



Isle of Man
Government

Reillys Ellan Vannin



COMBINED ACTION PLAN FOR CHILDREN AND YOUNG PEOPLE

To the Hon S C Rodan MLC, President of Tynwald, and the Hon Council and Keys in Tynwald assembled

Foreword

The document is laid before Tynwald for information (July 2018), to fulfil a commitment made in October 2017 to do so, it will return again in July 2019, when all actions are anticipated to have been completed.

As Chair of Social Policy and Children's Committee (SPCC) I have received this Action Plan each meeting, updated monthly, since December 2017. The Committee will continue to review progress against actions until completion.

It comprises three plans, combined as one document at the request of the Committee to address the recommendations from the following reports:

Report of an inspection of services for Children and Young People in the Isle of Man by the Care Inspectorate- Government response to the comments in the Care Inspectorate progress Review of June 2016

Action Plan to comply with recommendations of the Report of an investigation, on behalf of Tynwald, into allegations relating to the management of case files and relationships with service users in the DHSC, Children and Families Services

Social Affairs Policy Review Committee Report for the session 2015-16 (May 2016) Children and Families Services

Chris Thomas

Minister for Policy and Reform

**REPORT OF AN INSPECTION OF SERVICES FOR CHILDREN AND YOUNG PEOPLE IN THE ISLE OF MAN BY THE CARE INSPECTORATE
GOVERNMENT RESPONSE TO THE COMMENTS IN THE CARE INSPECTORATE PROGRESS REVIEW OF JUNE 2016**

Theme 1:

Improvement in the provision of effective early intervention and support for children, young people and their families

	Progress Review Comment	Current position	Further action	Lead	By when	Owner
a	An action plan for the Early Help and Support strategy should be developed.	<p>Early Help and Support strategy to be approved by the Children's Services Partnership (CSP).</p> <p>Functions of CSP transferred to Lead Officers Group (LOG) of SPCC.</p>	<p>Early Help and Support strategy approved by SPCC.</p> <p>LOG to identify a lead officer to develop and implement the action plan for Early Help and Support.</p>	LOG	<p>COMPLETED</p> <p>Jul 2018</p>	Chair LOG
b	Strategic and funding changes are required to refocus existing health and social care service priorities towards early intervention.	<p>A 'children with additional needs' (CWAN) service funded by the DHSC will continue as a DESC funded priority for the next three years (2017-2020).</p> <p>The Children and Family Services Division (C&F) of the DHSC introduced a new model of working in 2016, Needs Assessment Robust Risk Analysis Timely Effective Support (NARRATES), which is now fully established.</p>	<p>Funding for early help and prevention as part of bigger strategy to be considered from a potential new joint commissioning budget being considered by Chief Officers and Treasury.</p> <p>It is anticipated that the Safeguarding Board when made statutory will become the appropriate forum to agree the new joint commissioning agreements needed</p> <p>See action c theme 3 (page 6)</p>	LOG	TBD when Safeguarding Act 2018 and subsidiary regulations etc. come into operation	
c	Health and Social Care staff should have greater recognition of need of families at an early stage in problem development.	<p>The professional networks have an agreed continuum of need and thresholds operating.</p> <p>The Neglect Toolkit was launched at the Safeguarding Forum on 21 September 2017.</p> <p>Thresholds across multi-agency partnership established in 2016. A revised multiagency escalation process has been agreed.</p>	<p>Provide specific training on the recognition of need at an early stage for all staff working in agencies with a safeguarding of children remit.</p> <p>Training commissioned, one course completed, subsequent training courses to be rolled out. Added to the safeguarding brochure from Sept 2018</p>	Safeguarding Children Board (SCB)	<p>COMPLETED</p> <p>COMPLETED</p>	
d	An assessment should be made of the impact of each of	<p>Examples of current programmes include:</p> <ul style="list-style-type: none"> Families and Schools Together (FAST) 	LOG will request evaluations of all initiatives		Ongoing	

