



# Ofsted Action Plan -

## Ofsted ILACS May 2024: What needs to improve?

- “The management of contacts within Family Connect”
- “The consistency of making children aged 16 and 17 years old who present as homeless aware of their rights and entitlements”

Ref	Action	Success Measure	Date Due	Status: what is the progress on the action?	Performance: is the action making a difference?
1	Undertake a review of contacts, exploring the current process to identify key themes, patterns and issues to include quality assurance of decisions made.	<p>Contacts are currently expected to be managed and completed within prescribed timescales based on presenting need:</p> <p>Presenting need:</p> <ul style="list-style-type: none"><li>- Acute - 1 day</li><li>- Complex - 2 days</li><li>- Vulnerable - 3 days</li></ul> <p>QA activity will focus on those going over these timescales and those closed and re-opened for review once further information is gained.</p>	30.08.2024	<p>An audit has been completed. Findings conclude that where the presenting threshold of need is vulnerable, and the family does not respond to Family Connect telephone calls or text messages a letter is sent, and the contact is closed and set for review once contact is made by the family.</p> <p>The same applies if information is requested from another Local Authority regarding family history or where there is an active police investigation and the person of concern has not yet been spoken to the police, so Family Connect do not want to jeopardize a police investigation.</p> <p>Audit found that all case reviews are signed off by a manager or senior social worker and management</p>	Management oversight is evident on case reviews and reasons for contacts closed and re-opened for review are evident.

				oversight recorded on these case reviews.	
2	New process to be introduced in Family Connect, contacts are not to be closed, they are set for review pending receipt of information from the family, or other professionals so that all contacts remain open until the point of a final decision being made.	All contacts to be closed once final decision has been made.  Performance data will reflect contacts managed within 1,2,3 days and then those that have remained open pending receipt of additional information. These will be reported on in specific data sets.	04.11.2024	Following audit activity, new process has been scoped.  SOP and escalation protocols reviewed to reflect system and process change KPI's and performance reporting update to reflect change of process.  Change to go live 04.11.24 with a formal review after 3 months to consider the changes and impact.	Impact will be that contact data will reflect all new contacts and not include those that had previously been set for review, closed and then re-opened.
3	Continued engagement with other Local Authorities, sub-regionally and regionally to focusing on MASH and Front Door activity and service developments.	Practice and processes in Family Connect can be continually reviewed and developed in-line with best practice sub-regionally and regionally	15.12.2024		Continued engagement with best practice and sector lead learning and development.
4	Contact and visit other Local Authorities where inspection has identified strong Front Doors to see if there are further changes that might be beneficial to introduce in Family Connect.	Service will gain understanding of how other LA's manage their contacts and can use this to enhance Family Connect practice.	31.01.2025		Continued engagement with best practice and sector lead learning and development.

5	Re-fresh Partnership Threshold and Consent Training and continue to deliver across the partnership across 2024 and into 2025.	<p>Clarity around application of threshold across the partnership and greater understanding for and evidence that consent has been sought when contacting Family Connect.</p> <p>Success will be measured through numbers of practitioners attending training workshops and through Family Connect Performance Data.</p>	30.06.2025	Workshops have continued across 2024 and will continue to be delivered in 2025.	Continued engagement and attendance and workshops suggest the partnership is benefitting from the training. Attendance data will be monitored and shared with partnerships, so they are able to target cohorts of staff.
6	Appointment of a senior lead to oversee further pathway development for children who are aged 16 and 17 and present as homeless.	All 16 and 17 year olds who present as homeless have a clear understanding of the options that are available to them.	30.08.2024	Senior lead is now in post and commenced work with key stakeholders.	Yes – we now have a single overview of activity which is being coordinated by the Senior Lead.
7	Develop of a range of information platforms such as leaflets and QR code that young people can access so they have information about their rights and entitlements and the support that is available to them.	Young people will be supported to make informed decisions based on the range of information available to them in line with their rights and entitlements.	31.10.2024	<p>Leaflet in draft based on current best practice. Plans in place to consult and coproduce the draft with homeless experienced young people.</p> <p>Consulted with Web Services – once content agreed, they will build the young person outward facing webpage as part of second phase development.</p>	

8	Develop an information leaflet for young people outlining their rights and entitlements, co-produced with input from the Dandelions and homelessness experienced young people.	Information will be accessible to young people enabling them to understand their rights and entitlements and where to get help and support.	31.10.2024	<p>Meeting has taken place with the Dandelion Group around language and the how best to present this information to young people.</p> <p>Contact made with homeless experienced young people to arrange to meet w/c 14 October and discuss their experiences and to co-produce the final leaflet.</p>	
9	Refresher Training to be developed and provided in relation to 16 and 17 year old children who present as homeless.	Training to be delivered to practitioners who work with this cohort of children, so they have an understanding of their rights and entitlements and the relevant pathway and responsibilities of services. Service areas will dip sample on a quarterly basis to provide assurances that the pathway is functioning as intended.	31.1.2025		
10	An IRO will be appointed to lead independent and impartial discussions with young people regarding their rights and entitlements regarding their homelessness situation	Further opportunity for young people to access information regards their rights and entitlements from an independent individual.	11.10.2024	Interviews have taken place to recruit to IRO vacancy and appointment has been made. This will support capacity within the team to provide this service to young people. Two IRO's within the service (CC & JP) have been identified to lead this	

	and the options available to them.				
--	------------------------------------	--	--	--	--