

Worcestershire Children First Fostering

Independent Fostering Agency Improvement Level Two Plan 2021 -2022

ACTIONS/ACTIVITY					OUTCOME/PREGRESS MEASURES	
WORKSTREAM 1: SAFER CARING PLANS AND RISK ASSESSMENT <i>Work Stream Lead: Team Manager</i> <i>Manager: Team Manager</i> Membership: Independent Reviewing Officer, Children and Young People, Foster Carers, Learning and Development	Workstream 1	Workstream 1	Workstream 1	Workstream 1	Workstream 1	Workstream1 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. Completed
	Audit of Safer Caring Plans and Risk Assessments by each Team Manager to assure risks are identified, mitigated, and reviewed. Feb 22 - Completed	Work with the WCF Development Team to add the Safer Caring Plans and Risk Assessments data to the WCF 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 WCF via workshop. Feb - Mar 22 - Completed	Develop module and deliver mandatory Core Offer Safer Caring and Risk Assessment Workshop Training to all WCF SW staff. Mar - Apr 22 - Completed		

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WORKSTREAM 2: NOTIFIABLE EVENTS <i>Work Stream Lead: Team Manager</i> <i>Manager: Team Manager and Group Manager</i> Membership: Local Authority Designated Officer, Emergency Duty Team Manager, Business Analyst	Workstream 2	Workstream 2	Workstream 2	Workstream 2	Workstream 2	Workstream 2 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 36 Registered Managers will have the ability to audit and monitor notifiable events via Liquid Logic Recommendations and actions are recorded in an auditable manner and the Registered Manager to have final signoff. Completed	
	Audit of active allegations against carers/Schedule 7 events by WCF Team Managers to ensure compliance and completion of identified actions. Nov 21 - Completed	Review WCF Agency's current schedule 6/7 notifiable events policy and forms. Dec 21 - Completed	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. Completed	Audit of Local Authority Designated Officer referrals, allegations against Foster Carers, and notifications within the past 12 months by WCF Team Managers. Identify patterns and trends, recommendations for leaning and service development. Completed	Develop process in Liquid Logic to enable effective management of all Notifiable Incidents and allegations made against Foster Carers, with Managers signing off the Form and the Registered Manager has final oversight of all outcomes and incidents. Completed		Progress request for complaints that can be managed through Liquid Logic. Ongoing

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WORKSTREAM 3: FOSTERING INFORMATION/PERFORMANCE DASHBOARD <i>Work Stream Lead: Team Manager</i> <i>Managers: Team Managers</i> Membership: Independent Reviewing Officer, Children and Young People	Workstream 3	Workstream 3	Workstream 3	Workstream 3	Workstream 3	Workstream 3 Reports to Ofsted and WCF Board WCF Complaints Tracker and Outcomes Report Programme of Audit Activity – Quarterly Reports. Completed Monthly KPI Monitoring	
	Review and update WCF Agency Statement of Purpose and Children's Guide. Establish a WCF Agency Foster Care Register. Dec 21 - Completed	Refresh and Update the WCF Agency Complaints Policy and establish a WCF Agency Complaints Tracker and process of Review. Dec 21 – Completed	Further develop and launch WCF Agency Quality Assurance Framework. Apr 22 - Completed	Review, update and embed WCF Agency Performance Dashboard, inclusive of Liquid Logic Reporting Function. Mar 22 - Completed	Audit all care placement breakdowns and planned terminations, and review patterns and trends, to identify learning and Service development. Mar 22 – Completed		Monitor the matters set out in Sch. 6, improving the quality of foster care provided by WCF Agency and complete the Reg. 35 Report. Completed May 22 – Due to be completed w/e 30/09

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WORKSTREAM 4: SAFER RECRUITMENT - FOSTER CARER - WORKFORCE DEVELOPMENT <i>Work Stream Lead: Team Manager</i> <i>Managers: Team Managers and Learning and Development Manager</i> Membership: Foster Carer, Through Care Services, Learning and Development Team, WCF Comms Team	Workstream 4 Audit staff HR records Jan 22 – Completed	Workstream 4 Develop and embed a new WCFE Agency Safer Recruitment Guidance and Checklist for Team Managers. Jan 22 – Completed	Workstream 4 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. Apr 22 - Completed	Workstream 4 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. Apr 22 - Completed	Workstream 4 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 - Completed	Workstream 4 Team Managers to complete a training gap analysis of specialist fostering training for all WCFE staff. Develop and commission specialist Fostering training core offer for all WCFE SW's. e.g., Fostering Regulations and Fostering NMS, undertaking assessments and supervising Foster Carers. Jun 22 - Completed	Workstream 4 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. Completed
	Workstream 4 Undertake retrospective Safer Recruitment Checks and Risk Assessments in line with the Safer Recruitment Procedure. Mar 22 – Completed	Workstream 4 Develop and deliver Safer Recruitment training module to Team Managers. Feb 22 - Completed					
	Workstream 4 Audit Foster Panel HR records. Jan 22 - Completed Undertake retrospective Safer Recruitment Checks and Risk Assessments in line with the Safer Recruitment Procedure Fostering Panel records are outstanding to be completed May 22 - Completed						

