

**OUTCOME 1**

Be the 'employer of choice' for Social Work

**OUTCOME 2**

Children's needs are assessed and met in a timely and purposeful manner

**OUTCOME 3**

Children and families benefit from high-quality services

**OUTCOME 4**

Children and families views drive service improvement

**OUTCOME 5**

Children and families receive the right service at the right time

**OUTCOME 6**

Our Looked after Children are fully prepared for adulthood

**OUTCOME 7**

Children and young people achieve permanency without delay

**OUTCOME 8**

Children and families access early help and avoid unnecessary interventions

**OUTCOMES**

**A – SUPPORT AND DEVELOP OUR WORKFORCE**

CATHERINE DRISCOLL

**A1. Refresh Social Work Workforce Strategy**

- Recruitment and Retention Plan (including ASYE)
- Management Oversight and Quality of Supervision
- Performance Management
- Social Work Pay Review
- Grow Your Own Social Workers

**A2. Enable Access to Workforce Data and Management Information**

**A3. Social Work Academy - Implement Phase 2**

- Organisational Learning, Development and Training Programme for Social Work Workforce
- Grow Your Own Social Work Managers

**A4. Implementation of Cultural Shift Plan**

**B - PROMOTE SOCIAL CARE BEST PRACTICE**

TINA RUSSELL

**B1. Implementation of Signs of Safety Practice Model**

**B2. Development of Supervised Contact Service**

**B3. Improve Quality of Care Plans:**

- Health Assessments
- Educational Outcomes (PEPs)
- Child's Life Story Work
- Pathway Plans

**B4. Implement Legal Action Plan:**

- PLO Practice Review
- Case Progression / Tracking
- Quality of Statements / Evidence to Court
- Review of Section 20
- Review of CP Plans / Family Arrangements (Reg 24)

**C – BUILD OUR QUALITY ASSURANCE PROCESSES**

SHARON MOORE

**C1. Embed Quality Assurance and Performance Management Framework**

- Ensure we count the right things
- Align with CSC ICS (Fwi) Replacement
- Establish quarterly audit cycle
- Learn from Compliments and Complaints

**C2. Develop Fit for Purpose Performance Management Data:**

- Targeted Early Help
- Through Care Service
- Residential and Placements
- Fostering and Kinship
- SQA Unit
- Care Leavers and Outreach

**D – LISTEN TO THE VOICE OF THE CHILD**

SHARON MOORE

**D1. Develop effective engagement mechanisms with children, young people, parents and carers**

- Pilot MOMO system
- Rollout parent and carer survey at end of interventions
- Establish appropriate feedback mechanisms for children and young people who use our services
- Utilise existing forums / sources of information

**D2. Ensure Participation Strategy is fit for purpose**

- Children and young people actively participate in their reviews
- Children and young people are active participants in shaping future service delivery

**E – ENHANCE MULTI-AGENCY PARTNERSHIPS**

TINA RUSSELL / SARAH WILKINS

**E1. Develop Multi-Agency Contribution to Safeguarding Processes:**

- Domestic Abuse
- Missing from Home and Care
- Strategy Meetings
- MASH
- Application of Levels of Need
- Supporting and safeguarding vulnerable children (e.g. CSE, Trafficking, Gangs)

**E2. Development of Early Help (Level 2 and 3):**

- Define and implement Locality Model
- Tools / IAG
- Effectiveness Measures

**E3. Development of Edge of Care Offer**

**F – DELIVER EFFECTIVE THROUGH-CARE**

TINA RUSSELL

**F1. Deliver Outcomes and Permanency Through Care:**

- Permanency Policy
- Care Leavers offer

**F2. Develop Our Sufficiency of Placement Resources:**

- Residential and Fostering Sufficiency
- Support and Training for Carers

**F3. Implementation and Embedding of Corporate Parenting Strategy**

Children's Social Care:  
Service Improvement Plan  
Master Document – v2.1 FINAL  
(26 April 2018)

**WORKSTREAMS AND PROJECTS**

Worcestershire Safeguarding Children Board

Participation Strategy

Early Help Strategy

Education and Skills Strategy

SEND Strategy and Action Plan

Effective Financial Management

ICT and Digital Strategy