

Worcestershire Children First Fostering Independent Fostering Agency Improvement Level Two Plan 2021 -2022 <i>Improvement and Business Sponsor: Assistant Director - Permanency - Care Proceedings, Fostering & Adoption</i>							
WORKSTREAMS	ACTIONS/ACTIVITY						OUTCOME/PROGRESS MEASURES
WS1: SAFER CARING PLANS AND RISK ASSESSMENT <i>Workstream Lead: Team Manager Manager: Team Manager</i> <i>Membership: Independent Reviewing Officer, Children and Young People, Foster Carers, Learning and Development</i>	Audit of Safer Caring Plans and Risk Assessments by each Team Manager to assure risks are identified, mitigated, and reviewed. Feb 22	Work with the WCF Development Team to add the Safer Caring Plans and Risk Assessments data to the WCFF Performance Dashboard to allow greater scrutiny, review, and monitoring by Team Managers. Feb 22 - Completed	Review and refresh the Safer Caring Plans and Risk Assessment template, develop Practice Guidance and cascade to WCFF via workshop. Feb - Mar 22	Develop module and deliver mandatory Core Offer Safer Caring and Risk Assessment Workshop Training to all WCFF SW staff. Mar - Apr 22	Through the Monthly Audit Programme and Annual Review ensure that; <ul style="list-style-type: none">every Child and Young Person has a Safer Caring Plan and Risk Assessment in place which contains all the relevant information and are updated to reflect changing needs and risks.every Safer Caring Plan and Risk Assessment contains clear strategies to support Foster Carers in managing risk.		
WS2: NOTIFIABLE EVENTS <i>Workstream Lead: Team Manager Manager: Team Manager/ Group Manager</i> <i>Membership: Local Authority Designated Officer, Emergency Duty Team Manager, Business Analyst</i>	Audit of active allegations against carers/Schedule 7 events by WCFF Team Managers to ensure compliance and completion of identified actions. Nov 21 - Completed	Review WCFF Agency’s current schedule 6/7 notifiable events policy and forms. Dec 21 - Completed	Audit of Local Authority Designated Officer referrals, allegations against Foster Carers, and notifications within the past 12 months by WCFF Team Managers. Identify patterns and trends, recommendations for leaning and service development. Cascade learning to WCFF/WCF. Feb - Mar 22	Update Practice Guidance for Schedule 6/7 in the Fostering handbook and cascade new guidance to WCFF staff and Foster Carers. Mar 22	Develop and embed a Targeted Audit Form of notifiable incidents that can be used as a Quality Assurance tool to capture learning from allegations, complaints, and notifications. Apr 22	Develop process in Liquid Logic to enable effective management of all Notifiable Incidents, Allegations and complaints made against Foster Carers, with Managers signing off the Form and the Registered Manager has final oversight of all outcomes and incidents. May 22	Through the Monthly Audit Programme, Annual Review and Targeted Audits ensure that; <ul style="list-style-type: none">All Schedule 7 events that are required to be reported to Ofsted are in line with Reg 36Registered Managers will have the ability to audit and monitor notifiable events via Liquid LogicRecommendations and actions are recorded in an auditable manner and the Registered Manager to have final signoff.
