

## Summary of draft Safeguarding (SCS & MAP) Action Plan 2010

Objective Summary of objectives	Target Summary of Targets	Summary of actions proposed
1) To improve the timeliness and accuracy of recording ( <i>Data Quality Review</i> )	Variation of reported figures accuracy of +/- 6% per quarter.	<ul style="list-style-type: none"> <li>• Casefiles are reviewed and consistent inclusion of chronologies ensured;</li> <li>• Electronic recording will lead to increased efficiency, accuracy and data timeliness;</li> <li>• Ensuring clarity of roles and responsibilities of staff at all levels for recording, extracting, communicating and using data, information and intelligence will assist improved performance;</li> <li>• Staff accessing and using information pertinent to their work area will increase awareness of ongoing recording and data quality needs; and</li> <li>• Storing and handling data in a risk aware and compliant manner will reduce the potential for data breaches.</li> </ul>
2) To ensure consistently high quality assessments and child protection plans ( <i>practice standards</i> )	CPP 2+ years target of 8% CPP 2 <sup>nd</sup> or subsequent time target of 10-15%	<ul style="list-style-type: none"> <li>• The use of consistently applied performance management tools will increase the ownership of individual and collective performance, enabling prioritisation and completion of assessments within timescale; and</li> <li>• Refresher training, written guidance and supervision oversight will support newly qualified and existing staff in applying high quality practice standards.</li> </ul>

<p>3) To maximise the use of management practices to support staff performance and welfare (<i>management</i>)</p>	<p>All staff have regular supervision meetings with their line managers that cover core work areas (including those marked *) at appropriate, agreed frequencies</p>	<ul style="list-style-type: none"> <li>• An updated supervision template ensures that staff are supported in making their contributions towards the achievement of the Improvement Plan priorities;</li> <li>• Active caseloads are reviewed and timely closure ensured where appropriate;</li> <li>• Time lost to travel is minimised by allocating cases within localities; and</li> <li>• An evidence based approach with good recording gives staff confidence in decisions and an enhanced ability to communicate a children's safeguarding needs.</li> </ul>
<p>4) To ensure consistently applied and appropriate decision making around referrals, integrated service requests and assessments. (<i>Helpdesk</i>)</p>	<p>Measures to be agreed following finalisation of JAT business process and data set</p>	<ul style="list-style-type: none"> <li>• To provide a single point of progressing initial contacts, the Joint Access Team is recruited to and its business process, equipment, recording, operational procedures and training are agreed and implemented;</li> <li>• An agreed Social Care / MAT protocol around timely and accurate decisions ensures consistently high quality practice; and</li> <li>• The thresholds between services are clear and widely communicated, helping to manage the expectations of staff, agencies and the public.</li> </ul>
<p>5) To recruit and retain the expertise required to deliver a good service. (<i>staffing</i>)</p>	<p>To maintain a vacancy rate of not more than X%, a turnover level of not more than X% per year, and average absence level of X days per year in Stay Safe and LAC services (Targets to be finalised as part of Workforce Redesign Project)</p>	<ul style="list-style-type: none"> <li>• The workforce redesign project helps ensure that:</li> <li>• The best staff are attracted to Shropshire;</li> <li>• Recruitment is strong;</li> <li>• Staff are rewarded well and experience / skills are retained;</li> <li>• Managers' development is supported and they in turn support their staff, particularly newly qualified social workers; and</li> <li>• The future supply of social workers is assisted by the implementation of the "grow your own" scheme.</li> </ul>