	the early intervention approaches that have developed across children's services.	<p>programme</p> <ul style="list-style-type: none"> • Promoting Alternative Thinking Strategies (PATHS) • Circle of Friends • Video Interaction Guidance (VIG) • Health Exercise Nutrition for the Really Young (HENRY) • CWAN. 	<p><u>May update:</u> CWAN now fully embedded</p> <p><u>June Update from SPCC:</u> LOG to conduct a spot check "situational review" of programmes, reverting to SPCC by Jan 2019</p>	LOG	Jan 2019	Chair LOG
e	An information sharing protocol should be created to clarify how and what information professionals are able and expected to share.	<p>Information sharing will be an aspect of new legislation in respect of the SCB to be introduced in the 2018/19 legislative programme.</p> <p>New guidance on information sharing by the SCB is now in place. Training on information sharing concerning safeguarding has been provided for staff.</p>	<p>Effectiveness of training on information sharing in safeguarding situations will be tested by a second compliance audit (due February 2018).</p> <p>Advice and guidance will be given to Members of Tynwald on the importance of information sharing, as their support for front line safeguarding staff is vital.</p>	SPCC	TBD when Safeguarding Act 2018 and subsidiary regulations etc. come into operation	COMPLETED

Theme2:

Improvements in the immediate response to children who may be at risk of abuse or neglect and the key processes which support this

	Progress Review Comment	Current position	Further action	Lead	By when	Owner
a	Staff turnover in C&F and use of agency staff needs to reduce to improve the quality of information sharing.	<p>Substantive recruitment of C&F social workers remains a challenge but the Isle of Man is not unique in experiencing this challenge.</p> <p>Ten colleagues have completed additional post-qualification training with Queens University Belfast.</p> <p>Work permit requirements have been lifted for social workers.</p>	<p>Approaches to recruitment and retention for hard to recruit professionals are under constant review across the government.</p> <p>'Grow your own social worker' development programme with Robert Gordon University Scotland to continue (seven colleagues involved at present).</p>	DHSC	<p>COMPLETED</p> <p>COMPLETED</p>	

		<p>C&F is trialling the implementation of 12-month minimal contracts for non-permanent (agency) staff to reduce turnover of colleagues, and improve continuity and consistency.</p> <p>A new process of induction introduced by C&F in July 2017 seeks greater consistency in information sharing for all colleagues.</p> <p>New safeguarding responsibilities /roles had been introduced Mental Health Services and Noble's Hospital which have had a positive effect.</p>			<p>COMPLETED</p> <p>COMPLETED</p>	
b	The quality initial responses to safeguarding and wellbeing issues and to children at risk to themselves or others must improve.	<p>In 2016, Dynamic Risk Analysis (DRA) was introduced through multi-agency training providing a consistent methodology. NARRATES has also simplified planning documentation and incorporates 'SMART' objectives focused on outcomes.</p> <p>Attempts to improve responsiveness to children with emotional health and wellbeing needs have been made through extending the remit of Children and Adolescent Mental Health Services to the age of 18 and making changes to the mental health out of hour's system.</p>	Cases are subject to audit processes and reported through the quality assurance sub-group of the SCB	SCB Training & Development sub-group (TDG)	COMPLETED	
c	Assessment of children's needs must be conducted where required, and completed to a high standard in all cases.	<p>Co-ordinating the assessment of risk and need on a multi-agency basis is monitored by C&F through case audit and monthly file audits.</p> <p>C&F Safeguarding and Quality Assurance unit (Independent Reviewing Officer – IRO - service) management arrangements are not currently set down in statute as in the UK</p>	<p>Continue monthly file audits of risk and needs assessments.</p> <p>Establish the IRO service on a statutory basis by amending the Children and Young Persons Act 2001. An amendment Bill is on the legislative programme for 2018/2019. Policy framework will need to be agreed through SPCC prior to drafting. <u>May update</u> DHSC approval- arrangements for drafting instruction in hand</p>	<p>C&F Senior Team</p> <p>DHSC/SPCC</p>	<p>Ongoing</p> <p>From April 2018</p>	<p>Director C&F</p> <p>Director C&F DHSC</p>

