Action Plan 7	
CQC/OFSTED Recommendation:	
SERVICES FOR LOOKED AFTER CHILDREN	
AREA FOR IMPROVEMENT	The quality of recording and assessments is adequate but not yet fully consistent. Assessments undertaken within the contact teams are at least adequate, some are good and the trend in quality is an improving one. The electronic recording system is in a state of transition and until this is completed presents difficulties to staff in its day to day use and collation of good quality data.
ACTION REQUIRED	Within six months ensure the electronic recording system in Children's Social Care is fully operational and embedded to support effective case recording, captures the views of service users and collate data and information in a way that is immediately useful to front line and senior managers.
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	Action	Specific Action	Milestones	Timeframe	Responsible officers	Review date / completion date	Status (RAG)	Impact	Measures
	Electronic Recording System: To improve operation of the integrated children's system	Improve the technical ability of the system to support assessment, care planning and service delivery	Collate list of operational issues collated to assess response and activity.	Feb	Rose O'Grady/Tom Paterson	Mar	G	Improved operational use of the system will facilitate improved and consistent recording, ease of use by workers and improved outputs from the system.	Management information reports.
		Improve the technical ability of the system to capture and report case records and other data	Meet with supplier to highlight identified issues and to agree on actions to address issues.	Feb	Acting Director Children Services	Feb	G		User feedback
		Improve the ease of use by staff	Define overall action strategy and develop associated plan.	April	Integrated Children Services Steering Group	Monthly	A		
		Ensure consistency of use	Review role of ICS Steering Group to develop key task and finish groups to address targeted operational and technical areas.	March	Integrated Children Services Steering Group	Sept	G		Case file audits
			Set up key task groups with identifying key membership, clarity of roles and areas of responsibility.	Mar	Integrated Children Services Steering Group	Sept	A		

			Develop relevant focussed action plans.	Apr	Task Groups	Monthly	A		
			Identify resource requirements.	Apr	Integrated Children Services Steering Group	Monthly	A		
			Action activity regarding identified resource requirements.	Apr	Integrated Children Services Steering Group	Monthly	A		
			Implement identified stage action plans.	Apr	Integrated Children Services Steering Group	Monthly	A		
			Develop communication plan and platform for staff and managers in relation to supporting development and implementation.	Apr	Integrated Children Services Steering Group	Sept	A		
			Develop and schedule relevant training plans.	May	Integrated Children Services Steering Group	Monthly	A		

			Assess identified issues against existing product, known product release (v27.1) and projected product releases.	Apr	Integrated Children Services Steering Group	Monthly	**A**		
			Target actions around current product solutions and plan for next release solutions and identify outstanding issues relating to the product and make suitable provisions to support case management requirements.	Apr	Integrated Children Services Steering Group	Monthly	**A**		
		Engagement with software supplier (Northgate)	Initial meeting with supplier to highlight need to support development of children's social work practice within Dudley and in line with Ofsted requirements.	29 Feb	Acting Director – Children's Services	29 Feb	**G**	Improved use and functionality within the system to meet business need.	Management information reports and returns.

User feedback

Case file audits. |
| | | | Usability workshop to identify key operational areas of concern and areas of action. | 14 Mar | Rose O'Grady | 14 Mar | **A** | | |

			Regular operational update meetings covering general system development and implementation.	Bi-weekly contact updates	John McHale	Bi-weekly	**A**		
			Periodic strategic meetings to assess progress on overall project aims.	Apr/May/ Jun/Jul	John McHale	May/Jun/Jul/ Aug	**A**		
		Review current implementation of Looked After Children module.	Strategic review of the current status against current product, planned product development (V27.1) and future developments.	Apr	Chris Ballinger / Pauline Sharratt & Andrew Griffiths	June	A	Outstanding phases will be implemented when product delivers the required level of functionality.	
			Confirm with suppliers that systems issues have been resolved as identified above.	Apr	John McHale	Apr	A		
			Commission bespoke changes to system and upgrades as required.	May	John McHale	May	**A**		

		Review planned implementation of Child Protection module	Strategic review of the current status against current product, planned product development (V27.1) and future developments (specifically V28).	Mar	Chris Ballinger / Pauline Sharratt & Andrew Griffiths	May		A	CP module will be implemented when its fitness for purpose and resources have been identified and confirmed.
		Identify relevant resources to support targeted activities.	Development of a detailed and costed resource plan.	Subject to above	John McHale	Monthly		A	
		Cost ongoing maintenance of system.	Detailed breakdown of operational costs for system and associated support.	Mar	Laura Foster	Jun		A	
		Roll out of training for Children's Services staff.	Training programme developed, advertised and staff booked onto training courses relevant to their role.	Jun	Integrated Children Services Steering Group	Monthly		A	Improved use of system.
		Complete indexing of existing documents on o:\drive to ESCR	All completed client documents from Social Services and Children's Services filestore folder indexed to ESCR.	July	Andrew Griffiths	Aug		A	More effective storage of client information in ESCR and ICS.

			Read only access to case notes on o:\drive	Access to case notes on central filestore denied, except to staff indexing documents.	Mar	John McHale	Apr	A		
		Business Support:	Dedicated business support to social work teams to focus on performance and quality improvements and support effective case recording.	Proposal agreed	Jan	Andrew Griffiths	Jan	G	Facilitates improvement in performance against performance indicators, improved recording and better use of system.	Management information reports
				Commence recruitment process for staff or temporary workers	Feb	Andrew Griffiths	Feb	G		
				Develop induction programme for workers	Mar	Andrew Griffiths	Mar	A		
				Commence project	Apr	Andrew Griffiths	Apr	A		
				Review progress	May	Andrew Griffiths	Monthly	A		