



EAST AYRSHIRE CHILD PROTECTION COMMITTEE: 19 MAY 2009

PERFORMANCE & AUDIT SUB GROUP REPORT

1. PURPOSE OF REPORT

- 1.1 To update the Committee in respect of the work of the Performance and Audit Sub Group.

2. BACKGROUND

- 2.1 The Performance and Audit Sub Group has met twice since the last Child Protection Committee and has reviewed progress in relation to the Business and Action Plan for the sub group and the Service Specific Plan. A report has been discussed regarding the Joint Area Review Haringey Children's Services authority area into the death of baby P and the implications of this for East Ayrshire Child Protection Committee. The sub group has also been working on the self-evaluation plan.

3. CONTINUOUS IMPROVEMENT

- 3.1 The Performance and Audit Sub Group completed a piece of work based on the HMLe publication, "Improving Services to Protect Children: How good are we at assessing risks and needs to protect children and their families? How good can we be?" This work has now been further developed and drafted into the assessing risks and needs self-evaluation action plan.

Assessing Risks and needs action plan

Appendix 1 to this paper is the assessing risks and needs action plan. This plan details the self-evaluation activity to be completed or overseen by the Performance and Audit Sub Group.

Views of Children and Families

Part of this plan relates to gaining the views of children and their families who have experienced the child protection process. It is proposed that the drafted evaluation forms, appendix 2, will be piloted in the Cumnock area for a 3-month period.

At the end of each initial child protection case conference it will be agreed which professional is best placed to meet with the family following the conference. The worker will discuss the experience of the child protection process and the outcome of the case conference. The worker will complete the form. For the pilot period the form would then be returned to and collated

by the child protection co-ordinator. The pilot will be used to assess the appropriateness of the evaluation form, impact on practitioner and families views of the process. If the form is to be rolled out across East Ayrshire then specific administrative support would be required to support this process.

File Sampling Group

A file sampling group is to be established which will carry out the file sampling work of the self evaluation plan. The current membership of this group includes representation from Social Work, Schools, Early Years, Health and SCRA. There is currently no representation from the Police. The first meeting of this group will take place in June 2009. The group will agree its methodology and file sample size at its first meeting. The previous file audit based on HMle methodology was very time consuming and the next phase of file sampling will be a tiered approach, the details of which will be agreed by the group and presented to the Performance and Audit Sub Group. The group will also review a number of CP1s.

GIRFEC Meeting

A full evaluation of the GIRFEC meeting will be an essential part of the self-evaluation process. The Performance and Audit Sub Group requests that the child protection committee make plans for a full evaluation to take place. The evaluation should consider the impact that GIRFEC has on outcomes for children. It should also consider the role and funding of the group, the processes/systems and the service implications.

Supervision tool

Of key importance in self-evaluation is ensuring that it is a dynamic process, which continues throughout the year. It should be based upon professional reflection, challenge and support. It is essential that in addition to the performance and audit sub group leading on the self-evaluation activity that practitioners and managers across services are involved in the self-evaluation process.

Linking to the recommendation in relation to Baby P which highlighted the importance of supervision and the need to encourage self evaluation at all levels, a supervision checklist has been drafted as an aid to ensuring evaluation in child protection practice. The supervision tool has been to the Practitioners sub group for comment and will then go to the Practitioners forum in June 2009. The tool will then be piloted in Social Services before distributed to multi agency settings.

4. RECOMMENDATION

- 4.1 The Child Protection Committee is asked to: -

- i. note the planned work of the sub group and the assessing risks and needs self evaluation plan;
- ii. agree to and support the work of the file-sampling group;
- iii. consider plans for full evaluation of GIRFEC initial referral meetings.