						Legisl'n Manager
d	Chronologies of significant events must be conducted to a high standard for every child requiring one.	<p>Training and audit on chronologies of significant events has taken place.</p> <p>Mandatory chronologies will be introduced in October 2017.</p> <p>Use of the NARRATES process requires a review of chronologies for each case.</p>	Mandatory chronologies will be monitored through case audit and monthly file audits.	C&F Senior Team	COMPLETED	
e	Assessment of risk must be conducted where required, and completed to a high common standard in all cases across services working with vulnerable families.	<p>C&F monthly reviews of progress on the maintenance of risk assessment indicated 100% of children needing a risk management plan had one in place.</p> <p>The DRA is a consistent methodology used across the professional network</p> <p>Management plans are now outcome-focussed through following the NARRATES system.</p>	<p>Mandatory monthly audit of risk management plans of a high common standard conducted.</p> <p>Signs of Safety approach are being evaluated.</p>	C&F Senior Team	COMPLETED COMPLETED	
f	Multi-agency communication and partnership working with vulnerable families must improve.	<p>Joint training and protocols between some services demonstrate improved partnership working.</p> <p>The digital strategy for safeguarding is currently under development.</p>	<p>This will be monitored alongside introduction of new information sharing guidance. Implications of GDPR workshop arranged for July 2018</p> <p>A relationship protocol will be developed across agencies: which will include consultation with families, children & young people. Draft to SCB in Sept.</p> <p><u>June update</u> New Chair has committed to October timeframe for completion.</p> <p>The Government Technology Service will ensure that information systems communicate well between agencies.</p>	<p>SCB</p> <p>LOG</p>	<p>End Oct 2018</p> <p>ongoing</p>	<p>Chair SCB</p> <p>Chair LOG</p>

Theme 3:

Stronger collaborative leadership to advance creativity and innovation within and across departments

	Progress Review Comment	Current position	Further action	Lead	By when	Owner
a	Develop a comprehensive multi-professional programme of ongoing training for services working with vulnerable families, and political members.	<p>A Training Competency Framework will be launched at the Safeguarding Forum on 21 September 2017.</p> <p>The SCB produces an annual training brochure.</p> <p>Safeguarding compliance audits identify some gaps in the provision of training.</p>	<p>Conduct a post-implementation audit of the Training Competency Framework. <u>May update:</u> Training Competency Framework only launched in February 2018 (not Sept 17) Therefore audit to occur six – nine months later</p> <p>Senior officers and politicians should actively engage in relevant training; not only front line colleagues.</p> <p>LOG to communicate this training event requirement for Senior Officers and Politicians to attend an event to be organised in Q4 2017/18. Delivered in March 2018.</p> <p>Chair of SCB to offer an opportunity to train in March each year.</p>	<p>AIG/TDG</p> <p>LOG</p> <p>SCB</p>	<p>Apr 2018 Revised date Dec 2018</p> <p>COMPLETED</p> <p>COMPLETED</p> <p>March 2019</p>	<p>Chair SCB</p> <p>Chair SCB</p>
b	A Joint Strategic Needs Assessment [JSNA] and resulting action plan should be undertaken for children with disabilities in the IOM.	<p>A JSNA for disabled children is not scheduled at present.</p> <p>The CSP has drafted a scoping document for children with a disability. DHSC and DEC officers have recently commenced work on the establishment of an integrated pathway for families and children with disabilities.</p>	<p>Determine a timeframe for a JSNA of children with disabilities to be undertaken</p> <p>LOG/SPCC to consider themes/areas (as a menu) or if overview assessments in three categories to include CYP, working age adults and older people should be agreed as the programme of activity up to & including March 2019</p> <p>Develop and implement an integrated service for children with disabilities. A draft proposal is with officers for comment and review. Appendix 1. Example of an Integrated Pathway (Growing Up-puberty and & moving to Secondary school) is provided for SPCC to illustrate.</p>	<p>SPCC</p> <p>LOG/SPCC</p>	<p>COMPLETED</p> <p>March 2019</p> <p>Revised date July 2018</p>	<p>Chair SPCC</p> <p>Director C&F Director Services for Children (DESC)</p>

