

Royal Borough of Kingston upon Thames

# Joint Area Review Enhanced Youth Inspection

## Action Plan

March 2007



## Introduction

The Joint Area Review (JAR) and Enhanced Youth Inspection took place in Kingston in September 2006 and the inspection reports were published on 12 December 2006.

The Council, with its partners, is required to make a written statement of proposed action, or action plan, in response to the recommendations in the report.

The JAR inspection team reported that ‘Outcomes for children and young people in Kingston upon Thames are good in all areas and outstanding in most’ and at the time of publication of the report Kingston upon Thames was the first area to be awarded a grade 4 (outstanding) for Children’s Services since the JAR inspections started in September 2005.

The Youth Service inspectors reported that “young people in Kingston are served well by a good youth service providing good value for money.” They judged the Youth Service to be good in every respect and that there has been very good progress since the last inspection in 2001.

In response to the Joint Area Review Report and Youth Service Inspection Reports the council with its partners has prepared this action plan to address the recommendations.

All the actions in this plan are incorporated in the revised Children and Young People’s Plan.

The Action Plan will be monitored by the Children and Young People’s Trust Board as part of its programme to regularly monitor, evaluate and review the Children and Young People’s Plan. The Children and Young People’s Partnership will also receive, and comment on, progress reports on the Action Plan.

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<p><b>JAR Recommendation 1</b> (for action in next 6 months (end June 07))                  In relation to domestic violence, secure improvements in social care practice and the consistent implementation of the Working Together to Safeguard Children 2006 national guidelines by some community health staff to ensure that children who are affected by domestic violence are referred in line with these guidelines</p> <p><b>Lead Responsibility:</b> Duncan Clark  <b>Monitoring:</b> LCSB, CYPP Staying Safe sub group, CYP Trust Board</p>			
<p><b>Key PIs:</b> % referrals with domestic violence as a factor                  % children on child protection register for more than 2 years where domestic violence as a factor                  % core assessments with domestic violence as a factor completed on time and to agreed standard</p>			
<b>Actions</b>	<b>Key milestones and timescales</b>	<b>Performance measures and indicators</b>	<b>Responsibility/lead</b>
Audit of domestic violence Training for all social care staff	Audit completed by February 2007	Data available on training needs	Diane Webb
Deliver domestic violence Training to all social care staff	Training package developed and delivered to staff by June 2007	100% social care staff have been trained  100% social care staff able to identify and respond to domestic violence to effectively safeguard children in a consistent way	Diane Webb
All community health staff receive training in Working Together and domestic violence	Staff meetings set up to deliver training by June 2007	100% community health staff know how to respond to domestic violence concerns in a consistent and appropriate way	Rani Stewart
Case audits undertaken on domestic violence cases for	Consistent implementation of practice monitored on 6	100% compliance to “good practice” standard for domestic	DMT

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social care	monthly basis	violence to ensure practice is of a high quality to effectively safeguard children	
Develop local guidelines for responses across agencies	Domestic Violence Subgroup develop guidelines by June 2007	Agreed guidelines established and disseminated to develop consistent high quality inter-agency working	Domestic Violence Subgroup (Eoin Rush)

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<p><b>JAR Recommendation 2</b> (for action in next 6 months (end June 07))          Implement a coordinated joint commissioning function as soon as Health budgets for children's services have been identified</p> <p><b>Lead Responsibility:</b> Anne Redparth  <b>Monitoring:</b> Joint Commissioning Group, CYP Trust Board</p>			
Actions	Key milestones and timescales	Performance measures and indicators	Responsibility/lead
Hold Joint Commissioning Group Awayday to develop draft Commissioning Strategy & Framework	Event held 19 January Report to Trust Board 5 March	Partners agree draft Strategy with agreed roles & responsibilities for joint planning & commissioning within Trust structure	Anne Redparth, Directorate Head of Resources L&CS
Resources to deliver Children & Young People's Plan confirmed by all partners.	PCT identify resources for Children's Services by April 2007.	PCT Commissioning Budget for Children's Services 2007-08 confirmed, and total resources to deliver CYPP identified.	Paula Head, PCT Director of Strategy & Commissioning.
Review current Joint Commissioning resources	Audit of current Joint Commissioning resources completed by March 2007	Audit of current joint commissioning groups / joint working within Trust completed	Joint Commissioning Group (lead Anne Redparth)
Review current Joint Planning & Commissioning arrangements and identify resources necessary to	Identify resources to establish Unit  Review recommendation to establish a Unit approved by	Structure and funding for 'Unit' agreed  Unit established July 2007	Joint Commissioning Group (lead Anne Redparth)