Susan Taylor
Chair of Child Protection Committee
7 May 2009

Report prepared by: Diane Burns, Child Protection Co-ordinator

EAST AYRSHIRE CHILD PROTECTION COMMITTEE

HMIe SELF EVALUATION

Assessing Needs and Risks



PERFORMANCE AND AUDIT SUB GROUP

APRIL 2009

Quality Indicator(s)	Process	Issue Evidenced	Current Practice	Action required	Proposed Outcome	By Whom	When
3.1	CHILD PROTECTION CASE CONFERENCE	Involvement of children/young people and families	Independent chair to meet with child/ family prior to conference to ensure they have seen/understood the content of the reports. Also to ensure that they understand the child protection process and reasons for the conference.	Independent chair revised letters to family and professionals to ensure that they come to the meeting 15 minutes earlier for this discussion. Ensure recorded on cp module if report has been seen.	Improved recording and reporting information on the child protection module to audit that the report has been shared with the family prior to the conference, if not why not. Improve child and family understanding of the purpose of the meeting and their preparation for it.	Child protection co-ordinator to request review of cp module to ensure that this information can be captured	Independent chair meeting with family-in place Process in place figures extracted following review of CP Module
			CP Admin note if a child is present on the minute.	Establish a system to record how many children attend meetings. Collate information from child protection module (with age profile).	Improved attendance at meetings and decision making processes at Case Conferences.	Child protection co-ordinator to request review of cp module to ensure that this information can be captured	Process in place figures extracted following review of CP Module
			No current recording of reasons why a child has not attended	Record why a child has not attended	Enable understanding of how many children are not attending and reasons for this.		Review of CP module will consider viability.
		Views of children and young people	The YP views are routinely recorded	Ensure that the child's views are recorded and the information is extractable from the CP Module (need age profile).	Improved management and reporting information to ensure it is standard practice that views are clearly recorded.		Review of CP module will consider viability.
		Child Protection Guidance : Having Your Say Form:	Forms sent out by CP Admin to child – information not collated on whether they have been returned	Electronically record how many children complete form stating their views (need age profile). Record if supports been offered in	Robust recording and reporting mechanisms in place to support child in completing the form/facilitate views to be heard		Review of CP module will consider viability.

Quality Indicator(s)	Process	Issue Evidenced	Current Practice	Action required	Proposed Outcome	By Whom	When
				completing views and evaluate feedback			
3.1	CHILD PROTECTION CASE CONFERENCE	Child, young person or families view of the child protection process required	No specific process currently in place- good practice- workers would speak to the family after the case conference in relation to the decisions made and subsequent supports and processes	Child/ Families perceptions/ Evaluation form to be developed. At end of conference to be agreed who would be best to meet the child/family to go over the process and complete the form. Evaluate the families perception of the child protection process – re – <ul style="list-style-type: none"> • Impact of assessment • Information shared with family • Cpcc- views communicated, able to participate • Understood the decision • Ongoing support to family <i>Need to consider whether this should be for every case?</i>	Robust recording and reporting mechanisms in place to support child in completing the form/facilitate views to be heard	Child protection co-ordinator to design proforma which can be submitted to the practitioners sub group/forum members for comment and get the views of children via....	Go to Practitioners sub group 29.04.09 and CPC 19.05.09. Piloted in Cumnock area July-September 2009.
		Multi agency attendance at child protection case conference and core group meetings	All persons attending a child protection case conferences and core groups noted on minute.	Ensure system in place for the information to be easily extracted.	Robust recording and reporting mechanisms in place to evidence multi agency involvement in decision making and highlight any issues of non attendance. Strengthen accountability for attendance. Develop a process for responding to non attendance	Child protection co-ordinator to request review of cp module to ensure that this information can be captured.	Process in place figures extracted following review of CP Module

Quality Indicator(s)	Process	Issue Evidenced	Current Practice	Action required	Proposed Outcome	By Whom	When
3.1	CHILD PROTECTION CASE CONFERENCE MINUTES	Child/ young person/ families' participation in the meeting and their views recorded.	Child views are noted in the child protection case conference minute	Audit a random sample of cpcc minutes or random observations of case conferences and core group meetings to evaluate participation child /young person or family members in case conference and ensure that their views are recorded	Evidence of the frequency and process of seeking children's views. YP, family or carers views will be used to further improve current practice and procedures.	Cp co-ordinator	3 monthly basis
		Consideration of referral to reporter	At each initial child protection case conference consideration is given to making a referral to the reporters department	Review of case conference minutes	Referrals are made to the Reporter where appropriate.	Child Protection co-ordinator to ascertain can this be extracted from the child protection module?	Review of CP module will consider viability.
		How well do we record the reasons for our decisions?	Minute of CPC contains	Evidence that the case conference minute details assessment completed, levels of risks and the reasons for the decisions.	Minutes of case conferences clearly and concisely record decisions made.	Cp co-ordinator	3 monthly
		Evidence Proportionate decision making		Review a random sample of minutes to measure proportionate decision making	Decisions made proportionate to the risks and needs assessed	File audit group	3 monthly
3.4	CASE FILE AUDIT	Timely distribution of minutes	Decisions of case conferences are sent out within 24 hours and minute to be distributed in 5 working days. No set timescale for distribution of core group minutes	Establish system for monitoring timescales for distributing CPCC minutes. Regular reports to CPC on compliance with agreed timescales. Business objects reports to be set up to extract information to monitor timescales from <ul style="list-style-type: none"> • Receipt of referral to completion of CP1, • Completion of CP1 to decision to proceed to 	Robust recording and reporting mechanisms in place to evidence timely distribution of case conference minutes	Child protection co-ordinator	Review of CP module will consider viability. Monthly reports thereafter

