

RHONDDA CYNON TAF CHILDREN'S SERVICES

CHILDREN LOOKED AFTER QUALITY ASSURANCE PANEL (CLAQAP) WORK PLAN 2018-19

Appendix 1

AIM

Children looked after and care leavers in RCT receive good quality placements that support them to live safe, healthy and fulfilled lives and to achieve their potential.

HOW WILL WE DO IT?

Objective 1 - To develop a framework of quantitative and qualitative performance information that supports robust analysis of current placement provision in RCT.

Objective 2 - To monitor the children looked after budget, highlighting areas of financial pressure and identifying areas where improvements in the use of resources can be made.

Objective 3 - To identify a commissioning mix and range of placements that support children looked after and care leavers to achieving positive outcomes.

Objective 4 - Promote engagement with children looked after and partners agencies to ensure co-production and that the voice of children and young people is heard.

Objective 5 -To monitor and drive service change and improvement.

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OBJECTIVE 1 - TO DEVELOP A FRAMEWORK OF QUANTITATIVE AND QUALITATIVE DATA THAT ENABLES ROBUST ANALYSIS OF CURRENT PLACEMENT PROVISION IN RCT.				
ACTION	START DATE	END DATE	OWNER	PROGRESS
Review current performance information provision from the Management Information Team, Placement Officers, Contract Monitoring Officer, Reviewing Team, Complaints Team and in relation to adoption.	22/1/18	26/2/18	Catherine Tyler	Completed.
Liaise with Cwm Taf LSB to ensure streamlining of CLA sub-group performance information requirements.	7/3/18	Sept 2018	Catherine Tyler	Meeting held with HoS Safeguarding, the Board are currently reviewing the information captured as part of the CTSB Quality Assurance and Performance Framework.
Liaise with the 4Cs to ensure streamlining of data requirements and avoid duplication.	May 2018	Sept 2018	Catherine Tyler	Meeting to be arranged when we have agreed our data requirements.
Agree CLA QA key performance information requirements and targets (quantitative and qualitative) going forward. This will include but is not limited to areas highlighted in the CLAQA Terms of Reference.	22/1/18	Phase 1 April 18 Phase 2	Catherine Tyler/ Nicola Free	Phase 1 - revised performance information template agreed at CLAQA Panel - completed. Phase 2 info requirements, to be implemented as part of the phase 2 WCCIS implementation. WCCIS phase 2 implementation to commence approx November 2018.
Compile performance information on the timeliness of PEPS. Consider further information captured by Education (e.g. info provided to Corporate Parenting Board). Incorporate into QA Framework on a ¼ basis.	June 2018	Nov 2018	Catherine Tyler	Following discussion with MI Team, information to be incorporated into phase 2 of the data/information provision to CLA QA. PEPs to be recorded on WCCIS - approx start date November 2018.

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<p>Compile performance information on the timeliness of health assessments, need to consider further health indicators to be monitored going forward. Ensure clear mechanisms are established for capturing the information. Incorporate into QA Framework on a ¼ basis.</p>	June 2018	Nov 2018	Catherine Tyler	<p>Following discussion with MI Team, information to be incorporated into Phase 2 of the data/information provision to CLAQA. Health assessments to be recorded on WCCIS approx start date November 2018.</p>
<p>Develop a framework to capture the agreed performance information (quantitative and qualitative). Ensure reflects wider Children's Services QA Framework under development.</p>	22/1/18	October 2018	Catherine Tyler	<p>Revised performance information template brought to CLAQA Panel for discussion - agreement achieved re quantitative element.</p> <p>Qualitative element to be finalised to include survey feedback. (Inc. Bright Spots and Annual Social Services Survey).</p>
<p>Use survey information (both annual and targeted surveys e.g. Bright Spots) to inform the analysis of service quality and improve delivery.</p>	May 2018	October 2018	Catherine Tyler	<p>Bright Spots survey completed on the 28/2/2017. Feedback report presented 30th April 2018. Currently analysing the report and developing our response to children and young people.</p>
<p>Undertake focused audits where performance information has highlighted potential for improvement/ or an area of concern. Develop actions to support service improvements.</p> <p>Audit work plan 2018-2019: areas identified for audit:</p> <ol style="list-style-type: none"> 1. Children under 2 years of age who become looked after - areas of risk identified. 2. 3+ placement moves with particular focus on moves following emergency placements. 3. To look at the reasons identified for young people 16+ years coming into care. 	<p>Start 23/4/18</p> <p>May 2018</p>	<p>Ongoing</p> <p>August 2018</p>	<p>Catherine Tyler</p> <p>Catherine Tyler</p>	<p>Audit work plan finalised.</p> <p>Work on audit 1 commenced.</p>

