

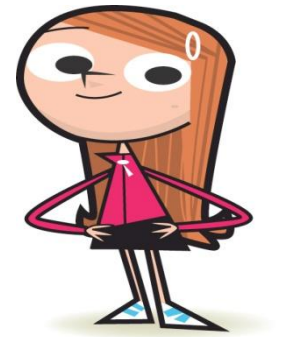


# Area S3 Greater London

Pressures, problems and solutions

# S3 – area of highest demand

- 8 offices - High Court team, Archway, Ilford, Croydon, Kingston , Wells St, PRFD, Uxbridge
- 26 Courts
- 32 London Boroughs
- 33 LCSBs
- 240 staff plus 77 SECs, 20 bank workers
- 1386 public law care cases
- 4885 private law cases, 2592 s7 reports



# Pressures and problems

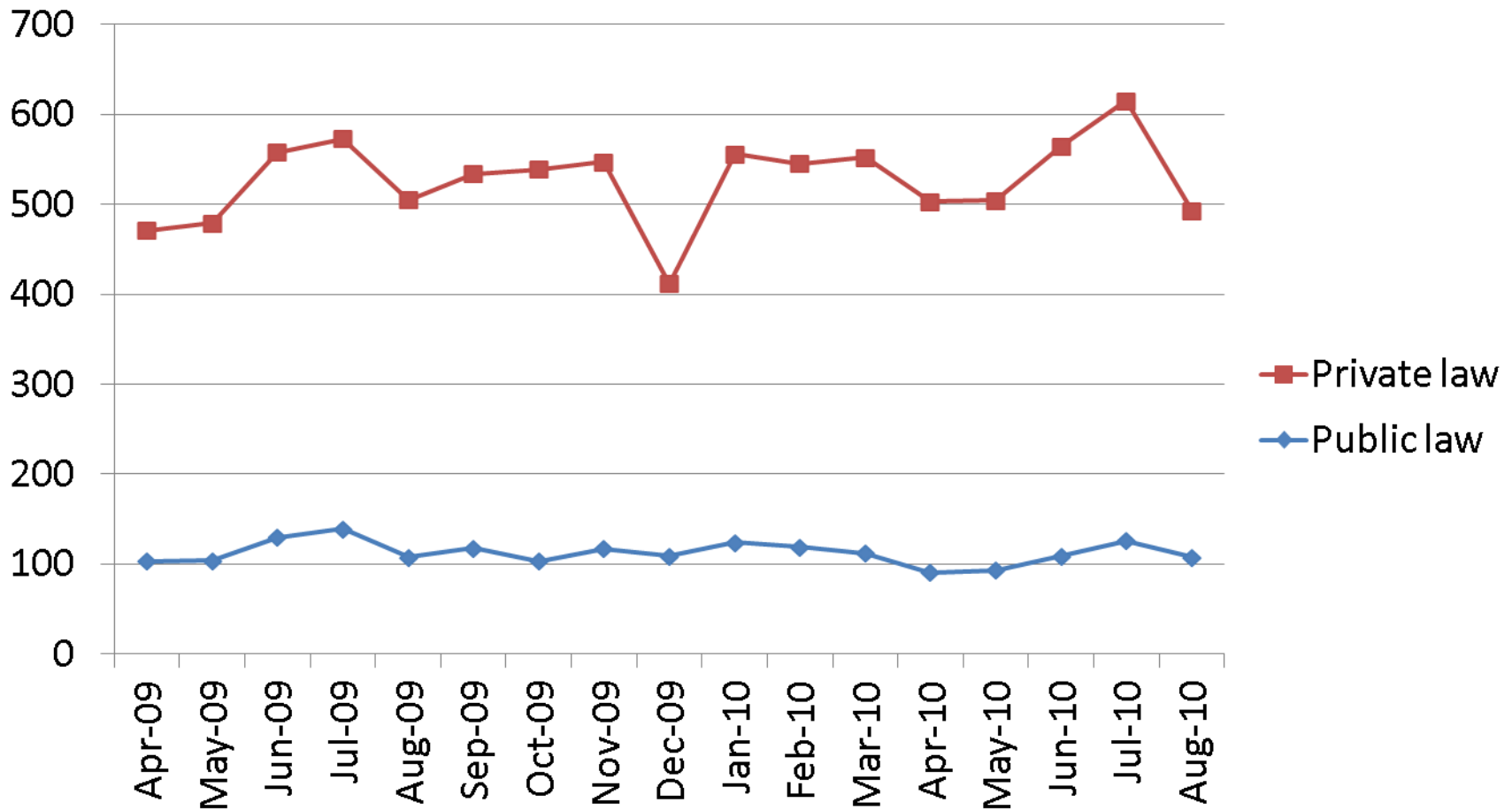
- Demand
- Delay in proceedings
- The need to change – fast !!