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establish a Unit	Trust Board 23 April		
Consult on draft Commissioning Strategy & Framework with all stakeholders	<p>Consultation held June – July 2007</p> <p>Framework approved by Trust Board 3 September 2007</p>	<p>Joint Planning and Commissioning Strategy &amp; Framework agreed by all partners.</p> <p>Future decisions regarding use of resources to deliver CYPP will be co-ordinated and enable resources to be targeted to highest priorities, and include joint de/re/commissioning of services.</p>	Joint Commissioning Group (lead Anne Redparth)

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<p><b>JAR Recommendation 3</b> (for action in next 6 months (end June 07))          Ensure that all services and partners who work with children and young people implement the participation strategy</p> <p><b>Lead Responsibility:</b> Gillian Hall  <b>Monitoring:</b> Make a Positive Contribution sub group, CYP Partnership, C&amp;YP Trust Board</p>			
<p><b>Key PIs:</b>     <b>Number of key issues being identified annually by children, young people and carers that have influenced service delivery (LAA)</b>  <b>Number of FTE places available for young people to participate in positive activities during the school holidays (LAA)</b></p>			
Actions	Key milestones and timescales	Performance measures and indicators	Responsibility/lead
<p>Include specific objective in Children &amp; Young People's Participation Action Plan for 2007-08          "To embed the principles of participation into the work of all services and partners who work with children and young people"</p>	<p>2007/08 Action Plan agreed by C&amp;YP Partnership April 2007</p> <p>By Sept 2007 identified lead officers for specific activities report on progress to Participation Steering Group</p>	<p>Participation Action Plan circulated to C&amp;YP Partnership</p> <p>Targets in Action Plan achieved</p>	<p>Gillian Hall</p> <p>Gillian Hall and Participation Steering Group</p>
<p>Increase the range of members on the Participation Steering Group</p>	<p>Lead/named person from police, health and other departments within RBK are members of Participation Steering Group by June 2007</p>	<p>Targets identified in 2007/08 Participation Action Plan with regard to other Council services and partner agencies achieved.</p>	<p>Gillian Hall</p>
<p>Establish formal procedure to engage with non-statutory sector with regard to Participation of children and</p>	<p>Identify lead named person from Kingston Grants Unit to be member of Participation Steering Group by May 2007</p>	<p>Information is disseminated to voluntary sector in structured way.</p>	<p>Gillian Hall/Lead person Grants Unit</p>

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young people.	Formal process for engaging voluntary sector agreed by Sept 2007	Targets identified in 2007/08 Participation Action Plan with regard to Voluntary/non statutory sector achieved.	
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<p><b>JAR Recommendation 4</b> (for action in next 6 months (end June 07))          Establish clear structures to enable feedback from the Independent Reviewing Officer service to systematically improve practice</p> <p><b>Lead Responsibility:</b> Duncan Clark  <b>Monitoring:</b> LCSB, Staying Safe sub group, CYP Trust Board</p> <p><b>Key PIs:</b>    % LAC who regularly contribute to their statutory review                            % full time LAC disabled children provided with an accessible consultation format for their reviews</p>			
Actions	Key milestones and timescales	Performance measures and indicators	Responsibility/lead
Establish a clear protocol for reporting concerns regarding Children's Placements.	Protocol agreed by May 2007	100% of concerns reported are acted upon to ensure children are placed in safe and positive environments.	Diane Webb/Tim Wells
Listening to children together – IRO/Social Worker Workshop	Listening to children protocol agreed by April 2007	Evidence of improved communication between children, young people, social worker and IROs	Tim Wells
Ensure quarterly IRO monitoring meetings routinely include practice development and review as a standing agenda item.	Amend Terms of Reference for IRO quarterly monitoring meetings by Terms of reference agreed and signed off by June 2007	Good outcomes for children are achieved by the proactive identification of issues by the IRO role and understood by and acted upon. 100% of identified practice development issues are acted upon	Tim Wells and Diane Webb
Ensure all LAC children have communication & consultation profile completed.	Agree specification for LAC communication profile by June 2007. Engage young people in	100% of agreed communication profiles are designed and implemented to enable LAC to have their views	Tim Wells