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OBJECTIVE 2 - TO MONITOR THE CLA BUDGET, HIGHLIGHTING AREAS OF FINANCIAL PRESSURE AND IDENTIFYING AREAS WHERE IMPROVEMENTS IN THE USE OF RESOURCES CAN BE MADE.

ACTION	START DATE	END DATE	OWNER	PROGRESS
Review current financial information provision.	22/1/18	26/2/18	Lee Owen	Completed
Agree CLAQA financial information/ budget monitoring requirements going forward.	22/1/18	30/3/18	Lee Owen	Revised budget information template agreed at CLAQA Panel - completed.
CLA budget - to include additional payments and financial contributions from education and health.	22/1/18	Nov 2018	Lee Owen	Following discussion information to be incorporated into Phase 2 of the data/information provision to CLAQA. To link to phase 2 WCCIS implementation.

OBJECTIVE 3 - TO IDENTIFY A COMMISSIONING MIX AND RANGE OF PLACEMENTS THAT SUPPORT CHILDREN LOOKED AFTER AND CARE LEAVERS TO ACHIEVE POSITIVE OUTCOMES.

ACTION	START DATE	END DATE	OWNER	PROGRESS
Undertake a profiling of the needs of children looked after (according to age and placement type) in order to understand their needs and explore bespoke models of support (within a LA placement or with family/friends).	9/3/18		Judith Davis/ Catherine Tyler	Information provided to 4Cs to support the development of the Placement Strategy for RCT. 4Cs currently undertaking an initial analysis of the information provided. Meeting to be held in July to scope the project and agree timescales.

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Develop an accommodation strategy for care leavers which is co-produced with young people. Consider the framework set out in the Barnardo's accommodation strategy.	20/3/18	October 2018	Catherine Tyler/ Tracy Prosser	Initial workshop held 4/5/2018 with housing to develop a Housing/ Accommodation Strategy for young people 16+ years. Draft strategy ready for wider consultation to be completed by July 2018.
Undertake an evaluation of the use of a forecasting model to project the future CLA population. (Need to consider accuracy/reliability etc)	April 2018	June 2018	Lee Owen	Decision to focus on developing our own trend data, rather than importing a forecasting model.
Use information to inform future commissioning strategy and developments in service delivery (e.g. foster carer recruitment etc).		Ongoing	Ann Batley	

OBJECTIVE 4 - ENGAGEMENT WITH CHILDREN LOOKED AFTER AND PARTNERS AGENCIES TO ENSURE CO-PRODUCTION AND THAT THE VOICE OF CHILDREN AND YOUNG PEOPLE IS HEARD.

ACTION	START DATE	END DATE	OWNER	PROGRESS
Analyse information gathered in respect of children and young people's voice, choice and control. Utilise audits, surveys, complaints/compliments collated etc. Ensure information is incorporated into the Children's Services QA Framework under development and informs future service development.	22/1/18	October 2018	Catherine Tyler	Initial meeting held with Jayne Thomas - Compliments and Complaints Further consideration to be given to the: <ul style="list-style-type: none"> Bright Spots Survey feedback report presented 30th April 2018. IPC research report analysing outcomes for children with a Care Order feedback due 22/5/18. Information captured in the Annual Social Service survey.

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				<ul style="list-style-type: none"> • Data provided by NYAS Advocacy Provider • Blue Print Forum • Fostering Service Annual Review
Review the current methods of communication used to engage with CLA and care leavers (including RCT's Two Sides website). Identify barriers to engagement and ways forward.	October 2018	January 2019	Catherine Tyler	

OBJECTIVE 5 - TO MONITOR AND DRIVE SERVICE CHANGE AND IMPROVEMENT.

