

## Services for Children and Young People in Aberdeen City, Report of a Joint Inspection, March 2015

### Action Plan, June 2016 'Final' update Summary

22 (34%)	Action complete / re-assigned	0 (0%)	Action no longer required
42 (66%)	Action subsumed into ongoing work	0 (0%)	Action not actioned / no update provided

Key issue	Objective	Actions	Action complete
Theme: How well are the lives of children and young people improving?			
QI 1.1 Improving the wellbeing of children & young people			
Addressing inequalities	Our objective is to tackle inequalities and close outcome and attainment gaps for children and young people.	We were to achieve this by:	
		1 • identifying realistic targets for the development of early learning and childcare for vulnerable groups, support to parents in regeneration areas and an increase in positive destinations for school leavers.	
		2 • analysing trend data and benchmarking it against that of our comparators and national performance information.	
Outcomes	Our objective is to identify strategic priorities across the ICS partnership in relation to our agreed outcome indicators.	We were to achieve this by:	
		3 • improving the measurement of performance against our agreed outcome indicators to identify negative trends and demonstrate improving trends. • developing a strategic assessment and performance framework with dashboard presentation for IPG and ICS Board.	
		4 • using performance and self-evaluation data to identify areas of strength and areas for improvement across all our services.	
QI 2.1 Impact on children & young people			
School performance /	Our objective is to ensure that children and	We were to achieve this by:	

Key issue	Objective	Actions	Action complete
educational attainment	young people have the skills, confidence and self-esteem to progress successfully in their learning and development.	5 • raising the attainment of all children and particularly vulnerable children supported by Quality Improvement Officers (QIO's) who use data to support and challenge schools & Head Teachers to examine pupil performance, to agree interventions and to use data to identify aspirational targets.	
		6 • reviewing exclusion policy and supporting colleagues to reduce exclusions by acting upon trends in data.	
		7 • appointing Virtual School Head Teacher.	
Emotional & mental health needs	Our objective is to ensure that children and young people have the highest attainable standards of emotional and mental health.	We were to achieve this by:	
		8 • supporting the improvement of multi-agency service delivery and initiatives to ensure that young people's mental health is optimised. For example, additional support identified and provided to children and young people at risk of exclusion from school / presenting risk taking behaviours.	
		9 • reviewing our GIRFEC processes to ensure that more timely support is available. • developing pilot programmes in two ASGs to develop and embed multi-agency working within the GIRFEC principles.	
		10 • embedding attachment theory in all agencies practice. • ensuring appropriate direct referrals to support services for children and young people.	
Physical health	Our objective is to ensure that children and young people are physically healthy and have healthy growth and development.	We were to achieve this by:	
		11 • utilising local data to identify target areas as there are anomalies within national data due to the different scope of data collected.	
		12 • using early indicators to enable support to be targeted to prevent deterioration of circumstances.	
		13 • refocusing play development work to deliver play opportunities in areas where childhood obesity is high.	
Child Protection	Our objective is to ensure that children and	We were to achieve this by:	

Key issue	Objective	Actions	Action complete
	young people are safeguarded and protected from abuse, neglect or harm and have the knowledge and skills to keep themselves safe.	14 • equipping children and young people with the knowledge and skills to keep themselves safe when using communication technology and social media.	
		15 • providing targeted advice and guidance to particularly vulnerable children and young people.	
		16 • planning for children to ensure positive changes are maintained after they cease to be on the CPR.	
		17 • broadening personal and social education for young people to increase focus around personal safety & NPS and drug and alcohol abuse.	
		18 • significantly improving the overall wellbeing of very young vulnerable children who are looked after at home and already subject to child protection measures.	
		19 • identifying children and young people living with the longstanding effects of abuse and neglect.	
		20 • continuing to raise awareness of staff across all services in relation to child sexual exploitation (CSE).	
Young Carers	Our objective is to ensure that children and young people only take on appropriate levels of caring responsibility.	We were to achieve this by:	
		21 • producing a local young carers strategy that identifies measurable actions to improve access for young carers to physical health and emotional wellbeing, activities/opportunities to be active, and achieving their potential and positive destinations.	
		22 • Improving access to support and services for hard to reach children and young people with caring responsibilities.	
Inclusion	Our objective is to ensure that all children and young people regardless of their cultural, community or religious beliefs, or sexual	We were to achieve this by:	
		23 • raising awareness, breaking down barriers and addressing stereotypical views across the guidance network.	