			May update: Produce scoping document for LOG July 2018			
c	The requirement to undertake joint working and commissioning should be fully explored regarding multi-professional working with vulnerable families.	<p>Examples of joint working exist, but there is no process for joint commissioning of services.</p> <p>Joint commissioning is needed to create shared accountability. The current governmental budgetary system makes joint commissioning difficult if not impossible.</p> <p>Investment profiles are not published, preventing understanding of the work undertaken by each department.</p>	<p>Develop a transparent multi-professional funding model that allows joint working and joint commissioning to function effectively in the Isle of Man.</p> <p>See action Theme 1 1b (page 2)</p>	LOG	See Theme 1 1b for alignment of time frame	
d	Strategic planning processes regarding work with vulnerable families on the IOM need to operate to the highest standards.	<p>A proposed new structure for governance and accountability of cross-government children's services is with the Chief Secretary.</p> <p>Functions of CSP to transfer to LOG.</p> <p>The legislative process has begun which will make Corporate Parenting a legal requirement.</p> <p>Children's Champion first annual report due in 2017.</p>	<p>Current governance processes, accountability, and mechanisms for strategic planning regarding work with vulnerable families are being reviewed with appropriate changes to be announced - via LOG</p> <p>June update from SPCC : Tynwald Advisory Council on Disabilities had been disbanded</p> <p>The role of LOG should be considered in improving strategic partnership working and accountability.</p> <p>June Update from SPCC: LOG to steer and update this plan going forward</p> <p>Seek SPCC approval for legislation and drafting to amend CYPA. May Update DHSC drafting instruction in hand</p> <p>A full consideration should be made of</p>	<p>LOG/SPCC</p> <p>LOG</p> <p>DHSC</p>	<p>July 2018</p> <p>Sept 2018</p> <p>Apr 2018 initiated</p> <p>COMPLETED</p>	<p>Chair LOG</p> <p>Chair LOG</p> <p>Director C&F DHSC Legis'n Manager</p>

			setting benchmarks for safeguarding against UK standards.			
e	Future strategies for work with vulnerable families need to be purposefully interlinked, developed jointly across IOMG and third Sector services, and linked directly to SMART action plans in a timely fashion.	At its September 2017 meeting CSP agreed a revised operational framework and the Early Help and Support strategy. These will now be presented to LOG for approval.	The effectiveness of strategies for working with vulnerable families should be evaluated against measurable standards, with duplication removed and developed further where gaps are found to exist. <i>See action in theme 1a (page 2)</i>	LOG	See Theme 1 1a for alignment of time frame	Chair LOG
f	Services should become more focussed on meeting the specific needs of families experiencing issues relating to poverty on the IOM.	At present there is no national definition of poverty, housing or homelessness strategy; and a reliance on charities to support those in financial need.	Establish policy and legislative arrangements for key areas relevant to future service development for housing/homelessness and Poverty. Develop a co-ordinated strategy between government and third sector agencies for integrated partnership working in the area of vulnerable families experiencing child poverty, housing issues and homelessness. A Cold, Hunger and Homelessness Group has been set up and lead identified	SPCC	Ongoing 2018	Director Social Security

Action plan to comply with the recommendations of the "Report of an investigation, on behalf of Tynwald, into allegations relating to the management of case files and relationships with service users in the Department of Health and Social Care, Children and Family Services"

