

**WIRRAL IMPROVEMENT BOARD
MINUTES AND ACTIONS FROM IMPROVEMENT BOARD MEETING
WEDNESDAY 28 MARCH 2018**

Present:

Tony Crane	Chair of the Improvement Board/DfE Advisor
Cllr Bernie Mooney	Lead Member for Children and Young People's Services
Cllr Phil Gilchrist	Liberal Group Councillor
Cllr Thomas Usher	Labour Group Councillor
Prof. Maggie Atkinson	Chair – LSCB
Ian Hassall	Area Commander, Merseyside Police
Lorna Quigley	Director of Policy & Patient Safety Clinical Commissioning Group
Paula Wareing	Chair of Wirral Special Headteachers Association
Julie Murphy	Chair of Wirral Primary Headteacher Consultative Group
Paul Boyce	Director for Children's Services
Satwinder Lotay	Nursing, Therapies and Patient Partnership

Officers in Attendance:

Simone White	Deputy Director for Children's Services
Carly Brown	Head of Quality, Performance & Improvement
Robert Coot	Social Worker – Wallasey
Karen Lesage	Quality Assurance & Auditing Officer

Apologies:

Eric Robinson	Chief Executive
Cllr Lesley Rennie	Conservative Group Councillor
Tony Taylor	Deputy Chair of Wirral Association of Secondary Headteachers
Kerry Mehta	Interim Head of Practice Improvement

MINUTES OF PREVIOUS MEETING – 28TH FEBRUARY 2018

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

Action completed: Robert Coot demonstrated the new IT equipment prior to the meeting. Cllr Bernie Mooney suggested that he could also demonstrate this to the Children's Scrutiny Committee.

DIRECTOR FOR CHILDREN'S SERVICES IMPROVEMENT UPDATE

Paul Boyce presented an update of Wirral Children's Services.

The Staff Engagement Meeting held on 6 March was 560 staff attended from a possible 800 staff. Tony Crane asked Paul Boyce about the quality of social workers; Paul Boyce reported that this continues to be reviewed.

Cllr Bernie Mooney asked who sits on the Practice Improvement Group? This is chaired by Kerry Mehta and consists of a group of social workers, including Robert Coot who is a board member.

Paul Boyce explained that middle management structure is being streamlined. He is currently working with a recruitment agency to headhunt staff and is negotiating mentoring support from Managers at Knowsley, who have been through a similar journey to see what strengths they can offer Wirral. Knowsley are also using a more enhanced dashboard which could be purchased. The Head of Service will be working with Joe Bannon on secondment to carry out coaching with Team Managers.

Ian Hassall explained that there is a task and finish group looking at the differences in Liquid logic and Dashboards in Early Help across 5 Local Authorities in the North West which would be good to do for Social Care.

Ofsted Monitoring Visit - The Ofsted Monitoring Visit took place on 14 and 15 March. The letter will be published on 10 April 2018.

Cllr Phil Gilchrist made a request for the Improvement Board members to receive a copy of the Monitoring Visit Letter as soon as possible.

Feedback from the draft letter included:

- **Effective efforts evidenced to address shortfalls found in the Inspection**
- **Good understanding of thresholds, properly applied with the correct agencies**
- **Decisions made were appropriate, swift and well recorded**
- **The right support was received at the right time**
- **Consent was gained**
- **Multi-agency strategy was effective**
- **Good use of co-location**

Issues remaining:

- **Quality of referrals coming into the front door – especially verbal referrals**
- **Quality of work changes when work leaves the front door**

The next Monitoring Visit will be 29 and 30 May looking at post front door handoffs.

VIEW FROM THE FRONTLINE

Robert Coot fed back that workshops on genograms are being run and chronologies are currently being looked at. The Quality Assurance Team met with the Frontline Practitioners Group to explore how audit can be a more positive experience, and good practice examples will be fed back to Quality Assurance Team.

The view from the frontline is that there are many rumours around the Office Moves and a lot of anxiety regarding losing the team culture, district layout and car parking availability and charges. Tony Crane suggested that staff could do with some feedback in respect of a timeline/dates and what it will mean for Frontline working.

Cllr Phil Gilchrist raised that staff getting the new IT equipment did not have bags and cases to carry it around or for when children are using it to do direct work. Carly Brown fed back that it would cost the equivalent to a full time social worker post to provide this and Paul Boyce suggested that staff buy their own cases from Amazon should they require them.

IMPROVEMENT BOARD PERFORMANCE AND DATA UPDATE

Carly Brown provided a Performance and Data Report to the meeting. An end of year performance report will be presented to the next Improvement Board.

PRACTICE IMPROVEMENT AND QUALITY ASSURANCE

Simone White provided a Practice Improvement and Quality Assurance Report to the meeting. In relation to Audit this is completed to validate, learn and develop own practice. Previously Wirral has had a strong focus on compliance but has been changed to get more of a balance between compliance and practice with a new system and new forms. Paul Boyce suggested that the word 'Audit' could be changed, Satwinder Lotay suggested 'Case Reflection' instead. It was also discussed that the judgements could be changed to become more positive. The proposed plan for the Quality Assurance Team is for the auditors to sit with practitioners for part of the time to ensure closing the loop and evidence impact on practice.

Cllr Tom Usher would like Scrutiny to look at the audit process, findings and impact at some point in the future.

Simone White reported that caseloads have reduced but that they are not all below 18 – this figure can alter very quickly with staff sickness for example.

In relation to AYSE's there has been differing levels of support. Practice has been reviewed and found inconsistencies linked to different pressures in teams at different times. There is now a plan in place to support AYSE's and to limit the number of AYSE's to ensure they can be given the right level of support.

Carly Brown fed back that she will be bringing a refreshed Improvement Plan to the next Board.

WIRRAL SAFEGUARDING CHILDREN'S BOARD UPDATE

Maggie Atkinson provided a presentation update on the Wirral Safeguarding Children's Board.

ANY OTHER BUSINESS

Cllr Bernie Mooney has noticed changes in names and departments and would like an overview of this for committee. Carly Brown reported that a visual Improvement Roadmap on is being created capturing the range of activities.

Julie Murphy asked whether Headteachers could receive some additional help with Liquid logic, this needs to be raised with Daniel Wickham.

This is the last Improvement Board meeting that Tony Crane will chair due to his retirement. Paul Boyce and the board thanked Tony for his contribution, challenge and encouragement, sending their best wishes to Tony.

The new Improvement Board Chair will be Linda Clegg, who is currently DCS of Blackburn with Darwin.

DATE OF NEXT MEETING:

25 April 2018 from 2.00pm to 4.30pm at Birkenhead Park Function Room.