Key issue	Objective	Actions	Action complete
	orientation feel included and not marginalised.	<b>24</b> • implementing the extensive review that we have completed of how well schools and services support children with a range of additional support needs. • moving towards a presumption of mainstreaming with an aim to ensure that almost all children will have their needs met in their local school.	
<b>QI 2.2 Impact on families</b>			
Access to services	Our objective is to enable families to benefit from effective support to promote the wellbeing of their children.	We were to achieve this by:	
		<b>25</b> • developing the Named Person role to improve co-ordination and collaboration between services working with the same family.	
		<b>26</b> • better aligning the multi-agency Child's Plan.	
		<b>27</b> • implementing Reclaiming Social Work across Children's Social Work to ensure all cases are subject to reflective discussion and, where appropriate, on a multi-agency basis.	
		<b>28</b> • supporting staff within Children's Social Work to provide services which offer persistence and challenge appropriate to risk and need.	
Theme: How well are partners working together to improve the lives of children, young people and families?			
<b>QI 5.1 Providing help and support at an early stage</b>			
Early support & neglect	Our objective is to identify those children, young people and their families who need advice and guidance at an early stage in order that they can build on their own strengths and resilience.	We were to achieve this by:	
		<b>29</b> • promoting attachment led practice to parents/carers and professionals through the Early Years Collaborative.	
		<b>30</b> • improving staff understanding of the impact of longstanding neglectful parenting; interventions and support.	
		<b>31</b> • assisting young people to manage their behaviour and improving support to their families through the Inclusion Review.	
		<b>32</b> • reviewing the referral and allocation process to Early Years Collaborative Family Support programme to mitigate against the multiple referral process and to ensure that families get the appropriate support when they need it.	
GIRFEC / Named	Our objective is that clear protocols are in	We were to achieve this by:	

Key issue	Objective	Actions	Action complete
person	place between all agencies within the ICS partnership that ensure appropriate information sharing and effective recording of concerns about children and young people.	<b>33</b> • ensuring that the information sharing guidance is in place and is being used. <b>34</b> • reviewing and amending where necessary GIRFEC processes to take account of new legislation and guidance. <b>35</b> • improving professionals understanding of each other's roles.	<div></div> <div></div> <div></div>
<b>QI 5.2 Assessing &amp; responding to risks and needs</b>			
Chronologies	Our objective is to ensure that chronologies of significant events in a child or young person's life are compiled and effectively used to identify factors which may affect their wellbeing.	We were to achieve this by: <b>36</b> • ensuring that all children have a chronology and that the quality of the chronologies is consistently high with information from all services. <b>37</b> • improving the quality and accuracy of single agency chronologies of significant events. <b>38</b> • developing further training for all staff on completing or contributing to chronologies, including understanding the context of a significant event within the chronology. <b>39</b> • developing clear guidance, including exemplars, for staff on sharing and recording information.	<div></div> <div></div> <div></div> <div></div> <div></div>
Assessments	Our objective is that our assessments are of a sufficient standard that enables the development of a child's plan that in turn reduces risks to a child or young person, meets their needs and allows timely decisions about their lives.	We were to achieve this by: <b>40</b> • delivering training for staff on completing or contributing to an assessment that will enhance early and effective intervention. <b>41</b> • review all risk assessment tools and identify which specialist models are to be adopted across Children's Social Work. <b>42</b> • utilising good quality assessments as benchmarks for standards of practice.	<div></div> <div></div> <div></div> <div></div>
<b>QI 5.3 Planning for individual children &amp; young people</b>			
Looked after children / care leavers	Our objective is to ensure that our looked after children have nurturing and stable environments wherever they may live or go to school and support and accommodation when	We were to achieve this by: <b>43</b> • being more effective across all agencies, as corporate parents, at planning for looked after and accommodated children • Appointing a Virtual School Head Teacher.	<div></div> <div></div>