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	designing the format. Design and agree format and parameters by Sept 2007	heard.	
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<p><b>JAR Recommendation 5</b> (for action in next 6 months (end June 07))                  Review and improve access to all services for children and young people who are unaccompanied asylum seekers; and ensure all looked after children are aware of opportunities to make a positive contribution and understand the advocacy and complaints service.</p> <p><b>Lead Responsibility:</b> Duncan Clark  <b>Monitoring:</b> LSCB, Staying Safe sub group, Make a positive contribution sub group, CYP Trust Board</p> <p><b>Key PIs:</b> % UASC living in suitable accommodation                  % UASC who sit at least 1 GCSE achieving at least 1A*-G                  % UASC in EET</p>			
Actions	Key milestones and timescales	Performance measures and indicators	Responsibility/lead
UASC accommodation, advice and financial assistance are integrated with LAC and Care Leavers arrangements.	Joint financial assistance procedures and guidance agreed by May 2007	100% of UASC receive agreed financial assistance regularly.  By May 2007 100% of UASC in FE receive a regular Education Maintenance Allowance	Tim Wells
Increase UASC accommodation options.	Engage with providers through LASC and provide appropriate local accommodation by March 2007 End use of Kaleidoscope YASK Hostel by June 2007	All UASC are in more appropriate and sustainable placements	Tim Wells
Establish a protocol with housing regarding access to sustained tenancies for eligible UASC who are Care Leavers	Draft accommodation pathway for UASC as for all care leavers agreed by May 2007 Forecast and agree housing nominations for all care leavers including UASC.	Once eligible for public housing UASC are equally represented within the housing nomination quote for care leavers and pathway agreed	Tim Wells
Review, revise and re-launch	Complaints pathway for LAC	Number of complaints received	Tim Wells

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LAC complaints processes to take full account of needs of UASC	and Care Leavers agreed by May 2007	Number of complaints received from UASC as a % of total 100% of complaints from UASC acted on appropriately	
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<p><b>JAR Recommendation 6</b> (for action in the longer term)                  Review the commissioning arrangements to improve access for children and young people with social and communication learning difficulties and/or disabilities to therapy and equipment services</p> <p><b>Lead Responsibility:</b> Duncan Clark  <b>Monitoring:</b> Staying Safe sub group, Joint Commissioning Group, CYP Trust Board</p>			
<p><b>Key PIs:</b>    % children waiting less than 12 months for assessment and diagnosis of social and communication difficulties                  % where average waiting time for therapies is less than 4 months</p>			
Actions	Key milestones and timescales	Performance measures and indicators	Responsibility/lead
Develop a strategy to reduce waiting times for diagnosis	Agree strategy to reduce ASD waiting times by April 2008	100% children assessed and diagnosed within 12 months  Average waiting time no more than 4 months	Mike Corrigan Steve Simper
Develop a therapy strategy for disabled children in partnership with all stakeholders	Funding for strategy development agreed by end May 2007  Focus group including parents to shape strategy by end of Jun 07  Prepare consultation document by end August 2007 (6 week consultation).  Agree strategy with stakeholders by end Oct 07	Therapy waits for children reduced	Mike Corrigan

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<p>Extend Local Authority's equipment service for children to include health therapists</p>	<p>Mapping of health equipment pathways by end August 2008</p> <p>Agree funding with PCT by end November 2008</p> <p>Re- negotiation of social care current equipment contract with community care services by end December 2008</p> <p>Policies and procedures for integrated service by end Mar 2009</p> <p>Contract in place by 1 Apr 2009</p>	<p>Service accessed across all settings using common policy and procedures</p> <p>Children can live positive and active lives by receiving the required equipment in a timely way</p>	<p>Mike Corrigan</p>
<p>Improve access to therapies for children outside the integrated disabled children's service</p>	<p>Reduce inappropriate referrals by April 2008</p> <p>Use screening tool in all reception classes by July 2008</p> <p>Increase therapy input to clinics by Dec 2007</p>	<p>Children aged 0-5 will be assessed within 13 weeks of referral</p> <p>Reduce the number of pupils going out of borough for specialist speech and language provision</p> <p>Reduce the number of statutory assessments for speech and language assessments</p>	<p>J Ely K Bennet</p>

