

Children's Services Key Quality Indicators - Quarter 4 Jan -March 2014

	Key Quality Indicator for 2013-2014	Quantitative measures used to inform judgement	Qualitative measures used to inform judgement	Commentary points this quarter	RAG for GOOD benchmark	To get to GOOD every social worker & ATM needs to focus on;
1	Timeliness, progression and quality of Child Protection Plans	<ul style="list-style-type: none"> Purple book: Number of CP Plans Duration of CP Plans Re-registrations 	<ul style="list-style-type: none"> Routine monthly case audits précis 'Straw poll' monthly survey of parents Feedback from Core Groups Quarterly external audit of cases 	<ul style="list-style-type: none"> Have reduced child protection plans to 153 & 5 with CPP for 2+years External audit found one case to be needing immediate improvement Straw polls data generally good Core groups -still need evidence of SMART plans 	A >	<ul style="list-style-type: none"> Ensure CPPs are reviewed at Core groups, Ensuring parents know what they need to do ATMs ensure good record of supervision on case file ATMs to check cases are progressing at 10months
2	Purposeful and timely visits to children allocated to children's social care	<ul style="list-style-type: none"> Purple book CP visits on time by team LAC visits on time by team 	<ul style="list-style-type: none"> 'Straw poll' monthly survey of parents (CP and LAC) LAC survey Routine monthly case audits précis Quarterly external audit of cases 	<ul style="list-style-type: none"> Straw polls showed need for improvement on keeping parents informed but generally positive Views of child better recorded Visiting improved SMART action plans improving 	A ^	<ul style="list-style-type: none"> Record that the child has been seen in the right place on FWi Ensure you record the child was seen alone & you saw their bedroom You write a sentence to say what the child felt/thought/wants
3	The timeliness, progression and quality of LAC Care Plans	<ul style="list-style-type: none"> Purple book: Number of CPlans 'up to date' 26 week data in court Duration post PO Number robust challenges needed 	<ul style="list-style-type: none"> S&QA quarterly reports evidencing timeliness and progression, other key themes (including trends for robust challenges) Routine case audits précis Quarterly External audit of cases 	<ul style="list-style-type: none"> Straw polls showed generally positive Views of child better recorded Visiting improved SMART action plans improving Reducing trend on LAC due to better progression of permanency plans 	A ^	<ul style="list-style-type: none"> Every Care Plan is up to date and in the right place on FWi SSW links to SW to do a joint visit to carers in the next quarter
4	Timeliness & progression of children's permanency plans	<ul style="list-style-type: none"> See 3 above ALM data 	<ul style="list-style-type: none"> Purple book PI S&QA quarterly reports evidencing timeliness and progression, other key themes Report back from ALM including child's/ parent's voices 	<ul style="list-style-type: none"> Adoption numbers positive Timeliness of adoption assessments needs improvement IRO better at tracking what's needed at 2nd review 	A ^	<ul style="list-style-type: none"> IROs to track and challenge as needed Adoption assessments to ensure are in time All 2nd LAC Reviews record clearly the plan for permanency
5	Percentage of cases with up to date, good quality assessments completed	<ul style="list-style-type: none"> Purple book Timeliness of assessments Up to date assessments 	<ul style="list-style-type: none"> Routine case audits précis Quarterly External audit of cases Service user straw polls 	<ul style="list-style-type: none"> Still working out benchmark for new single assessment No report presented to QAPB Not able to evidence change either way this quarter 	A >	<ul style="list-style-type: none"> ATMs sign off every S47 step All S47s in Locality Teams are correctly recorded Ensure ATMS are timely in setting timescales for assessments Keep parents informed
6	Percentage of cases where the child's lived experience is clearly recorded on child's social care file	<ul style="list-style-type: none"> Quantitative check (potentially via new FWi reporting) - child's view 	<ul style="list-style-type: none"> Routine case audits précis Quarterly External audit of cases Sample monthly check of 10 case files across area teams and A&A 	<ul style="list-style-type: none"> Improving internal audit picture CP reports show improvement and no adverse reports from CP Chairs Case files seen have been better at this Some audits still show gaps however, holding us back from getting to good 	A >	<ul style="list-style-type: none"> ATMs to check in supervision that its happening Chronologies are up to date & good quality
7	The timeliness and quality of children's social work supervision	Quantitative audit timeliness of supervision Frequency of supervision Sample monthly check of 10 staff files across area teams and A&A	<ul style="list-style-type: none"> Routine case audits evidence précis Quarterly External audit of cases Qualitative audit of supervision 	<ul style="list-style-type: none"> Audit still picking up issues on a minority of cases Frequency appears ok but quality of recording not evidencing reflection for all staff Caseloads being monitored 	A >	<ul style="list-style-type: none"> Every ATM ensures 4 weekly supervision to every social worker Practice recording reflective discussion.