

**WIRRAL IMPROVEMENT BOARD  
MINUTES AND ACTIONS FROM IMPROVEMENT BOARD MEETING  
WEDNESDAY 23 MAY 2018**

**Present:**

Linda Clegg	Chair of Improvement Board
Cllr Bernie Mooney	Lead Member for Children and Young People's Services
Cllr Phil Gilchrist	Liberal Group Council
Cllr Lesley Rennie	Conservative Group Councillor
Victoria Peach	Cheshire & Wirral Partnership NHS Foundation Trust
Tony Taylor	Chair of Wirral Association of Secondary Headteachers
Paula Wareing	Chair of Wirral Special Headteachers Association
Maggie Atkinson	Chair – WSCB

**Officers in Attendance:**

Paul Boyce	Director for Children's Services
Simone White	Deputy Director for Children's Services
Carly Brown	Head of Quality, Performance & Improvement
Kerry Mehta	Head of Safeguarding Unit
Joe Bannon	Head of Practice Improvement
Robert Coot	Social Worker – Wallasey
Jenny Stenhouse	Area Admin Co-ordinator

**Apologies:**

Cllr Phil Davies	Leader of the Council
Cllr Thomas Usher	Labour Group Councillor
Eric Robinson	Chief Executive
Avril Devaney	Director of Nursing, Therapies and Patient Partnership
Kevin MacCallum	Senior Manager – Marketing & Communications
Julie Murphy	Chair of Wirral Primary Headteacher Consultative Group
Lorna Quigley	Director of Policy & Patient Safety Clinical Commissioning Group
Mandy Williams	Social Worker – Wallasey
Kevin MacCallum	Senior Manager – Marketing & Communications

**MINUTES OF PREVIOUS MEETING – 23 MAY 2018**

The minutes of the previous meeting were agreed by members of the Improvement Board.

## UPDATE ON KEY ACTIVITIES AND ISSUES

Paul Boyce presented an update with regards to improvement activity which included agile working, the office relocation and the preparation for the Ofsted Monitoring visit on 30/31 May 2018.

In addition, the newly established Prevention and Assessment Team is creating ownership and having impact and the new organisational structure will help this further. There is the capacity for manageable caseloads, with clear direction and lines of accountability which will provide staff with confidence to make good decisions.

Agile working is going well, with the deployment of 271 pieces of kit now taken place across 9 sites. In June 2018, phase two will be rolled out with a further 130 front line/field work staff scheduled for agile working. The agile working policy has been published on the intranet along with frequently asked questions in respect of agile working and three sessions of agile working manager briefings were delivered in April and further sessions are to be scheduled.

Phase 2 of the accommodation move is currently in progress and staff from Pensby locality office and Hamilton Building have moved into Cheshire Lines, this includes Safeguarding, Child Looked After, Commissioning and Systems Teams, the Complaints Team and the Secretariat. Phase 3 is to be scheduled when the remaining locality staff from Liscard, Pensby and Rock Ferry offices will be moved into Cheshire Lines mid June.

The recruitment process has taken place for the appointment of the education post within the Integrated Front Door and the successful applicant will commence in post on 29 May 2018. Workshops will take place on 31 May to review the role of partners within the Integrated Front Door. Quality assurance continues to be embedded with thematic audits of dip sampling being undertaken on CSE across the threshold of need. The senior leadership team has made permanent appointments of Joe Banham as Head of Practice Improvement, Carly Brown, Assistant Director: Modernisation and Support, Sue Talbot as Assistant Director: Schools and Elizabeth Hartley as Assistant Direct: Early Help and Prevention. A formal consultation on the structure of the Directorate will begin on 6 June and then it will be clear where the gaps for permanency are to enable recruitment.

## VIEW FROM THE FRONT LINE

An update from the front line was provided by Robert Coot.

- Issues remain with regards to parenting assessments and consistency. Action has been taken on how to drastically improve and standardise these templates, currently there is a draft version of the risk assessment and changes are to be added before being sent to managers. Not all districts are using genograms, but this is in hand.
- A number of direct workshops have been arranged with young people.

