



LIVERPOOL IMPROVEMENT PLAN

Approved
Report Publication Date: February 2008

| Recommendation: Changes are necessary to ensure that: | Latest Version AFI's | Lead responsibility | Timetable for | | Priority 1 st order 2 nd order 3 rd order |
|--|---|---------------------|---------------|--------------|---|
| | | | Commence | Completion | |
| 1. PSR's are of a consistently high standard with sufficient focus on Risk of Harm and Risk of Re-offending | 1.1 Consult magistrates on PSR feedback and revise magistrates forms accordingly. Agree implementation procedures with the Youth Court Panel. Report half yearly to the Management Board performance sub-group on proposed actions. | GM CPPI | March 08 | September 08 | 2nd |
| | 1.2 2008/09 training plan to include PSR training for all case managers with particular emphasis on victim impact and risk/vulnerability assessment. Team Managers and Senior Practitioner to receive training on quality assurance of PSR's | GM CPPI | April 08 | October 08 | 1st |
| | 1.3 All PSR's to be quality assured by team manager/senior practitioner against a revised QA standard. Analyse and report half yearly to the Management Board performance sub-group on proposed actions. | GM Ops | October 08 | N/a | 1st |
| 2. There are clear exit strategies for children and young people who are completing work with the YOS and entering mainstream services | 2.1 Standard form for all mid-order and final case reviews to be revised to include the consideration and progress on supporting an Exit Plan. Youth Workers/Mentors to attend final case review to support transition arrangements. | GM Ops | March 08 | N/a | 2 nd |
| | 2.2 To be integrated into the Children's Services Neighbourhood/Locality Team framework so that no later than the final case review appropriate future support, including a lead professional, if necessary has been identified within the young persons locality. | GM Ops | May 08 | September 08 | 2nd |
| | 2.3 Develop in conjunction with partners a range of mentor provision that will be available after YOS intervention is complete. Develop an "exit pack" for all young people completing work with YOS. | GM Partnerships | April 08 | October 08 | 3rd |
| 3. Risk of Harm is accurately assessed and risk assessment plans implemented, to ensure the effective day to day management | 3.1 2008/09 training plan to include Assessment Skills Training to be delivered to all staff. Refresher and induction risk management training to be scheduled in future years training plans to ensure all existing and new staff are able to undertake effective assessments. | GM CPPI | April 08 | March 09 | 1st |
| | 3.2 Monitor effectiveness of training through the quality assurance process and address any individual staff development needs as required. | GM CPPI | June 08 | N/a | 1st |
| | 3.3 Monitor and analyse data from the QA process, Asset scores and ROSH | GM CPPI | September | N/a | 2nd |

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| | reviews report half yearly to the Management Board performance sub-group on proposed actions. | | 08 | | |
| | 3.4 Risk Management Meeting minutes and action plan to be copied into YOIS | GM Ops | July 08 | N/a | 1st |
| | 3.5 Revise Risk Management policy and procedures and ensure that the role of the management board in terms of public protection is clear and understood. | GM Ops | April 08 | July 08 | 2nd |
| | 3.6 Revise YOS and Children's Social Care protocol to put a greater emphasis on joint working in relation to Risk Management | GM Ops | May 08 | September 08 | 1st |
| | 3.7 Work with software provider to identify ways in which (YOIS) can be interrogated to assist in management oversight. | GM CPPI | June 08 | January 09 | 3rd |
| 4. Staff have a clear understanding of safeguarding and use this to make accurate assessments of vulnerability and manage these issues appropriately | 4.1 2008/09 training plan to include appropriate level of Safeguarding training for all staff and volunteers. | GM CPPI | April 08 | February 09 | 1st |
| | 4.2 A member of YOS SMT to represent YOS on the CAF Steering Group | GM Ops | March 08 | N/a | 1st |
| | 4.3 Monitor and analyse data from the QA process, Asset scores and vulnerability reviews and report half yearly to the Management Board performance sub-group on proposed actions. | GM CPPI | July 08 | N/a | 1st |
| | 4.4 Develop a YOS specific safeguarding statement that will address a whole service approach to the management of vulnerability, within the LSCB procedures. As part of the communication strategy provide briefings to staff of key elements of safeguarding statement. | GM Ops | June 08 | September 08 | 2nd |
| | 4.5 Revise Reviewing officer checklist to ensure that vulnerability management plans are in place and reviewed in appropriate cases | GM Ops | March 08 | May 08 | 1st |
| 5. There is a clear interface between case managers and those providing specialist services | 5.1 2008/09 training plan to include Case Management Training to be delivered to all staff. Refresher and induction Case Management training to be scheduled in future years. | GM CPPI | April 08 | March 09 | 2nd |
| | 5.2 Dedicated Reviewing Officers at Senior Practitioner level to undertake regular and standardised reviews of all cases and assess effectiveness of the application of the services case management arrangements. Report half yearly to the Management Board on review outcomes. | GM Ops | May 08 | N/a | 2nd |