<i>Theme 1:</i>		<i>Action to Develop Practice</i>				
	Recommendation	Current position	Further action	Lead	By when	Owner
a	Action needs to be undertaken to secure consistency of practice and quality of safeguarding work to ensure that all parents and families receive a good standard of service	Since April 2016 (when Tynwald approved the motion to conduct the investigation), C&F has: established service standards; replaced assessment processes and paperwork with a simpler model of working -NARRATES;	Commission training that will become an intrinsic part of a progression and development framework for social care staff. <u>May Update:</u> Scoping commissioned internally for completion in July	C&F Senior Team	Revised date end of July	Director C&F

		introduced a consistent risk assessment model for safeguarding; established thresholds across the multi-agency partnership; introduced a new supervision policy which will be audited annually; and, Introduced a regular case file audit process.	Link practice competencies with PDR to make the process meaningful and measureable over the course of the year for staff. With LeaD timeframe currently unspecified <u>June update from SPCC: LeaD Manager for 3Cs be invited to LOG to update on the 3 conversations</u> Incorporate learning from parental feedback, complaints and reviews into and annual cycle of staff development seminars. <u>May update:</u> By end of June Annual Report will be complete. This will include a report on parental feedback. Learning from which will be fed into Development Days throughout 2018/19	Cabinet Office	July/Aug 2018 From July 2018	Manager LEaD Director C&F
b	The performance management arrangements for individuals need to be strengthened better to identify and celebrate good practice and to address practice that does not meet expected standards – and action needs to be taken to address those that do not meet expected standards	Since April 2016, capability procedures have been used more frequently and are now more robust. Embracing capability as a supportive practice and a promoter of professional standards is being encouraged. Summaries of learning from poor practice are being shared across C&F and staff twice-yearly development days deal with emerging practice themes: both good and poor.	Establish a management development programme focused on addressing performance and competency issues. Establish a mechanism for sharing good and effective practice across C&F. Case file audits will include seeking feedback directly from family members on worker performance and experience of the service.	C&F Senior Team	COMPLETED COMPLETED	
c	Frameworks need to be developed to support those working in safeguarding to address the key learning from this investigation including: creating a culture of professional challenge across the partnership and within services; developing forensic	Since April 2016, DRA has been introduced through multi-agency training and will be part of the SCB training schedule each year. NARRATES simplifies planning documents which now have SMART objectives and are focused on outcomes. A revised framework for multi-agency	Enhanced investigation skills reflective thinking on fixed views and working with adolescents will be incorporated into the specification for commissioned C&F training. May update: Internal scoping for the commission now up to the end of July.	C&F Senior Team	Revised to end of July 2018 Dec 2018	Director C&F Chair SCB

	investigation skills; develop systems that reduce the possibility of staff holding a fixed view of a case; securing consistent application of the Dynamic Risk Assessment tool; SMART planning; working with adolescence	escalation and reflection has been drafted and will be presented to SCB in the autumn for approval.	June update: Passage through SCB agreed with new Chair of SCB	SCB		
Theme 2:		<u>Partnership with Parents and Advocacy</u>				
	Recommendation	Current position	Further action	Lead	By when	Owner
a	Agencies working with children and young people should work with parents to develop a protocol that explicitly establishes a framework within which relationships between staff and parents will operate – setting out expectations of staff and parents in these relationships and establishing some quality standards to underpin the approach; the protocol would reflect the values base referred to below.	<p>C&F has established service standards and has adopted SCB values in its work.</p> <p>C&F is also working on a full suite of information leaflets for families.</p> <p>DESC - has Parent Partnership arrangements on a range of areas within schools. Specific to Safeguarding, an information leaflet for Parents (Primary & Secondary), has been produced outlining school and parental responsibilities in 'Keeping Children Safe'</p> <p>Health Safeguarding team undertook an evaluation of Values (via the Quality Assurance Sub –group) in April 2017. The values areas that particularly evidence positive relationship with Parents are RESPECT, CARING, LISTENING and FAIRNESS.</p>	<p>Draft a "relationship protocol" across agencies and departments; consult with families, children and young people.</p> <p>May update: new Chair of SCB e-mailed to determine what timeframe she needs for the protocol to be developed.</p> <p>June update: Chair of SCB holding meetings in late June to agree date</p> <p>Ensure schools promote information on 'Keeping Children Safe' to Parents and children/young people and everyone understands the actions that must be taken if concerns are raised by children/young people.</p>	SCB	Revised end Oct 2018	Chair SCB
b	The protocol referred to in a) above should include reference to the ways in which:	C&F has a clear policy and procedure in respect of kinship arrangements for children and the use of these arrangements is increasing.	The role of fathers will be incorporated into the specification for commissioned C&F training.	C&F Senior Team	COMPLETED	

