a deeper appreciation of the added value of independent advocacy 	<ul style="list-style-type: none"> • All eligible children have an active offer of advocacy • Higher take up of the active offer – aim to double numbers • Understanding of why active offer is declined by young people and any associated corrective action if needed • Practitioners have a strong understanding of the added value of independent advocacy

Action Ref	Action /Task	Lead	Start	Finish	Milestone 30/06/2021	Milestone 30/09/2021	Status Update
1.1	Improve staff awareness of the independent advocacy provision and referral pathways	Peter Robson	12/05/21	30/09/2021	Service and access pathway promoted	Agreed plan for ongoing comprehensive awareness raising programme for independent advocacy	Open: On Track
1.1a	<ul style="list-style-type: none"> • Information sent to all staff on the service and how to refer a child for independent advocacy 	Peter Robson	12/05/21	30/06/2021	Service and access pathway promoted	Service and access pathway promoted	
1.1.b	<ul style="list-style-type: none"> • Provider to meet all Teams to share information with staff directly and to discuss 	Claire Clements	12/05/21	30/09/2021	Provider attends Team Meetings	Provider attends Team Meetings	12/5/21 Provider attended Children's Team Managers Meeting

	approaches for promoting the service with children and their families.						
1.1.c	<ul style="list-style-type: none"> Provider to meet with newly qualified social workers as part of their development/ induction 	Jenny Frost	30/06/2021	30/09/2021	Advocacy built into induction programme	Delivery of advocacy session on	
1.1.d	<ul style="list-style-type: none"> Ensure there is information included on Community Care Inform of the rights of children to be offered independent advocacy 	Jenny Frost & Katrina Shankar	30/06/2021	30/07/2021	Prepare information and develop webpages	Advocacy information fully integrated into Community Care Inform	
1.2	Systems in place to monitor and understand take up/decline	Jacque Slee	30/06/2021	30/09/2021	Systems in place	Systems in place to monitor and understand take up	Open: On Track
1.2a	Include a tick box in Paris to prompt practitioners to record their offer for advocacy, similar to the Welsh active offer, in the Part 2 Enquiry (What Matters) and Part 3 Assessment	Carol Dove Denise Allman Laura D'Arcy	30/06/2021	30/09/2021	System changes developed	System changes launched	
1.2b	Audit of why young people have declined the active offer and associated action	Jacque Slee	30/06/2021	30/09/2021	/	Prepare audit tool and complete case file audit	
1.2c	Quality assurance mechanisms refined to ensure independent advocacy is offered to children at appropriate points including: <ul style="list-style-type: none"> child protection case conference meetings 	Jacque Slee & IRO's	30/06/2021	30/09/2021	/	Prepare audit tool and complete case file audit	

	<ul style="list-style-type: none"> • review meetings • IRO mid-review monitoring • PLO processes 						
1.2d	Seek feedback from practitioners and partners on their experience of the current service to inform the future procurement of the service, regional tendering process.	Peter Robson	12/05/21	30/06/2021	Questionnaire circulated	Results analysed and used to inform specification for procurement	21/6/21 Questionnaire circulated to all Practitioners and results currently being analysed

2. Strengthening the recording of the evidence of front door decision making and analysis on PARIS

Lead: Service Manager: Protection and Support

Challenges & Baseline to be addressed

- Rationale for decisions not always recorded where referrals do not meet thresholds/need for support
- Volume of work can challenge capacity for detailed recording
- Timeliness of recording in some specific areas needs to be improved

What success looks like

- Timely and proportionate recording
- Consistent adherence to Recording Policy
- Case file audits consistently reach the criteria for a score of '2' for recording

Action Ref	Action /Task	Lead	Start	Finish	Milestone 30/06/2021	Milestone 30/09/2021	Status Update
2.1	Map front door recording processes to ensure that we are demonstrating the child's journey and the associated decision making.	Jane Turvey/ Karen Edwards	12/05/21	30/09/2021	Agree recording process for completed a Part 2 assessment	Reissue Service recording policy with Practice guidance for staff	Open: On Track
2.2	Finalise and implement 'Family Support Framework' to ensure	Jenny Frost/ Peter Robson	12/05/21	30/09/2021	First review and revisions completed	QA audit to evidence of positive use of	Open: On Track 21/6/21 Draft framework presented to team

	consistency of threshold decision making and the associated recording requirements					thresholds in Service delivery	managers and mapped against real cases to understand potential impact
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3. Review of how we conduct our safeguarding enquiries, ensuring children are seen, seen alone within the enquiry period and that core groups for children on the child protection register are consistently conducted in line with statutory requirements.