WS3: FOSTERING INFORMATION/PERFORMANCE DASHBOARD <i>Workstream Lead: Team Manager Manager: Team Managers</i> <i>Membership: Independent Reviewing Officer, Children and Young People</i>	Review and update WCFF Agency Statement of Purpose and Children’s Guide. Establish a WCFF Agency Foster Care Register. Dec 21 - Completed	Refresh and Update the WCFF Agency Complaints Policy and establish a WCFF Agency Complaints Tracker and process of Review. Dec 21 - Completed	Audit all care placement breakdowns and planned terminations, and review patterns and trends, to identify learning and Service development. Mar 22	Review, update and embed WCFF Agency Performance Dashboard, inclusive of Liquid Logic Reporting Function. Mar 22	Further develop and launch WCFF Agency Quality Assurance Framework. Apr 22	Monitor the matters set out in Sch. 6, improving the quality of foster care provided by WCFF Agency and complete the Reg. 35 Report. Apr 22	Reports to Ofsted and WCF Board WCFF Complaints Tracker and Outcomes Report Programme of Audit Activity – Quarterly Reports Monthly KPI Monitoring
WS4: SAFER RECRUITMENT - FOSTER CARER - WORKFORCE DEVELOPMENT <i>Workstream Lead: Interim Group Manager/L&D Advisor/L&D Manager/Fostering Panel Manager</i> <i>Membership: Foster Carer, Through Care Services, Learning and Development Team, Worcestershire Children First Comms Team</i>	Audit staff HR records Jan 22 - Completed Undertake retrospective Safer Recruitment Checks and Risk Assessments in line with the Safer Recruitment Procedure. Feb 22	Develop and embed a new WCFF Agency Safer Recruitment Guidance and Checklist for Team Managers. Jan 22 - Completed Develop and deliver Safer Recruitment training module to Team Managers. Feb 22	Review and evaluate the impact of Foster Carer training to understand the quality of care provided to children and develop an escalation Policy for tackling Non-Completion of required training by foster carers. Feb - Mar 22	Develop a comprehensive Training Matrix of mandatory and optional training requirements for all staff and Foster Carers, and design and embed training tracker to capture all training completed by staff and Foster Carers, including management specific training. Mar 22	Undertake gap analysis of Foster Carer training needs through annual reviews and feedback from Fostering Panel and develop a marketing strategy to promote the Foster Carer Training Offer through social media campaigns, articles in the Foster Carer newsletter and via Foster Carer Forums. Start Date Apr 22	Team Managers to complete a training gap analysis of specialist fostering training for all WCFF staff. Develop and commission specialist Fostering training core offer for all WCFF SW’s. e.g., Fostering Regulations and Fostering NMS, undertaking assessments and supervising Foster Carers. Apr 22	Team Managers will have oversight of all training completed and planned by Social Workers and can plan future training needs across the Service, for individual members of the Team and Foster Carers. Social Workers to have oversight of training of Foster Carers. Increased number of Foster Carers completing training in the mandatory timeframes to ensure they have the tools and approaches needed to support a child in their care. Skilled staff greater understanding of the children we look after and how we support them. Numbers of Foster Carers taken through training escalation process.

<p>WS5: VOICE OF THE CHILD</p> <p>Workstream Lead: Team Manager Manager: <i>Team Manager/Recruitment & Retention Officer/Interim Group Manager/Fostering Panel Manager</i></p> <p>Membership: <i>Children and Young People, Independent Reviewing Officer, Foster Carer, Looked After Children Team Manager, Fostering Social Worker</i></p>	<p>Set up quarterly engagement meetings with Who Cares We Care Forum to enable sharing of views and feedback from C&YP about how they would like to be supported in their placements, generate ideas, and look at ways of how they would like WCFF Agency to positively engage with them.</p> <p>Jan 22 - Completed</p>	<p>Review, refine and promote Annual Survey to collect Children and Young People’s views and feedback to enable us to measure improvement, inform service planning and development.</p> <p>Mar 22</p>	<p>Consult and engage with C&YP who Looked after Children in the development and launch of a WCFF C&YP Quarterly Newsletter.</p> <p>Mar - Apr 22</p>	<p>Review and update WCFF Quality Assurance Framework. This will include looped and themed audit activity, focusing on quality of assessments and the Voice of the Child.