	<ul style="list-style-type: none"> The role of fathers will be recognised, valued and enabled where this is a protective factor for the child(ren); Values the place of kinship in family life 	Education- will share appropriate information about a child with fathers if they have Parental Responsibility. Mothers, fathers and extended family are included as contacts for the child as agreed by the main carer.	Schools will continue to share information as permitted			
c	Consideration should be given to commissioning an independent parent partnership, advocacy and support service appropriately experienced and skilled at operating within the safeguarding system that would be available to support parents across the safeguarding continuum – and most importantly in the child protection and care processes.	<p>C&F has established guidance on what constitutes a “supporter” and parents with additional needs have access to an accredited advocate during formal processes and legal proceedings.</p> <p>C&F has been exploring the accreditation requirements of advocacy and support services through the Family Rights Group in the UK.</p> <p>There is currently no commissioned advocacy and support service for parents without additional needs.</p>	<p>Review existing advocacy projects, and future needs.</p> <p>Complete a benefits appraisal of preferred model of delivery.</p> <p>Establish service specification.</p> <p>Undertake commissioning and tendering exercise.</p>	DHSC	Sep 2018	Director C&F
Theme 3:		<u>Complaints</u>				
	Recommendation	Current position	Further action	Lead	By when	Owner
a	The current complaints procedures should be reviewed and strengthened	<p>C&F has strengthened the monitoring of complaints at levels 1 and 2, and developed a feedback and learning template to assist service improvement.</p> <p>Complaints need to be better managed and due process consistently applied when Members of Tynwald or advocates are supporting complainants</p>	Complaints procedures will be reviewed and updated, following the coming into operation of the National Health and Care Service Act (anticipated in October 2018)	DHSC Strategy and Policy	Oct 2018	CEO DHSC
b	Consideration should be given to creating an independent complaints function for those	C&F understood that the Independent Review Body established in the Social Services Act 2011 provided an independent complaints function, but has found that it does not. Level 3 complaints are currently	Complaints procedures will be reviewed and updated (see above)	DHSC Strategy and Policy	Oct 2018	CEO DHSC

	complaints that reach level 3.	supported through the appointment of individual independent investigators.				
c	Consideration should be given to the creation of an ombudsman style function to oversee the complaints.	Tynwald has appointed a Tynwald Commissioner for Administration.	Determine the remit of the Tynwald Commissioner for Administration in respect of health and care service complaints. <u>June update from SPCC: TCA would make a first report to July Tynwald</u> SPCC noted PfG target to review complaints system	Cabinet Office/ DHSC	Jul 2018	Chief Secret'y CEO DHSC
Theme 4:		<u>Leadership and Management Strategy</u>				
a	Politicians and chief officers need to show more visible leadership of the safeguarding system, be clear about collective quality standards expected, support their services to achieve these standards both individually and in partnership and build public confidence in the system.	Safeguarding Act 2018 secures statutory status for the SCB and will also require that the SCB annual report is laid before Tynwald. This will provide transparency of assurance processes. Relevant chief officers are members of SCB and contribute to the assurance process.	Establish a communications strategy to celebrate good practice and service initiatives. Train Tynwald Members in safeguarding principles – LOG to communicate with Politicians See action Theme 3 3a (page 5) Training delivered by Chair of Safeguarding Board and Director of Children & Families in March 2018. Chair of SCB to offer an opportunity to train in March each year	Cabinet Office/SCB LOG SCB	COMPLETED COMPLETED March 2019	Chair SCB Chair SCB
b	Be decisive and timely in identifying improvement priorities and enabling implementation.	The Care Inspectorate 2016 Progress Review of services for children and young people in the Isle of Man will be laid before Tynwald during the 2017/18 parliamentary session. A multi-agency action plan following it has already commenced: co-ordinated by the Executive Director, Health & Care of the DHSC.	Lay Care Inspectorate 2016 Progress Review before Tynwald. Agree reporting mechanism for action plan objectives: and link them to this action plan where appropriate. SPCC agreed action plan to become standing agenda item for meetings until further notice.	SPCC	COMPLETED COMPLETED Ongoing review	
c	Be rigorous in securing consistent front-line effectiveness through robust performance management –	The SCB quality assurance programme is robust, and the first compliance audit in respect of safeguarding has been completed and received by the Board.	Statutory status for the SCB enhance the standing of its work: including performance management and quality assurance. <u>May update: Statutory Status Royal ascent</u>	SCB	COMPLETED	