Quality Indicator(s)	Process	Issue Evidenced	Current Practice	Action required	Proposed Outcome	By Whom	When
				CPCC, <ul style="list-style-type: none"> Decision to proceed to CPCC to date for CPCC, Date of CPCC to date decisions and then minutes sent out, 			
3.4	CASE FILE AUDIT	Ensure that referrers receive feedback following their referral	Referrers to receive a standard letter	Case file sample to ensure feedback is given to referrers and that it is recorded in the file.	Evidence improvements in the level of feedback given to referrers.	File audit group	Group established and initial file sample July 2009.
		Recording of child's views in process	Child's views to be evidenced in case files and evidence of views sought and influence in assessments	Case file sample to ensure that views of child and families are evidenced	Assurance that child's views are being sought and contribute to their care.	File audit group	Group established and initial file sample July 2009.
		How well we involve all relevant services in initial discussions and decisions	The Tripartite Discussion process, the Child Protection Process and the pilot GIFREC meetings enable information sought and discussions had with relevant services to enable a holistic picture of child and their circumstances to inform decision making	Case file sample to gather evidence of information sharing and involvement of relevant services in discussions and decision making	Decisions about the care of children are based on the best quality of information available.	File audit group	Group established and initial file sample July 2009.
		How well we record the reasons for our decisions.	Reasons for decisions in files in case notes, manager notes in file, Case Conference and hearing decisions	Case file sample to ensure that reasons for decisions are recorded. Develop a proforma for measuring 'how well' these reasons are recorded	Evidence of recording of reasons for decisions and the quality of recording and to inform improvements where relevant	File audit group	Group established and initial file sample July 2009.
		How well we assess needs and risks and	Practitioners record the outcome of assessments in case files	Audit case file sample to determine presence and quality of assessments	To inform improvements where necessary	File audit group	Group established and initial file

Quality Indicator(s)	Process	Issue Evidenced	Current Practice	Action required	Proposed Outcome	By Whom	When
		document it.					sample July 2009.
	REVIEW OF SAMPLE OF CP1s	We involve all relevant services in initial discussions and decisions	The Tripartite Discussion process, the Child Protection Process and the pilot GIFREC meetings enable information sought and discussions had with relevant services to enable a holistic picture of child and their circumstances to inform decision making. Report should indicate involvement of relevant services	Sample of Cp1s to evidence that relevant services are involved in initial discussions and decisions	Evidence of multi agency involvement in early discussions and decision making in relation to child protection concerns	File audit group	Group established and initial file sample July 2009.
		Evidence Proportionate decision making and how well we record decision making	Report should clearly detail areas of concern/ levels of risks and recommendations and state reason for recommendation	Sample of Cp1s to evidence that balance of details of concerns, assessment and risk factors resulting in recommendation	Evidence of proportionate recommendations and quality of recording of reasons for decisions	File audit group	Group established and initial file sample July 2009.
3.4	GIFREC MEETING	Evidence Proportionate decision making				GIFREC evaluation to be used to evidence.	
		How good is our immediate assessment of the risk of harm to children?					
		Evidence of joint discussion of cases					
		How well do we involve all relevant services in initial discussions and					

Quality Indicator(s)	Process	Issue Evidenced	Current Practice	Action required	Proposed Outcome	By Whom	When
		decisions					

OTHER SOURCES OF EVIDENCE

- Review of Tripartite agreement- evaluation report available October 2008 (as detailed in service specific plan)
- Social Services review of new duty system and implementation/impact of eligibility criteria (Ongoing review of working of system)
- Training sub group review of single and multi agency training available- due June 2009.
- Audit of child protection orders by legal services and authority reporter (due April 2009)- evidence effectively we use emergency powers or orders when considering children's need
- Management information reports for cpc have been developed to contain sources of referrals to ascertain how alert staff and the public are aware of the signs that children may be in need of protection.