</p> <p>Apr 22</p>	<p>Implement Practice Standard in Direct Work with Children in foster care placements, ensuring that Fostering SW’s complete 1 session of Direct Work every 12 weeks with children in WCFF placements, focusing on day to day lived experience and quality of care in placement for C&YP. This activity will feed into the Foster Care Annual Review.</p> <p>Develop WCFF Direct Work case note in Fostering Liquid Logic Pathway.</p> <p>Record feedback, observation, and the feelings of children from Fostering Social Worker reviews. These should be made at least every 12 weeks.</p> <p>Apr 22</p>	<p>Themed audit and looped audit activity.</p> <p>C&YP feedback to Foster Carer Annual Reviews.</p> <p>Complaints/Complements received from C&YP.</p> <p>C&YP feedback from WCFF engagement sessions.</p>	
<p>WS6: FOSTER CARER RECRUITMENT, ASSESSMENT AND SUPPORT</p> <p>Workstream Lead: <i>Recruitment & Retention Officer/Team Manager</i> Manager: <i>Team Manager</i></p> <p>Membership: <i>Foster Carer, Children and Young People, Worcestershire Children First Comm)</i></p>	<p>Undertake review of all marketing, promotional and information resources including online and social media presence.</p> <p>Dec 21 - Completed</p>	<p>Review the current assessment process ensuring the focus is on the Carer journey as well as managing the realistic expectations of WCFF Agency, regards to support, supervision, and training.</p> <p>Dec 21 - Completed</p>	<p>Complete and Launch the WCFF Recruitment Strategy.</p> <p>Dec 21/Jan 22 - Completed</p>	<p>Develop and Launch the Carer Ambassador Scheme to support Foster Carer’s, incorporating the Voice of the Carer into the Service Improvement Plans.</p> <p>Jan 22 - Completed</p>	<p>Establish face to face annual support groups for Approved Foster Carers.</p> <p>Embed the Buddy Foster Carer Scheme.</p> <p>Launch Mar 22</p>	<p>Improved engagement through analysis of recruitment/performance and online activity.</p> <p>Increase number of enquiries to the Service.</p> <p>Succinct and quality assured assessment process and in timescales.</p> <p>Evidence of a positive experience when engaging with the Service through feedback.</p>	
<p>WS7: APPROVAL/MATCHING FOSTER CARERS</p> <p>Workstream Lead: <i>Team Manager/ Fostering Panel Manager</i> Manager: <i>Team Manager</i></p> <p>Membership: APPROVALS: <i>Panel Chair and Vice, Chair, Panel Members, Panel Adviser, Agency Decision Maker, Team Managers</i> MATCHING: <i>Team Managers, Children and Families Social Worker</i></p>	<p>Review the ADM Process to ensure process is robust and timely ensuring effective time management for Panel.</p> <p>As part of induction Programme ADMS to attend and observation of Fostering Panel at least annually.</p> <p>Jan 22 - Completed</p>	<p>Develop on-line WCFF ADM Induction Programme for all new AMDs to improve their understanding of the approval process, legal framework, and documentation.</p> <p>Jan - May 22</p>	<p>Review and update WCFF Carer Agreement in accordance with Sch. 5. Develop process of issuing WCFF Carer Agreement and managing returns.</p> <p>Jan 22 - Completed</p>	<p>Undertake a targeted Fostering Panel recruitment campaign to appoint a more sustainable and diverse panel.</p> <p>Undertake gap analysis of Panel Members training needs and design and embed Training Tracker to capture all training completed by Panel Members.</p> <p>Feb - Mar 22</p>	<p>Review and refresh the existing Matching Form to assist with better collaborative working between child’s Social Worker and WCFF Agency, thereby ensuring the Child’s needs are fully met and evidenced.</p> <p>Mar 22</p>	<p>Identify and strengthen support offer available to both in County and out of County Foster Carers through, matching them with “Buddies”, providing specific training, regular contact with Fostering Social Workers etc.</p> <p>Produce guidance for Social Workers and develop checklist.</p> <p>Mar 22</p>	<p>ADM completing feedback in relation to the quality of the work they receive and opportunities for improvement in relation to the Q & A role of panel.</p> <p>Every ADM to observe a panel annually.</p> <p>Dip sample a case monthly looking at ADM rationale, collecting and collating feedback from panel members regarding the ADM rationale.</p> <p>Panel Member to have undertaken all training identified to ensure they are able to fulfil their role.</p> <p>Diverse membership of Panel Members.</p> <p>Forward plan of cases to be managed effectively to ensure effective time management at Panel.</p> <p>Foster Carer Feedback to evidence they are receiving the support they need.</p>