

**WIRRAL IMPROVEMENT BOARD**

**MINUTES AND ACTIONS FROM IMPROVEMENT BOARD MEETING:  
WEDNESDAY 20<sup>TH</sup> SEPTEMBER 2017**

**Present:**

Tony Crane	Chair of Improvement Board/DfE Advisor
Cllr Phil Davies	Leader of the Council
Cllr Bernie Mooney	Lead Member for Children & Family Services
Cllr Phil Gilchrist	Liberal Democrat Leader
Prof. Maggie Atkinson	Chair of WSCB
Insp. Chris Lucan-Pratt	Merseyside Police
Lorna Quigley	Director of Policy and Patient Safety Clinical Commissioning Group
Julie Murphy	Chair of Wirral Primary Headteacher Consultative Group
Lisa Ayling	Chair of Wirral Association of Secondary Headteachers
Paula Wareing	Chair of Wirral Special Headteachers Association
Deborah Gornik	Interim Director for Children's Services

**Officers in Attendance:**

Gani Martins	Interim Head of Practice Improvement
Carly Brown	Head of Quality, Performance and Improvement
Alison Watson	Quality Assurance & Auditing Officer
Jane Clayson	Interim Programme Manager - Transformation Programme
Nicci Oliver	Quality Assurance Manager
Ian Godfrey	Senior Manager – Children Looked After
Robert Coot	Social Worker – CIN/CP 2 Wallasey
Mandy Williams	Social Worker – CIN/CP 3 Wallasey

**Apologies:**

Eric Robinson	Chief Executive
Cllr Lesley Rennie	Conservative Group Councillor
Cllr Moira McLaughlin	Member of Children & Families Overview and Scrutiny Committee
Ian Hassall	Merseyside Police – Area Commander
Dee Davies	NHS England
Simone White	Deputy Director for Children's Services
Kerry Mehta	Head of Children's Safeguarding Unit
Kevin MacCallum	Senior Manager – Marketing & Communications

### **MINUTES OF PREVIOUS MEETING – 25<sup>TH</sup> JULY 2017**

It is noted that the minutes of the previous meeting need to be amended at Cllr Phil Gilchrist's request regarding a matter highlighted with the quality assurance report.

It is also noted that Avril Devaney's apologies will be added to the minutes.

### **DIRECTORS UPDATE**

Deborah Gornik provided a presentation on the latest improvement progress which included the improvement action plan and performance framework, Sprint Achievements and Mobile/Agile Working.

Discussion held around the Council budget setting. Cllr Phil Davies informed members that it is a 3 year strategy to take us to 2021.

Reality visits with Elected Members have taken place. The first visit was to the Integrated Front Door. Next visit planned to Care Leavers Service. Tony Crane would like to invite Tom Usher, Chair of Scrutiny to attend Improvement Board to provide feedback on these visits.

**Action:** Tom Usher to be invited to Improvement Board in November.

### ***Ofsted visit and Feedback:***

Feedback from the Ofsted Monitoring visit in August was provided. Ofsted confirmed that Wirral have made progress but there is still work to do. The visit focussed on 3 areas: Care Leavers, Quality Assurance and IRO Escalations and the feedback was positive with a helpful number of areas to continue to focus on.

**Action:** The Ofsted Monitoring letter to be circulated to members of the Board at the end of September.

### ***Improvement Plan Feedback:***

The Refreshed Improvement Plan was presented for the Improvement Board to approve. Discussions were had that the measures appear to be focussed more on output not impact. Carly Brown stated that there was a meeting due to take place on 3<sup>rd</sup> October 2017 with partner agencies to discuss how we monitor the improvement plan and activities surrounding it.

Sprint Meetings are continue to be held to drive forward delivery at pace and escalate issues to the Council Corporate Senior Leadership Team if necessary.

An update of the Mobile and Agile Working proof of concept was provided with feedback from the Social Worker representatives. In the main, users have had a positive experience but also escalated some technical challenges which have been addressed by the Digital team. Work will continue and findings reported to the November Improvement Board meeting.

### **IMPROVEMENT BOARD PERFORMANCE AND DATA UPDATE**

The Performance Report for the board has now been streamlined with comments and actions owned by senior managers. Members were asked to note that the rate of Child Protection Plans has a downward trend and subsequent plans have now moved from Red to Amber.

Tony Crane confirmed that there were two main areas of concern: The increased numbers of Children Looked After and the timeliness of assessments. He recognised that there had been no increase in demand but queried why assessments are out of timescales. Gani Martins stated that there has been a lot of staff changes/sickness which may have had a detrimental impact on the time to complete assessments.

Prof. Maggie Atkinson stated that the rate of 33.4% of Assessments with no further action was a concern and questioned who is referring in and why are the referrals being accepted? Gani Martins stated that there is still an issue with thresholds and she will be conducting a review of the Integrated Front Door.

Ian Godfrey commented that half of the children that come into care are on Section 20 orders and this raises an issue around appropriate use of the order.

**Action:** A report to be presented at the October Board meeting to provide a clear understanding of Assessments, information on the children looked after population and actions to address both areas

With regards to workforce performance:

- **Staffing:** 23 agency staff have expressed an interest to convert to a permanent position, 9 have already converted.
- **Sickness:** current performance is 18.24 FTE days lost which equates to 12 members of the workforce. 15.8 FTE days lost relate specifically to social workers/advanced social workers which equates to 8 members of staff. 1 member of staff has now left leaving 7 employees who are in sickness capabilities procedure.

Cllr Phil Gilchrist was interested in what a manager would see on their dashboard and how do we support back into work.

**Action:** Deborah Gornik to arrange for Cllr Phil Gilchrist to visit for an overview of the Dashboard.

### **QUALITY ASSURANCE AND PRACTICE IMPROVEMENT**

Nicci Oliver provided a presentation highlighting the Draft Quality Assurance and Learning Framework. Gani Martins stated that work continues with the care leavers services such as creating a Health Passport, new arrangement regarding Strength and Difficulties Questionnaires which should evidence improvement and further work around compliance and quality.

Cllr Phil Gilchrist queried how do we ensure that workers attend workshops. Nicci Oliver stated that 3 workshops take place a month at different districts and a log of attendance is created which informs managers of staff who consistently do not attend.

### **WIRRAL SAFEGUARDING CHILDREN'S BOARD UPATE**

Prof. Maggie Atkinson presented an update of the findings of the recent survey of the partners of the WSCB.

Feedback included that the Partners felt that the Board is now stronger and better at challenging and holding agencies to account. Pathways to escalate are clearer and the development of Supporting Families Enhancing Futures model is a very positive step. All agencies confirmed that they are active partners in the improvement journey.

Priorities were seen as:

- ***Evidencing Outcomes – including case auditing and reviews.***
- ***Review of Multi-agency escalation procedure.***

**Action:** An updated report to be provided to the Board in 6 months time to evidence further improvement, including views from frontline staff across the partnership.

### **FORWARD PLAN**

Assessments and Care Planning to be added to the forward plan.

Lorna Quigley would also like to review the Terms of Reference to ensure that we are fulfilling the role and have the required members.

### **ANY OTHER BUSINESS**

Cllr Bernie Mooney would like a document of key messages to be provided straight after the meeting so that it could be circulated to partners.

**Action:** Carly Brown/Tony Crane to develop a document and circulate to members of the board.

The next meeting will be held at Pilgrim Street from 3pm to 5.30pm on Wednesday 18<sup>th</sup> October 2017. Members of the Young People's Reference Group will join the meeting at 5pm for an informal discussion.