DRAFT APRIL 2009

The East Ayrshire Child Protection Committee is carrying out a 3 month pilot of evaluation forms for children and their families following their involvement in the child protection process. The information from these forms will be used to evaluate and improve child protection services.

It is essential that we continue to improve our practice in child protection and Quality Indicator 6.3 focuses on how services seek children and families views about their needs and effectiveness of services.

At the end of each initial Child Protection Case Conference it will be agreed which worker will be best placed to meet with the family following the case conference to discuss the child protection process and complete the form.

The forms will then be send to

**Dianne Burns
Child Protection Co-ordinator
Civic Centre South
John Dickie Street
Kilmarnock**

PERFORMANCE AND AUDIT APPENDIX 2.1



Evaluation form for children regarding their involvement in the child protection process

It is hoped that these forms will be filled in with children and their families following an initial child protection case conference. It will be agreed at the end of the case conference which worker would be best placed to meet with the family to complete the form. The information from these forms will be used to evaluate and improve the child protection process.

Child name/ID

Name of person completing form

Designation

WHEN THE CHILD PROTECTION PROCESS BEGAN

Did you understand why you became involved in the child protection process?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did anyone help you understand the reasons why?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Who was this?	Please state job
Did you understand what was going to happen next?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you receive a leaflet telling you about what would happen next?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If not, Would it have been helpful to have received written information?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Were there any other supports that could have helped you?	Please state
Did workers ask you your views?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you feel able to tell them your worries?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you get the opportunity to talk to someone on your own?	<input type="checkbox"/> Yes <input type="checkbox"/> No

PERFORMANCE AND AUDIT APPENDIX 2.1

CASE CONFERENCE/CORE GROUPS

Did someone explain to you why the meeting was being held and what would happen at it?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you attend any of the meetings?	<input type="checkbox"/> Yes <input type="checkbox"/> No
IF NOT	
• were you invited?	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Would you have liked to have been invited?	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Did you tell someone or write down your views for the meeting	<input type="checkbox"/> Yes <input type="checkbox"/> No
IF YOU DID ATTEND	
• Do you think you had the chance for your Views/opinions to be listened to and considered?	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Did you take someone with you to help you tell the meeting your views	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you know who everyone was that attended the meeting?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you know what the reports to the meetings said?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you understand what the meeting decided?	<input type="checkbox"/> Yes <input type="checkbox"/> No

HELP AFTER THE MEETING

Do you understand what support/help is now available for you?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What could have been done differently to help you?	Please state
How safe did you feel before services became involved with you and your family?	Please state
How safe did you feel after services became involved?	Please state
Did you mind meeting with me today to fill in this form?	<input type="checkbox"/> Yes <input type="checkbox"/> No

East Ayrshire Child Protection Committee would like to thank you for your time in completing this form. Your views are very important to us.



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Child Protection Co-ordinator
Civic Centre South
John Dickie Street
Kilmarnock**

PERFORMANCE AND AUDIT APPENDIX 2.2



Evaluation form for parent/carer regarding their involvement in the child protection process

It is hoped that these forms will be filled in with children and their families following a child protection case conference. It will be agreed at the end of the case conference which worker would be best placed to meet with the family to complete the form. The information from these forms will be used to evaluate and improve the child protection process.

Child name/ID

Name of person completing form

Designation

WHEN THE CHILD PROTECTION PROCESS BEGAN

Did you understand the reasons why you became involved in the child protection process?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did anyone help you understand the reasons why?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Who was this?	Please state occupation
Did you understand what was going to happen next?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you receive a leaflet telling you about what would happen next?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If not, Would it have been helpful to have received written information?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Were there any other supports that could have helped you?	Please state

PERFORMANCE AND AUDIT APPENDIX 2.2

CASE CONFERENCE/CORE GROUPS

Did someone explain to you why the meeting was being held and what would happen at it?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you attend any of the meetings?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If not, why not	Please state
Do you think you had the opportunity for your Views/opinions to be listened to and considered?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you know who everyone was that attended the meeting?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Had you seen the written reports before the meeting?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you understand the decisions of the meeting?	<input type="checkbox"/> Yes <input type="checkbox"/> No

HELP AFTER THE MEETING

Do you understand what support/help is now available for you?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What could have been done differently to help you?	Please state
Did you mind meeting with me today to fill in this form?	<input type="checkbox"/> Yes <input type="checkbox"/> No

East Ayrshire Child Protection Committee would like to thank you for your time in completing this form. Your views are very important to us.