

SESLIP Quality Assurance Leads Meeting

Monday 7 June 2021- 14:00 – 17:00

1. Attendees:

Bracknell Forest	Kogie	Perumall
Brighton and Hove	Justin	Grantham
Brighton and Hove	Tina	James
East Sussex	Douglas	Sinclair
Hampshire (Chair)	Stuart	Ashley
Hampshire	Amanda	Meadows
Hampshire	Sarah	Plummer
Hampshire	Hannah	Leat
Kent	Julie	MacQuire
Medway	Christine	Pitchers
Medway	Becky	Cooper
Oxfordshire	Tan	Lea
Portsmouth	Sarah	Alexander
Reading	Fiona	Betts
Slough	Sandra	Davies
Surrey	Gillian	Halden
Surrey	Senay	Nidiai
West Berkshire	Nicky	Robertson
West Sussex	Linda	Steele
Windsor and Maidenhead	Shungu	Chigocha

2. Apologies:

Buckinghamshire	Ruth	El-Rouby
East Sussex	Lou	Carter
Isle of Wight	Simon	Dear
Kent	Kevin	Kasaven
Milton Keynes	Sophie	Marshall
SESLIP Facilitator	Diane	Williamson
Surrey	Carol	Adamson
Surrey	Patricia	Denney
Southampton	Stuart	Webb
West Berkshire	Kirsty	Benson-Allison
West Sussex	Sophie	Carter
Wokingham	Liz	McAuley

Introductions & Apologies

Introductions and summary of roles.

Matters Arising from Last Meeting

See action table at the end of the document.

Quality of Plans for Children

Sarah Plummer (Transformation Consultant) and Hannah Leat (Service Development Manager) from Hampshire presented an overview of the Family Meetings and Plans project. The project is a development of the 'Hampshire Approach', the strength-based practice framework used in children's social care.

The project has two elements:

Redesign of planning forms

The Family Plan the development of one document to replace three separate plans (previous Early Help, CiN and CP) and follows a family through its social care journey.

My Life My Future combining the CIC and the Care Leavers plans to enable greater flexibility for young people to adapt and drive their plan, whilst better aligning to the support needs assessment for more efficient working in terms of procurement.

Family Meetings model

Recommendations drafted to guide our approach to identifying, supporting, and increasing ownership from families. Such recommendations have helped Hampshire to give the right balance of information without being too prescriptive. The key emphasis has been on including families within the usual planning cycle and not as an addition.

Continuous working between the Project Team and the Service Development Team had led to a smooth transition from transformation to BAU. This has been achieved through active monitoring (quarterly plan audits, regular focus groups, workshops) and ongoing support to encourage changes in practice and continuous improvement (accessible online guidance, updated resources, good practice examples, audio recordings and training).

Questions

How do the plans fit with Hampshire's case management system? Templates are Word documents that can be uploaded. Hampshire is currently developing a new case management system and working to have these built into the design.

What changes in approach have taken place? Engaging families is the essence of social work but shifting from a 'fixer' outlook to facilitator. It takes time to get alongside families, so freeing up staff time through revising processes, more

flexible working and IT have been important supporting factors. Having been designed and influenced by practitioners themselves has engaged and sustained staff buy-in.

How different is this to Signs of Safety? HCC engaged in extensive research to devise a bespoke and more flexible approach than an 'off the peg' model.

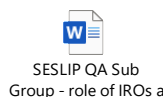
Evidence is that it is not the practice model 'per se' that makes the difference but rather the quality of its implementation.

How have you involved families? Practitioners gathered feedback from families through conversations. Practitioners commented on differences in engagement.

How is focus on risk retained? Risk is front and centre and that does not change, it is the language which has evolved. In these assessments, risks can indeed be outlined with greater power.

Discussion around the role of IROs and CP Chairs

Colleagues provided, in advance, summaries of the roles and responsibilities of IROs/CPAs in their areas. Individual responses can be found in the attached document:



The resulting discussions highlighted consistency in terms of caseloads, with a mix of combined/dual roles across the South. There are variations in terms of the input to auditing. In some LAs IROs/CPAs have an active role in delivering training, running consultation style 'roundtables', wider service development work and contributing to mock inspections.

Where there are good links with frontline teams and an open dialogue less drift and delay can be seen. There are ongoing efforts to increase the IRO/CPA footprint beyond the process driven towards quality challenge. LAs continue to work towards a high support and high challenge service, but there was a consensus that when the frontline sees the added value provided by IROs/CPAs there is a break down in tension and increased respect for the role. Where arrangements work to the optimum the service feels embedded and integrated (not a bolt on).

CP Chairs Network

Sharon Martin (Brighton & Hove) agreed Chair. Amanda Meadows and Stuart Ashely will attend to help get sessions off the ground. Sharon will feedback into this group. Stuart asked colleagues to put forward names (if not done so already).

Kent: Mike Denson & Graeme Southern

BfC Reading: Jeremy Curtis
Surrey: Senay Nidai
Portsmouth: Gillian Heath
Medway: Amanda Mathur
East Sussex: Sue McGlynn

Partners in Practice Silver Linings project – learning from Covid

Stuart Ashley summarised the learning from the projects undertaken by PiPs. These covered managing during the Covid pandemic across the themes of digital, LAC, CiN and best practice.



Strengthening QA and Performance Management – discussion and agreement

Colleagues discussed the future direction of the meeting. It was agreed that sessions should follow these principles:

- maintain a supportive and cooperative approach,
- celebrate good practice,
- add grit to system through healthy peer challenge and assurance,
- benchmark against selected SE indicators,
- focus on impact, the ‘so what’ factor.


ACTION: Stuart Ashley and Amanda Meadows to summarise and circulate a proposal for agreement

AOB and information sharing

None

Action from the last session – 10 March

Matters Arising from last meeting	Douglas Sinclair to share East Sussex protocol developed as part of Care Leavers transitions work	Open
Children Missing Education	Douglas Sinclair will share the East Sussex multi-agency CME audit tool	Open
Added value to the QA system of IRO and CP chairs	Stuart Ashley will share Hampshire’s review report once completed	Stuart to send after this session

Added value to the QA system of IRO and CP chairs	Agenda for the next meeting with each authority preparing in advance a brief outline of the QA role of the CP chairs and IROS in their authority. This will support a detailed discussion	Closed
CP Chair Network	Stuart Ashley will facilitate the first meeting and will aim for this to take place before the end of April	On agenda
CP Chair Network	One representative to be nominated from each LA. Nominees to be sent to Diane Williamson by 24 th March or Amanda Meadows after that	Open
Responding to minister's request for assurance - (serious incident notifications, and concerns over increasing incidents involving babies)	Kent will share the early years development programme	Open – Kent to send invites to workshop
Virtual QA Thematic Peer Challenge Framework 2020 21 – QA	Thoughts/feedback to be sent to Stuart Ashley	Closed
Forward Planning and Agenda  FORWARD%20AGE NDA%20PLANNER%20	Stuart plans to do a monthly touch base that will help develop the agenda and plan contributions. This will help colleagues do preparation in advance of the meetings	Closed
Forward Planning and Agenda	Dates for the rest of the year need to be agreed – Diane Williamson will send out a template to capture the best day of the week for people for quarterly meetings	Closed
Forward Planning and Agenda	Quality of Plans – agenda for June meeting – colleagues to share in advance their work on QA and quality of plans and challenges – this will enable a richer focused discussion at the meeting	Closed