

## OFSTED ACTION PLAN 2018-2019

This plan will be shared with Ofsted. It is owned by Christine Banim, Cafcass National Service Director; it has been agreed and endorsed by CMT and reported to the Cafcass Board.

CMT will ensure oversight and completion of the plan.

Recommendation for improvement	Action	Measurement of improvement	By whom and when	Completed
<p><b>Recommendation 1</b></p> <p>Further improve the quality of recording in case plans and contact logs to ensure that management direction is explicit and prioritised when needed.</p>	<ul style="list-style-type: none"> <li>▪ The current timescales for case planning review will no longer apply and instead a guidance document will be devised with automated triggers in ECMS to alert managers to review each case at case type specific stages</li>   <li>The practice supervisor (PS) or service manager (SM) will also have the ability to select a timeframe to trigger a review of the case at the point of allocation, to override the initial automated 10-day review, for all cases.</li>   <li>▪ Launch the newly designed Case Plan Tool with mandatory training in team meetings and online guidance video.</li> </ul>	<p>Case Plan review compliance reporting checked monthly at OMT and through PLRs (performance and learning reviews)</p> <p>National thematic Case Plan audit March 2019</p>	<p>Anji Owens, Rachel Holmes (from October 2018)</p> <p>Anji Owens (March 2019)</p> <p>Anji Owens (testing June 2018; implementation September 2018)</p>	
<p><b>Recommendation 2</b></p> <p>Strengthen the consistency of management recording in performance and learning reviews (PLRs) to ensure that areas for development</p>	<ul style="list-style-type: none"> <li>▪ Relaunch the supervision framework to all supervisors and staff, sharing best practice and incorporating new requirements to track actions and monitor progress of key improvement areas.</li> </ul>		<p>Anji Owens, Sarah Parsons, James Hyde (Sept 2018)</p>	

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<p>are clearly articulated and evaluated.</p>	<ul style="list-style-type: none"> <li>▪ Continue the training for new managers but refresh training with every supervisor throughout September and October at team meetings and including HR.</li> <li>▪ Continue the quarterly PLR audits between assistant directors (ADs) and HR, reporting back into OMT.</li> <li>▪ Strengthen the existing guidance to improve the recording of situational supervision, to improve consistency, clarifying the level of detail and extent of the recording of supervision needs. All recordings should include clearly defined actions with timescales for completion, which are then followed up.</li> <li>▪ Develop a trigger on ECMS giving managers the ability to request an automated reminder to review a case after providing situational supervision, to ensure actions are implemented. This follow-up should then be noted on the child's file with any outstanding actions.</li> <li>▪ Develop business analytics tools to report compliance of case plan reviews, to feed into PLR reporting for PSs and SMs.</li> <li>▪ PLR Audit to be part of Area Quality Review (AQR) framework</li> </ul>	<p>Quarterly monitoring of PLR outcomes at OMT, including analytics tools</p> <p>National PLR Audit jointly with National Improvement Service (NIS) and HR, to measure impact.</p>	<p>Sarah Parsons (Sept 2018)</p> <p>Anji Owens, James Hyde (June 2018/quarterly)</p> <p>Ben Rolfe (monthly from October 2018)</p> <p>Anji Owens James Hyde (March 2019)</p> <p>Anji Owens (June testing, launch Sept 2018)</p> <p>Ben Rolfe (May-June 2018)</p> <p>Carole Goodman (October 2018)</p>	

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	<ul style="list-style-type: none"> <li>▪ The Supervision Policy to be updated with all agreed developments, to launch in parallel with PLR and Case Plan training</li> </ul>		Anji Owens & Sarah Parsons (Sept 2018)	
<p><b>Recommendation 3</b></p> <p>Fully implement the system to monitor the quality of work when practitioners step down from self-regulating their own work.</p>	<ul style="list-style-type: none"> <li>▪ Review of the High Trust Model and the status of self-regulators and management oversight</li> <li>▪ Update to PLR self-assessment to include new data sources, to monitor and report improvement on key performance areas at each PLR meeting</li> <li>▪ Case Plan review of all cases at early stage of case planning</li> </ul>	<p>OMT review of data on self regulating status together with QAI data</p> <p>PLR Audit (March 2019)</p> <p>Case Plan review compliance through PLRs and national Case Plan thematic audit March 2019</p>	<p>Christine Banim</p> <p>Anji Owens To be launched Sept 2018</p> <p>Anji Owens To be launched Sept 2018</p>	Completed
<p><b>Recommendation 4</b></p> <p>Ensure that reports to court consistently explain when issues of diversity are not relevant to the application.</p>	<ul style="list-style-type: none"> <li>▪ Inclusion of a question around child diversity and uniqueness in the new case plan tool which is reviewed in every case by a PS or SM.</li> <li>▪ Review and amend the Quality Assurance and Impact (QAI) template to capture evidence supporting change in practice.</li> </ul>	<p>National thematic Case Plan Audit (March 2019)</p> <p>Compliance through quarterly audit activity and through national thematic Diversity Audit. OMT to review quarterly</p>	<p>Anji Owens To be launched Sept 2018</p> <p>Hilary Barrett &amp; Anji Owens (quarterly to December 2018)</p>	

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	<ul style="list-style-type: none"> <li data-bbox="595 268 1216 400">▪ Core training content to be reviewed against recommendation and emphasise the importance of evidencing decision-making process in such instances.</li> <li data-bbox="595 437 1216 501">▪ Amendments to the case recording policy to reflect this learning.</li> <li data-bbox="595 571 1216 671">▪ AQR Framework to incorporate the review of importance of evidencing decision making and change in practice</li> </ul>	<p data-bbox="1238 268 1592 331">Refresh core Learning &amp; Development content</p> <p data-bbox="1238 437 1592 469">Delivery of updated policy</p> <p data-bbox="1238 571 1592 671">Compliance achieved through QAI and case plan review</p>	<p data-bbox="1615 268 1856 368">Hilary Barrett &amp; Sarah Parsons (Sept 2018)</p> <p data-bbox="1615 437 1856 537">Hilary Barrett &amp; Anji Owens (Sept 2018)</p> <p data-bbox="1615 603 1856 671">Carole Goodman (October 2018)</p>	