Key issue	Objective	Actions	Action complete
	they move on from our care.	<b>44</b> • completing the review and re-design of residential care for children and young people ensuring staff are skilled to meet the needs of vulnerable young people. <b>45</b> • completing a review of Throughcare and After Care services to provide co-ordinated service provision on a multi-agency basis.	<div></div> <div></div>
Plans & Reviews	Our objective is that our plans are effective in identifying all aspects of a child or young person's wellbeing and that they identify all those who may contribute to meeting the child or young person's needs.	We were to achieve this by: <b>46</b> • improving the gathering and analysis of multi-agency information to enhance the development of supportive plans for vulnerable children and young people. <b>47</b> • providing a range of training and supports to staff and other stakeholders in their understanding of their GIRFEC responsibilities and the use of the national practice model and the agreed tools and resources. <b>48</b> • providing up to date guidance, with exemplars, on the Child's Plan, including CSPs and IEPs. <b>49</b> • quality assuring a sample of child's assessments and plans to ensure that they are SMART. <b>50</b> • bringing together under a single Service Manager responsibility for co-ordinating and quality assuring reviews of LAAC children <b>51</b> • supporting Consultant Social Workers/Team Managers ensure the reviews of LAC children at home are held within statutory timescales.	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
High risk cases	Our objective is to ensure that risk assessments are undertaken timeously for the small number of young people who present a very high risk to themselves or others.	We were to achieve this by: <b>52</b> • identifying and assessing the small number of young people who pose a high risk to themselves or others whilst in residential units and do not have access to alternative or more suitable placements. <b>53</b> • assisting young people to manage their behaviour by improving challenge from staff working with them, improving support to their families, and developing direct work to help link actions with consequences.	<div></div> <div></div> <div></div>

Key issue	Objective	Actions	Action complete
		54 • implementing a robust process to identifying, assessing and manage high risk young people.	
QI 6.2 Planning & improving services			
Analysis of information	Our objective is to support the development and implementation of integrated children's services planning with effective and robust analysis of performance information.	We were to achieve this by:	
		55 • benchmarking performance reporting against comparator authorities to examine how data is analysed and reported elsewhere and to establish areas for improvement. • developing a strategic assessment and performance framework with dashboard presentation for IPG and ICS Board.	
		56 • refining performance reporting to provide improved data analysis to inform planning and service development.	
QI 6.3 Participation of children, young people, families and other stakeholders			
Children's participation	Our objective is that children, young people and their families are fully involved in policy planning and service development.	We were to achieve this by:	
		57 • gathering information from other areas to benchmark the effectiveness of engagement and involvement activities.	
		58 • developing a city wide strategy to promote participation of children and young people and children's rights, in partnership with Unicef and the Children's Parliament.	
		59 • incorporating the views of children and young people, including the most vulnerable and hard to reach, in the planning & delivery of services.	
		60 • ensuring that the views of children, young people and their parents are included in all areas of children's services.	
		61 • ensuring that children or young people are represented on relevant stakeholder groups.	
Theme: How good is the leadership and direction of services for children and young people?			
QI 9.4 Leadership of improvement and change			
Resource planning	Our objective is to secure the commitment of	We were to achieve this by:	

Key issue	Objective	Actions	Action complete
	leaders throughout the ICS partnership to strive for excellence in the quality of our services.	<b>62</b> • developing a strong leadership approach to ensure effective management of children's services, including those for high risk children and young people.	
		<b>63</b> • having an agreed focussed training regime that is fit for purpose and supports colleagues to improve outcomes for vulnerable children through the use of the national practice model and locally agreed processes and tools.	
		<b>64</b> • regularly reviewing progress towards successfully achieving this Action Plan.	