# Demand : 08/09 - 09/10 Comparison

Public law + 19%

Private law + 14%



# Solutions



- Working in partnership
  - President's interim guidance
  - London supplementary guidance
- Proportionate working
  - Private law - menu of options
    - single and multi issue reports, risk assessments
    - mediation
    - Parenting Information sessions
  - Public law - more focused task centred work , supported by courts
    - in reserve position



# Solutions



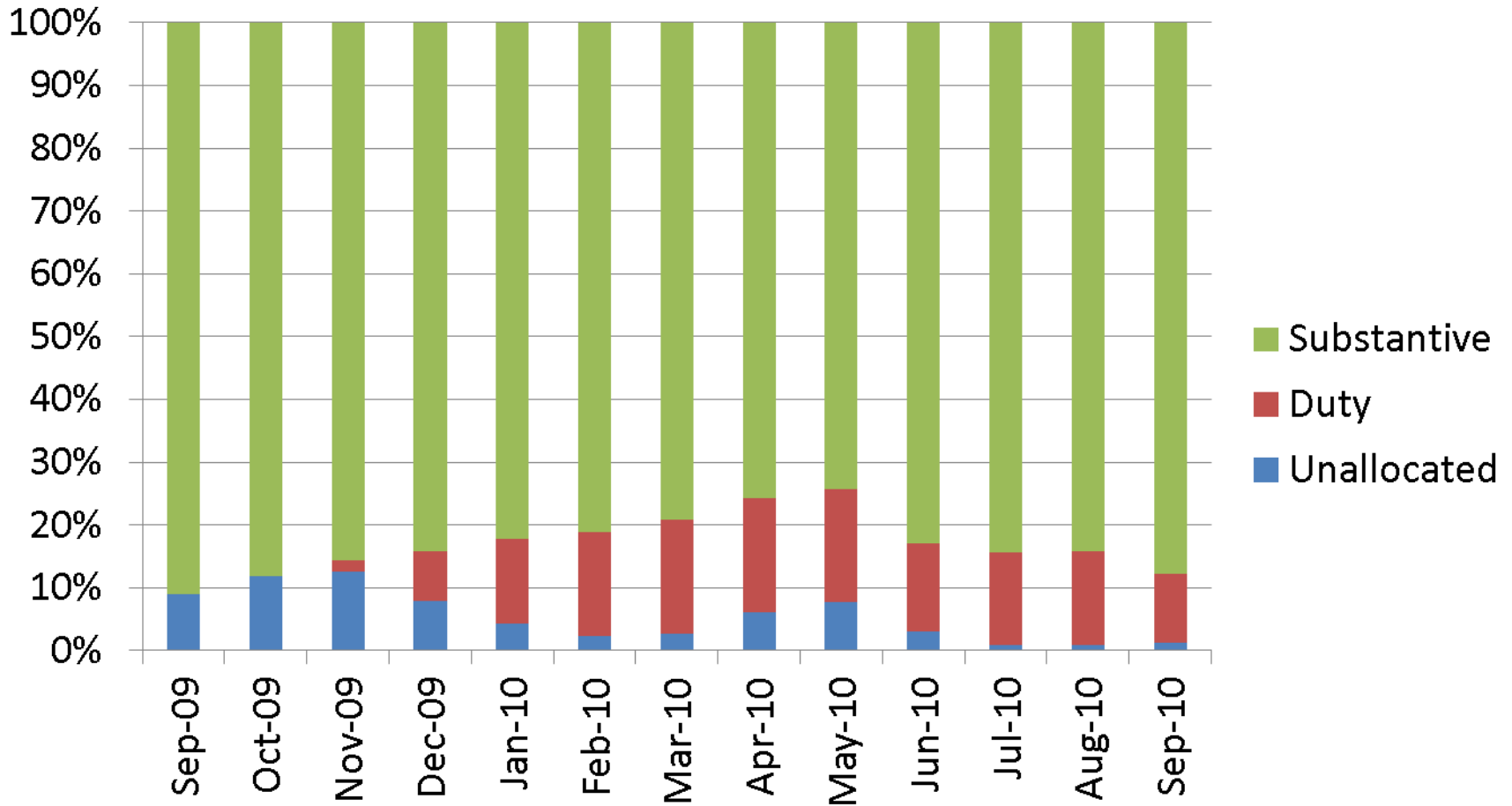
- Restructure

Private law - Early intervention team  
- Case management teams

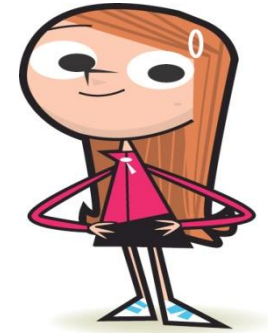
Public law - Duty allocations  
- Duty advisors

Are these solutions working? YES

# Impact : London Public law workload



# Impact



- **Public law** backlog reduced by 34 %
  - **Private law** backlog reduced 80%
  - S7 reports reduced 9%
  - PIPs increased
  - Mediation sessions
- 
- Eradication of all backlogs by end of March 2011
  - Unprecedented demands, within budget

# Delay in proceedings

- Local Performance Improvement Group  
Laming recommendation
- PLO monitoring Group  
Best practice guidance

# Ofsted Inspection

- Target areas for improvement - Action Plan
- Performance management, efficiency, engaging service users , EIAs



# Transformation Programme

- Operational model
  - Proportionate intervention child at centre
- Frontline First
  - Cash for Change - restructure
- Engagement
  - LPIG, PLO monitoring group, regular liaison
  - Child and young people focus groups
  - Staff
- Tools for effective working
  - Latest electronic tools
- Workforce development
- Maximising on line services
- Estates, National Business Centre