	celebrating success and addressing performance that does not meet expected compliance with standards		<p>achieved. Guidance documents completed by the outgoing Chair</p> <p>The SCB will then have the authority to take action when a compliance audit identifies weaknesses or failures in the work of key agencies and departments.</p> <p>Procedure for missing children in care Feedback on how the procedure is working in practice. <u>May update: Full audit has been undertaken.</u> <u>Report will be available in July 2018</u></p>	DHA/ DHSC	Revised date for evidence of Audit July 2018	Director Social Policy Director C&F
Theme 5:		<i>Training and Staff Performance Management</i>				
a	A comprehensive work force development plan needs to be put in place to address the key learning arising from this investigation.	Through partnerships with Robert Gordon University, Aberdeen and Queen's University Belfast the service is training new social workers and enhancing the qualifications of experienced ones. These arrangements have been operating for two and three years, respectively.	See action in theme 1a	C&F Senior Team	COMPLETED	
b	Staff performance management arrangements need to be strengthened to ensure that good practice is promoted, recognised and celebrated and that practice that does not comply with expected standards is addressed in a robust and timely manner	C&F has been steadily addressing these matters. It has this year agreed that practice standards specific to the division's work should be reflected in PDR competencies.	See action in theme 1b	C&F Senior Team	COMPLETED	
Theme 6:		<i>The structural position of the QA unit within line management of the operational services.</i>				

a	Consideration should be given to off-line management of the Quality Assurance Unit (IRO service) to enable the function to operate with a degree more independence of the operational service to strengthen their capacity to challenge practice across the partnership of services delivering safeguarding functions.	<p>The C&F Safeguarding and Quality Assurance Unit management arrangements match those in the UK; where no service operates off-line. Recent research suggests that effectiveness is determined by the competence of the officer/s and statutory independence from case management, rather than separation from a C&F service.</p> <p>The IRO service does not have statutory authority, and the competency of the post holders has only recently been reviewed. New arrangements have been put in place.</p>	<p>Update IRO procedures.</p> <p>Establish clear performance measures for the IRO service.</p> <p>A Children and Young Persons (Amendment) Bill is on the legislative programme for 18/19; this will make statutory provision for and IRO, corporate parenting and after care. Policy proposals for the Bill are in progress via C&F.</p> <p>An Adoption (Amendment) Bill is on the legislative programme for 18/19: this will make statutory provision as to the length of time care proceedings take. The next step is for drafting instructions to be prepared and submitted to AGCs.</p>	C&F SMT DHSC Strategy and Policy	Apr 2019	Director C&F CEO DHSC
Theme 7:		<i>Regular Review of Services by an Independent body and action to secure improvement</i>				
	Recommendation	Current position	Further action	Lead	By when	Owner
a	Government should consider commissioning regular inspection of children's services to support continuous review and improvement.	Tynwald has agreed that an independent body should be enabled to inspect services and departments which "work together" to safeguard children.	<p>SPCC to determine how best to define and commission such inspections and the framework within which they should be conducted.</p> <p><u>June update: SPCC directed LOG to give an operational view</u></p> <p>Commission inspections of children's services.</p>	SPCC/LOG	Apr 2019 Sept 2018	Chair LOG
b	Government should ensure there is more robust and timely collective response to the findings of inspections across the partnership of		<p>SPCC to monitor the findings of inspections and compliance with their recommendations.</p> <p><u>June update: SPCC noted this was being undertaken through their monitoring of the combined action plan</u></p>	SPCC/LOG	Completed by April 2019 Ongoing monthly	Chair SPCC