- Liquid logic fails to capture the voice of the child and there is currently a staff guidance group who are currently looking at how this can be simplified.
- There is inconsistency in chronologies and this needs to be looked into as Liquid Logic needs to standardise. There is PEP work being completed around this.

The majority of staff now have tablets which is good for engaging families and there is a quicker turnaround of strategy meeting is quickly turned around. A workshop on the use of the new tablets would be beneficial.

There is currently some confusion around the agile working policy and there is a Managers conference on 14 June to ensure compliance with this policy, however there are lots of positives from the staff who have moved to Cheshire Lines. The staffing group have requested a “go to” space on Tri-ax which could form part of the induction process.

The feedback from the last Staff Engagement Meeting was that staff were unsure of the Senior Management structure and have asked for clarification on this. This will be addressed at the next Staff Engagement event on 28 June 2018.

#### **CHILDREN MISSING FROM CARE**

A presentation on the service was provided by Vicky Powell (Wirral Missing from Care Manager).

Vicky explained that return home interviews are offered to every child if a child is missing from care and placed out-of-borough. As an example, there were 21 incidents over the previous weekend. If a child is placed out-of-borough the social worker must inform Catch22 of the missing episode and they will either complete the return home interview or arrange for another independent service to complete it in the area the child is living. If the child has gone missing within Merseyside, Catch 22 are automatically informed by the Police. This will be offered to every child regardless of how long they were missing, these are voluntary and the young person is able to decline. Catch 22 will travel, use Skype or telephone to engage with a child. Staff at Catch22 are looking at the Missing from Care protocol on the website, the LA briefings to social are staff and the 35 multi-agencies. Catch 22 are based in the integrated front door and share intelligence, the young person will tell them anything and information is shared back to social care and the Police.

Incidents of missing from care are discussed in morning briefs and three absences are flagged up. Catch22 look at patterns and trends and these are escalated with social workers. Notifications are in two parts, one is sent to the Police and the other to the local authority. Catch22 contact the young person within 24 hrs and offer them a return within 72 hrs. They now have access to Liquid Logic and can upload an alert to social workers.

Police stated that it is essential to get feedback for them as it is a balance between what is the risk and, for example, when the 13 year old who's gone missing 16 times in the past month and the what the escalation process is to ensure sharing this information. Police are careful around the young person if there is a high risk element and this stays with patrols 24/7.

Vicky was thanked for her helpful and informative presentation.

**Action: To ensure that this is regularly reported at the Improvement Board**

#### **PERFORMANCE AND DATA UPDATE**

The Improvement Board Databook has now been reviewed and will be an interactive tool for the Improvement Board to utilise and will appear as an appendice to the core Improvement Board papers. After each meeting the tool will save the commentary which is a useful document to move forward.

Simone White provided commentary on the performance with regards to contact. Assessments continue to be an area of focus in terms of completeness and timeliness. The Children Looked After population continues to be a priority and resolution must be created in partnership.

**Action: Members of the board to provide feedback to Simone White how they would like future updates reporting**

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

An update was provided by Kerry Mehta. Practice improvement and quality assurance has improved since the last inspection. Care planning continues to improve, and the focus will be on ensuring they are a high quality. Nearly 85% of looked after children's views are heard and there is work ongoing to ensure their voice is being heard in their plans. 72.8% of children have a PEP. There is evidence that IRO's are making challenges and progressing to senior management.

With regard to supervision, there are some cases which are evident and other cases where it is not as evident. We need that evidence of how we empower a child and this is a good opportunity to identify those individuals who specialise in specific areas. The next step is to improve chronologies. There is a risk that we are not able to evidence activity and impact on child as this is more sophisticated.

We also need to ensure Practice Standards are included in induction packs and delivered to everyone, so all know where to find the template. The new care planning tool is user and child friendly and will be in use by the end of June.

Ian Godfrey's role has been split into 2 parts between and Operational Lead and a Strategic Lead, with the Strategic Lead dealing with relationships with partner agencies. This will be helpful, and this role will be to look at care planning with all 5 teams to get the pace right in improvement practice.

#### **ANY OTHER BUSINESS**

None.

#### **DATE OF NEXT MEETING**

Wednesday 27 June 2018, 2.00 – 4.30pm, Wallasey Town Hall.