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| | 5.3 Review process to include YOS Specialist Services staff and commissioned partnership services to ensure a comprehensive approach. | GM Partnerships | October 08 | N/a | 2nd |
| | 5.4 Senior practitioners from Specialists Services to be undertake National Standards and ASSET QA process | GM Partnerships | March 08 | N/a | 2nd |
| | 5.5 Establish regular meetings of all Senior Practitioners to improve information sharing and cross-Service practice | GM CPPI | April 08 | N/a | 1st |
| | 5.6 Practice Workshops designed to propagate good practice throughout the service to be held regularly to strengthen effective practice between case managers and specialist providers. | GM CPPI | May 08 | N/a | 1st |
| | 5.7 Contracts and SLA's with accommodation and ETE providers to incorporate improved transitional arrangements between custody and community elements of sentence | GM Partnerships | April 08 | October 08 | 3rd |
| 6. Clear policies are in place for managing cases transferred from other areas to ensure an effective services is delivered to these children and young people | 6.1 Working with other Merseyside YOT's develop a Case Transfer Policy applicable to cases transferred from outside the Area. As part of the communication strategy provide briefings to staff on Case Transfer Policy. | GM Ops | April 08 | September 08 | 2nd |
| | 6.2 Develop a protocol with Children's Social Care in relation to the transfer of looked after children from other local authorities than Liverpool. As part of the communication strategy provide briefings to staff on the protocol. | GM OPs | June 08 | September 08 | 2nd |
| 7. The quality of sentence plans are improved with participation by children and young people and their parents/carers | 7.11 2008/09 training plan to include training for all resettlement staff in chairing Sentence Planning meetings | GM CPPI | April 08 | February 09 | 2nd |
| | 7.2 Consultation Strategy to include Barnardos Parenting Matters so that parents/carers can participate in Sentence Planning and review processes | GM Partnerships | November 08 | N/a | 3rd |
| | 7.3 Establish a Resettlement Team with a dedicated Team Manager that includes the current RAP Service. Resettlement team to be responsible for effective consultation with young people, during the custody phase of the young person's sentence. | GM Ops | February 08 | May 08 | 2nd |

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| 8. A more consistent approach to case management is implemented through improved management oversight | 8.1 Establish a Resettlement Team that includes the current RAP Service. Reduce the case load on existing area teams by making the resettlement team responsible for all DTO cases including post custody. Provide support to Team Managers to ensure improved oversight. | GM Ops | February 08 | May 08 | 2nd |
| | 8.2 Operational Managers to meet monthly to consider practice issues and any blockages to effective links between specialist teams and case managers. | Head of Service | March 08 | March 09 | 1st |
| | 8.3 Work with staff to develop and implement the YJB scaled approach to ensure intensity of service delivery is matched to diverse need and risk | GM Ops | September 08 | December 08 | 1st |
| | 8.2 Team managers to use a case allocation pro-forma to assist in the consistent identification of risk and need. | GM Ops | April 08 | N/a | 1st |
| | 8.3 Establish robust management information system to support the improvement in quality of assessment, planning, intervention and supervision | GM CPPI | April 08 | September 08 | 2nd |
| 9. There is active consultation with children and young people and other stakeholders in the development of services | 9.1 Draft and implement consultation strategy to include co-ordination arrangements of YOS consultation activities with those within children's services generally. Consultation strategy to include as a minimum items 2 – 9 below. | GM CPPI | March 08 | May 08 | 1 st |
| | 9.2 Work with Young People to draft and distribute accessible leaflet explaining to young people the complaints procedure applicable to the service. | GM CPPI | April 08 | September 08 | 2 nd |
| | 9.3 As part of the consultation strategy establish a programme of consultation and feedback linked to proposed service improvements contained within this improvement plan and as a result of Capacity and Capability Assessments. | GM CPPI | September 08 | N/a | 3 rd |
| | 9.4 As part of the communication strategy provide regular reminders to staff of key elements of service policies. | GM CPPI | July 08 | N/a | 3 rd |

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| | 9.5 Review elements of service policies as part of the programme of performance review days. | GM CPPI | May 08 | N/a | 2 nd |
| | 9.6 Collate victim satisfaction responses, analyse and report half yearly to the Management Board performance sub-group on proposed actions. | GM CPPI | September 08 | N/a | 1 st |
| | 9.7 Develop and implement programme for the phased introduction of viewpoint, including training and awareness sessions for staff, to ensure schemes are evaluated. | GM CPPI | May 08 | N/a | 1 st |
| | 9.8 Collate and analyse “what do you think” and “Over to you” and report half yearly to the Management Board performance sub-group on proposed actions | GM CPPI | September 08 | N/a | 2 nd |
| | 9.9 Develop and implement a feedback process for magistrates together with a “what we will do” report back. | Court Team Manager | September 08 | n/a | 2 nd |
| 10. There are more effective links with Children's Social Care to ensure that safeguarding is more embedded within the YOS | 10.1 YOS Senior Management Team to be fully represented and integrated in Children's Social Care management meetings. YOS Management Board to monitor effectiveness of these arrangements. | Head of Service | January 08 | N/A | 1st |
| | 10.2 A calendar of quarterly joint meetings to progress joint working arrangements between YOS SMT and Children's Principal Officers to be agreed and implemented. | Head of Service | April 08 | N/a | 1st |
| | 10.3 YOS and Children's Social Care (Careline) to develop monitoring systems to improve information sharing, quality of assessments, decision-making | GM Partnerships | February 08 | April 08 | 2nd |
| | 10.4 Work with Children's Social Care to develop and agree a protocol and practice standards to enable effective joint reviews | GM Partnerships | September 08 | November 08 | 2nd |
| | 10.5 Agree joint learning and development strategy with Children's Social Care. Include outcomes in 2008/09 training plan as necessary. | GM Partnerships | June 08 | October 08 | 2nd |
| | 10.6 Work with Children's Social Care to develop and agree joint accommodation initiatives to comprise remand fostering and supported lodgings | GM Partnerships | June 08 | October 08 | 2nd |

Notes: Where more than one person/agency is identified in the lead responsibility column, the main responsibility for the action is highlighted in bold font.

Approved