	services.					
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Social Affairs Policy Review Committee Third Report for the Session 2015-16 (May 2016)

Children & Families Social Services

	Recommendation	As reported to SAPRC (Dec 2016)	Further action	Lead	By when	Owner
1	That the DHSC should produce a training policy to ensure that the statutory aim of keeping families together is reflected in the policy and working practices of the Department	This is written into all policies and procedures reviewed in 2016/17 and awaiting update on the website that hosts them		DHSC	COMPLETED	
2	That the DHSC should make every effort to ensure that social workers are competent and are seen as competent; that they communicate positively, not negatively; that they come with Practical or emotional help at the outset; and that they do not give the impression that any withholding of consent will be held against a family	The DHSC has robust arrangements now for managing personal information overseen by Departmental information governance officers and agreed with the ICO.		DHSC	COMPLETED	
3	That the DHSC should undertake public education with the aim of ensuring that the way that social services and related agencies actually behave on the doorstep is adequately communicated so that people can talk about any concerns they might have and	C&F has commissioned a suite of leaflets for the public	Jan 2018 DHSC - leaflets drafted, awaiting sign-off by Cabinet Office Communications Team <u>June update</u> : CEO DHSC inn discussion with Head of Corporate Communications	DHSC/CO	COMPLETED July 2018	CEO DHSC

	feel confident that they are going to receive help					
4	That legislation to place the Safeguarding Children Board on a statutory footing should be introduced into the House of Keys before the end of 2016/17 session.		Legislation securing statutory status for the SCB will be in place when the Safeguarding Act 2018 and subsidiary regulations etc. come into operation	Tynwald	July 2018	Minister Policy & Reform
5	That OFSTED should be enabled as a statutory body for the inspection of Children and Families Social Services	CEO Inquiries with external regulators is underway – nothing yet confirmed (we do know that OFSTED are not interested)	This recommendation in relation to OFSTED has been exhausted and will not progress, however the recommendation for inspection is being addressed <i>See theme 7a in respect of all services p.13 above</i>			
6	That the DHSC should be required to produce a statutory annual Children in Need census to include the same standard statistical data required by the Department for Education in Whitehall and to include any other data as specified by Tynwald	We report quarterly against the CIN categories to the SCB and this requirement will be fed into the annual report of the SCB.			COMPLETED	
7	That the Children & Families Division should encourage and welcome complaints from families and should deal with them positively so that lessons can be learned and any grievances can as far as possible be resolved.	Processes have been strengthened to enable learning from complaints. An annual analysis is to be produced from 2017. We have over the past year invited complainants to speak to staff about their experience and complaint			COMPLETED	
8	That Tynwald Commissioner for Administration should be appointed and that a statutory Safeguarding Children Board be listed authority under the	Tynwald has appointed a Tynwald Commissioner for Administration.	Statutory Safeguarding Children's Board to be listed authority	SPCC	Jul 2018	Chair SPCC

	Tynwald Commissioner for Administration Act 2011					
9	That core national policies in respect of children should not be introduced, amended or abandoned without the express approval of Tynwald	All policies will go to SPCC.		SCB/SPCC	Ongoing	Chair SCB