Lead: Service Manager: Protection and Support

Challenges & Baseline to be addressed

- Processes for managing high volume of work to be streamlined
- Resources needed at the front door to facilitate recording and processing of reports
- Consistent compliance with timeliness and processes required from some partners

What success looks like

- “Live time” recording of referrals and reports and associated decision making on PARIS
- Processes are lean with work following the most appropriate pathway
- Good quality referrals, reports and responsiveness of partners facilitating decision making and compliance with Procedures

Action Ref	Action /Task	Lead	Start	Finish	Milestone 30/06/2021	Milestone 30/09/2021	Status Update
3.1	Facilitated event with Team Managers and Senior Practitioners to review existing practice and approaches, any barriers to compliance and to re-process our approach as part of the wider Vanguard review, ensuring compliance with statutory requirements.	Jenny Frost & Karen Edwards	30/06/2021	30/09/2021	Support commissioned to work with Managers and develop a detailed action plan to ensure our systems are effective to support informed decision making and compliance	Action plan in place Review to ensure consistency of compliance with Safeguarding Procedures	Open: On Track Partner agencies have been advised of our refocus and their role in working in partnership to meet prescribed timelines

3.2	A Practice Directive will be issued to staff to ensure that core groups are held within statutory timeframes.	Jenny Frost & Jacque Slee	30/06/2021	30/09/2021	Practice Directive issued. New process requires authorisation to take a core group meeting outside of prescribed timeframes.	Audit of compliance	Open: On Track
3.3	Redistribute capacity to our front door to ensure timely processing of reports (referrals) on our IT system	Jenny Frost & Claire Clements	12/05/21	30/09/2021	New process launched	Review to assess impact of new system	Open: On Track

4. . Whilst a small number of practitioners identified that vacancies and sickness created pressure for some teams, overall we found morale was good and practitioners were positive about their experience of working for the local authority.

Lead: Senior Manager: Children's Services

Challenges & Baseline to be addressed

- Social work vacancies not attracting applications
- Reliance agency worker in key Teams
- Volume and complexity of cases impacting on morale and wellbeing in small number of Teams – where there are vacancies and staff sickness
- Development of management experience and consistency of approach to support/supervise staff

What success looks like

- Fully staffed Teams with a reputation that attracts high quality practitioners
- Career and development pathways for staff
- Sufficiency of experienced managers
- Sufficiency of business support staff to ensure that our systems and processes support practitioners
- Framework for promoting staff well-being

Action Ref	Action /Task	Lead	Start	Finish	Milestone 30/06/2021	Milestone 30/09/2021	Status Update
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4.1	Improving Recruitment	Jenny Frost	30/06/2021	30/09/2021	Plan to improve recruitment	Implementation of new approaches	Open: Amber
4.1.a	Recruitment to permanent Social Worker posts – develop innovative approach to targeted recruitment including a cohort of newly qualified staff	Jenny Frost	30/06/2021	30/09/2021	Event to meet and attract 3 rd years students at Glyndwr	New approach to ‘marketing’ social worker leading to improved applications and recruitment	
4.1.b	Recruitment to permanent Business Support posts	Claire Clements	30/06/2021	30/09/2021	/	New approach to ‘marketing’ leading to improved applications and recruitment	
4.2	Development	Craig Macleod	30/06/2021	30/09/2021	Development of pathways	Implementation of new approaches	Open: To be developed
4.2a	Development of CSA role and career development	Allison Lowry-Phillips	30/06/2021	30/09/2021	/	Development pathway agreed with aligned training	
4.2b	Updated first 3 years in Practitioner programme	Allison Lowry-Phillips	30/06/2021	30/09/2021	/	Development pathway agreed with aligned training	
4.3	Retention	Craig Macleod	30/06/2021	30/09/2021	Plan to improve retention	Implementation of new approaches	Open: Amber
4.3a	Conduct focus groups with Children’s Social workers to better understand what keeping them in post, what has stopped them from leaving and what would make them leave in future.	Craig Macleod	30/06/2021	30/09/2021	Focus groups	Associated action plan	

4.3b	Embedding good practice from the BSWA document in to our work regionally focused on wellbeing and support.	Allison Lowry-Phillips	30/06/2021	30/09/2021	/	Associated action plan	
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