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WORKSTREAM 5: VOICE OF THE CHILD <i>Work Stream Lead: Team Manager</i> <i>Managers: Team Managers</i> Membership: Children and Young People, Independent Reviewing Officer, Foster Carer, Looked After Children Team Manager, Fostering Social Worker	Workstream 5 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 WCFE Agency to positively engage with them. Jan 22 - Completed	Workstream 5 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. Mar 22 – Completed	Workstream 5 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 WCFE 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. Develop WCFE Direct Work case note in Fostering Liquid Logic Pathway. Record feedback, observation, and the feelings of children from Fostering Social Worker reviews. These should be made at least every 12 weeks. Apr 22 - Completed	Workstream 5 Review and update WCFE Quality Assurance Framework. This will include looped and themed audit activity, focusing on quality of assessments and the Voice of the Child. Apr 22 – Completed	Workstream 5 Consult and engage with C&YP who were Looked after Children in the development and launch of a WCFE C&YP Quarterly Newsletter. May - Jun 22 - Completed	Workstream 5 Themed audit and looped audit activity. C&YP feedback to Foster Carer Annual Reviews. Complaints/Complements received from C&YP. C&YP feedback from WCFE engagement sessions. Completed	
		Workstream 5 Collate and analyse responses Quarterly					

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WORKSTREAM 6: FOSTER CARER RECRUITMENT, ASSESSMENT AND SUPPORT <i>Work Stream Lead: Team Managers</i> <i>Manager: Team Manager</i> Membership: Foster Carer, Children and Young People, Worcestershire Children First Communications Manager	Workstream 6 Undertake review of all marketing, promotional and information resources including online and social media presence. Dec 21 - Completed	Workstream 6 Review the current assessment process ensuring the focus is on the Carer journey as well as managing the realistic expectations of WCCF Agency, regards to support, supervision, and training. Dec 21 - Completed	Workstream 6 Complete and Launch the WCCF Recruitment Strategy. Dec 21-Jan 22 - Completed	Workstream 6 Develop and Launch the Carer Ambassador Scheme to support Foster Carer's, incorporating the Voice of the Carer into the Service Improvement Plans. Establish face to face annual support groups for Approved Foster Carers. Jan 22 - Completed	Workstream 6 Embed the Buddy Foster Carer Scheme. Launch Mar 22 - Completed	Workstream 6 Procurement via ESPO framework for a new website. Jun 22 – Completed Workstream 6 Launch new website Dec 22. Completed	Workstream 6 Improved engagement through analysis of recruitment/performance and online activity. Increase number of enquiries to the Service. Succinct and quality assured assessment process and in timescales. Evidence of a positive experience when engaging with the Service through feedback. Completed

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WORKSTREAM 7: APPROVAL/MATCHING FOSTER CARERS <i>Work Stream Lead: Team Managers</i> <i>Manager: Team Manager</i> Membership: APPROVALS: Panel Chair and Vice, Chair, Panel Members, Panel Adviser, Agency Decision Maker, Team Managers (Kinship and Mainstream). MATCHING: Team Managers, Children and Families Social Worker	Workstream 7 Review the ADM Process to ensure process is robust and timely ensuring effective time management for Panel. As part of induction Programme ADMS to attend and observation of Fostering Panel at least annually. Jan 22 - Completed	Workstream 7 Develop on-line WCCF ADM Induction Programme for all new AMDs to improve their understanding of the approval process, legal framework, and documentation. Jan - May 22 - Completed	Workstream 7 Review and update WCCF Carer Agreement in accordance with Sch. 5. Develop process of issuing WCCF Carer Agreement and managing returns. Jan 22 - Completed	Workstream 7 Undertake gap analysis of Panel Members training needs and design and embed Training Tracker to capture all training completed by Panel Members. Mar 22 – Completed Workstream 7 Undertake a targeted Fostering Panel recruitment campaign to appoint a more sustainable and diverse panel. Feb - Mar 22 – Completed Workstream 7 Review and respond to responses received. Jun/Jul 22 Completed	Workstream 7 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. May 22 – Ongoing Workstream 7 Produce guidance for Social Workers and develop checklist. Mar 22 - Completed	Workstream 7 Review and refresh the existing Matching Form to assist with better collaborative working between child's Social Worker and WCCF Agency, thereby ensuring the Child's needs are fully met and evidenced. May 22 – Completed Workstream 7 Group Manager to have oversight of the Matching Policy. Jun 22 - Completed	Workstream 7 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. Every ADM to observe a panel annually. Dip sample a case monthly looking at ADM rationale, collecting and collating feedback from panel members regarding the ADM rationale. Panel Member to have undertaken all training identified to ensure they are able to fulfil their role. Diverse membership of Panel Members. Forward plan of cases to be managed effectively to ensure effective time management at Panel. Foster Carer Feedback to evidence they are receiving the support they need. Completed