## Enhanced Youth Service Inspection Action Plan

<b>Youth Service Area for improvement 1</b> Address Health and Safety issues in some Centres  <b>Lead Responsibility:</b> Gillian Hall <b>Monitoring:</b> RBK Health and Safety Officer			
<b>Actions</b>	<b>Key milestones and timescales</b>	<b>Performance measures and indicators</b>	<b>Responsibility/lead</b>
Searchlight Youth Centre – Barbed wire to be taken down from roof	Work commissioned and undertaken – October 2006	Work completed  Satisfactory report from Health and Safety Officer	Elaine Coulon
Dickerage Adventure Playground – Redesign car park area.	Survey undertaken by property services – October 2006  Work Commissioned – December 2006  Work to be carried out in April as part of 2007/08 capital programme	Survey completed  Work commissioned  Newly designed car park area operational.  Satisfactory report from Health and Safety Officer	Elaine Coulon

## Enhanced Youth Service Inspection Action Plan

<p><b>Youth Service Inspection Areas for improvement 2, 3 and 4</b>            Tackle inconsistencies in session planning            Improve the quality of written evaluations by youth workers and young people            Further standardise quality assurance arrangements and performance management records.</p> <p><b>Lead Responsibility:</b> Gillian Hall  <b>Monitoring:</b> Children and Young People's Partnership</p>			
<p><b>Key PIs:</b>    % youth service participants achieving accredited award                              % youth service participants achieving accredited outcomes</p>			
Actions	Key milestones and timescales	Performance indicators	Responsibility/lead
Implement Revised Session Planning Sheet throughout the service	Planning sheets to be reviewed by full time team by Feb. 2007  New form to be distributed across Teams by March 2007  Hold workshop for staff in April 2007  Include new form in new Induction Pack for staff  Planning sheet used by staff from summer term	New session planning sheet being implemented consistently across the service.  100% of staff submit agreed Planning Sheet from Summer Term 2007.  Service monitoring will evidence that 100% staff plan sessions in line with agreed requirements	David Bracken
Evaluation training in place for youth workers	Review of existing evaluations undertaken in March 2007 and areas for development in evaluations identified.	100% Staff attendance at training event.  100% staff submit appropriate	David Bracken

## Enhanced Youth Service Inspection Action Plan

	<p>Peer discussions and workshops on Evaluations in March 2007 and areas for further training/review identified</p> <p>Evaluation included in 2007/08 Youth Service Training Programme.</p>	and informative evaluations	
Improve quality of written evaluations by young people	<p>Review existing resources in relation to feedback from young people – April 2007</p> <p>Identify new and appropriate resources for feedback from young people – April 2007</p> <p>Details of resources to be circulated to staff – June 2007</p> <p>Identify AQA for young people in relation to evaluation/feedback</p> <p>Include Feedback from young people as part of training for part time and full time staff in 2007/08 training plan.</p>	<p>Numbers of young people gaining accredited outcome in evaluation</p> <p>100% staff attendance at training event.</p> <p>Increase in number of young people providing written feedback.</p> <p>Number of evaluations by young people which lead to improvements in sessions</p>	David Bracken
Improve performance management records	Review of possible youth service management	New NI system in place providing more detailed	Gillian Hall

## Enhanced Youth Service Inspection Action Plan

	<p>information systems undertaken in January 2007</p> <p>Short list of providers present to panel of RBK staff from Children &amp; Learning Services and ICT in April 2007</p> <p>New MI system identified by May 2007 and contract for purchase agreed.</p> <p>Action Plan in place for installation, training and implementation of new system – June 2007</p>	<p>information available to inform planning</p>	
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