ACTION	START DATE	END DATE	OWNER	PROGRESS
<p>Care Leavers (16+)</p> <ul style="list-style-type: none"> • Develop a range of accommodation and placement options for care leavers aged 16-25 that supports a transitional move into full independence. • Develop a strategy to support a range of employment opportunities for care leavers. 	20/3/18	October 2018	Catherine Tyler/ Tracy Prosser	<p>Initial workshop held 4/5/2018 with housing to develop a Housing/ Accommodation Strategy for young people 16+ years. Draft strategy for wider consultation to be completed by end of July 2018.</p> <p>Meeting scheduled for the 23rd May with partners.</p>
<p><u>Independence for Care Leavers (16+)</u></p> <ul style="list-style-type: none"> • Undertake a review of the independent living programme, link to the Housing/ Accommodation Strategy. • Develop a comprehensive support package for care leavers: inc; production of a handbook, development of independent living skills, tenancy readiness etc • Develop a targeted family support programme to support young 	April 18	October 2018	Tracy Prosser	To link to work being undertaken with Voices From Care re support for Care Leavers.
	October 2018			
	October			

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<p>people intending to return home when they reach 16-18 years. (Link to residential provision).</p> <ul style="list-style-type: none"> Transition into adult services 	2018			
	March 2019	To be agreed		Initial steps have been completed following the transition review undertaken by IPC- in particular the creation of a single transition panel.
<p>Placement Referral and Matching Review placement referral and matching process with the aim of improve the quality of placements. Record placement activity in phase 2 WCCIS implementation</p>	May 2018	Sept 2018	Anne-Marie Browning	<p>Senior Practitioner Placements to support the review of the placement referral and matching process.</p> <p>New appointment commenced in post 8/5/2018.</p>
<p>Residential</p> <ul style="list-style-type: none"> Explore models of service delivery in residential provision. Explore the demand/viability of developing/ commissioning mother and baby assessment placements. Develop a process to access mother and baby placements. 	July 2018	To be agreed	Sheryn Edwards/ Anne-Marie Browning	<p>Link to the 4Cs in relation to the Placement Strategy. Link with Welsh Government - Improving Outcomes for Children Looked After.</p>
<p>Fostering</p> <ul style="list-style-type: none"> Enhance the therapeutic skills of foster carers. Enhance the knowledge of foster carers in relation to attachment theory. Important given the increasing number of children coming into care aged 0-3 years Develop a peer-peer buddying foster care support model Develop a support care fostering model 	Sept 2017 Ongoing two year programme.		Sheryn Edwards/ Anne-Marie Browning	<p>Linked to the work being undertaken as part of the Regional Fostering and Wellbeing Project. (RCT/ Merthyr and the Fostering Network) A Regional Development Manager is being recruited. A work programme has been developed.</p>
<p>Family Therapists & Clinical Psychologists (Edge of Care funding) Incorporate into a therapeutic framework, monitor implementation and agree performance measures</p>	April 2018	Dec 2018	Matthew Free	<p>Being implemented with further elements of the plan being developed. Recruitment underway and due to be finalised in</p>

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				October 2018. To link to the work being undertaken as part of the Regional Fostering and Wellbeing Project.
Reflect Programme Monitor the development and implementation of the regional Reflect Project - agree performance measures that include but are not limited to: <ul style="list-style-type: none"> • A reduction in the number of families who experience multiple children becoming looked after. • A reduction in the no/% of CLA and Care Leavers in Court proceedings. 	21.3.18	July 2018	Tracy Prosser	Operational from the 1/4/2018, operational group established. Pathways to access support agreed. Strategic group which includes representatives from Bridgend and Merthyr monitoring programme implementation.
SGO Project Monitor the implementation of the SGO Project. Key measure: increase in the number of SGOs progressed on an annual basis (Project target 30)	Jan 2018	March 2019	Sheryn Edwards/ Catherine Tyler	Both practitioners are now in post. Project implementation plan is underway, Ongoing monitoring against the agreed performance indicators.
Life Story Work Monitor the implementation of Life Story Work across the looked after population.	June 2018	March 2019	Matthew Free	Implementation group to be established. Review the current use of Life Story work with the looked after population. Implementation Plan to be developed. Monitor implementation.