Action Plan 12	
CQC/OFSTED Recommendation:	
SERVICES FOR LOOKED AFTER CHILDREN	**GRADE (2) GOOD**
AREA FOR IMPROVEMENT	**PARAGRAPH 61 No. 12**
ACTION REQUIRED	Ensure there is sufficient IRO capacity to enable the team to fully implement their quality assurance responsibilities including data collation on quality and performance and reporting to relevant boards and committees.
PARAGRAPH Quality of provision Grade 3 Adequate In order to improve we need to take account paragraph within report point 89	Looked after children and young people who were surveyed for this inspection overwhelmingly reported that the quality of care they had experienced was either good or very good. The majority thought they were in the right placement and felt safe. The vast majority had a social worker or case worker and just over half reported they found it easy to get in touch with them. However half reported they had not heard of the Children in Care Council, or its equivalent and many were unclear who their independent reviewing officer (IRO) was and how to make contact with them. The majority of young people spoken to confirmed that they enjoyed positive relationships with their carers, social workers or Young Persons Advisors (YPAs) although several also highlighted concerns about changes of their social workers and having to re-tell their stories.
LEAD ORGANISATION	**DCS**
SEE ACTION PLAN FOR DETAIL	**PAGE 37**

Appendix 4

	Action	Specific Actions	Milestones	Timeframe	Responsible officers	Review date / completion Date	Status (RAG)	Impact	Measures
	Services for Looked after Children **Within three months** Ensure there is sufficient IRO capacity to enable the team to fully implement their quality assurance responsibilities including data collation on quality and performance and reporting to relevant boards and committees.								
12	Improve Capacity	a) Retain current temporary posts	Check date of end of contracts	JAN	IM/AP	5th MAR	🟩	Maintain marginal reduction in Caseloads	No. of cases allocated per IRO
			Seek permission to extend contract to march 2013 (DSLT)	FEB	IM/AP	5th MAR	🟩		
			Carry out process to extend HR current contract	FEB / MAR	IM/AP	9th MAR	🟧		
			Confirm funding stream	FEB / MAR	IM/AP	9th MAR	🟧		
			Confirm completed contract amendment form	FEB / MAR	IM/AP	9th MAR	🟧		

	Action	Specific Actions	Milestones	Timeframe	Responsible officers	Review date / completion Date	Status (RAG)	Impact	Measures
		b) Extend current capacity in order to achieve the full implementation of the IRO quality Assurance responsibility generally	Confirm Job Description and Grade	MAR/APR	IM/AP	MAR/APR		Improve face to face contact between IRO & LAC Improve Quality Assurance Improve performance	No. of children seen by an IRO

RAG and dispute resolution Timeliness of reviews |
			Decision Sheet (new post)	7th FEB	IM/AP	24th FEB			
			DSLT	7th FEB	IM/AP	24th FEB			
			Cabinet Member	13th FEB	IM/AP	24th FEB			
			HR Panel	16th FEB	IM/AP	24th FEB			
			Permission to Appoint	6th MAR	IM/AP	6th MAR			
			Advert	20th MAR	IM/AP	20th MAR			
			Shortlisting	3rd APR	IM/AP	3rd APR			
			Interviews	17th APR	IM/AP	17th APR			
			Appointment Checks		IM/AP	27th APR			

	Action	Specific Actions	Milestones	Timeframe	Responsible officers	Review date / completion Date	Status (RAG)	Impact	Measures
		c) Admin / Business Support in order to improve efficiency and IRO contact time	Confirm Job Description and Grade	FEB	IM/AP	7th FEB		Improved collation of information from QA, user feedback	Quarterly reports
			Decision Sheet (new post)	7th FEB	IM/AP	24th FEB			
			DSLT	7th FEB	IM/AP	24th FEB			
			Cabinet Member	13th FEB	IM/AP	24th FEB			
			HR Panel	16th FEB	IM/AP	24th FEB			
			Permission to Appoint	6th MAR	IM/AP	6th MAR			
			Advert	20th MAR	IM/AP	20th MAR			
			Shortlisting	3rd APR	IM/AP	3rd APR			
			Interviews	17th APR	IM/AP	17th APR			
			Appointment Checks		IM/AP	27th APR			
		d) Communication – develop the ability to respond to young people and offer appropriate information	Seek authorisation for 8 mobile telephones for IRO's from DSLT	17th FEB	IM/AP	17th FEB		Improved communication between IRO and LAC through ICT	Improved performance in respect of participation of LAC in their review
			Identify Budget Code			17th FEB			
			Place order with ICT Services	17th FEB	IM/AP	17th FEB			
			Await Delivery / Installation		IM/AP	29th FEB			

	Action	Specific Actions	Milestones	Timeframe	Responsible officers	Review date / completion Date	Status (RAG)	Impact	Measures
			Review existing publicity material	MAR	IM/AP	16th MAR			
			Identify requirements of information for young people	MAR	IM/AP	16th MAR			
			Develop new publication materials re how to contact their IRO and to understand the role of Children in Care Council	April / May	AP	27th APR			
		e) Improve data collation on quality and performance	Implement and embed RAG monitoring tool for LAC reviews Develop database for collation of above Develop system for capturing data re IRO face to face contact with LAC	April to May Reporting to Quality and Partnership SLT (4th April 2012)	GT/AP	30th April		Improved quality assurance of care planning for LAC and collation of data. Improved quality of provision to LAC	Improved performance in care planning and improved communication between IROs and district TMs & SWs. Feedback from LAC – internal and external reviews. DSLT Sessions – (3,10,17,24th April 2012)

	Action	Specific Actions	Milestones	Timeframe	Responsible officers	Review date / completion Date	Status (RAG)	Impact	Measures
		f) Reporting to relevant Boards and Committees	DSLT quarterly – March, June, September, December Cabinet Member Children and Families Senior Leadership Team Report within Corporate Parenting Annual Report Conduct Review of effectiveness of IRO Service in line with Family Justice Review recommendation	March - December	GT/AP	 28th September 2012			Improved reporting to senior leadership Improved understanding of impact of resources on service effectiveness and outcomes