Serious Case Review
(M.E. Action Plan October 2002)

No	Recommendation	Objective	Actions Required	By when	By whom	Outcome
	ALL AGENCIES					
6	*Full family histories should be taken and regularly updated; and these are to include a family structure (including past partners and children), dates of birth and addresses*	To ascertain current practice of agencies represented on ACPC	Complete SSD position statement	June 2003	SM	*Completed July 2003*
		To identify any recommendations for change to ACPC	Report recommendations to ACPC	October 2003	SM	*Completed July 2003*
	CHILD PROTECTION CONFERENCES					
7	*A Child Protection Conference should normally be convened at the point of a Looked After child returning home when the reasons for the accommodation are child protection issues. Any exceptions should require inter-agency agreement through a Planning and Review Officer.*	To improve planning process for children returned to the care of their parents	Issue interim guidance to social work teams and planning/review unit.	With immediate effect	SM	Guidance issued September 2002
			Incorporate into fully revised Child Protection procedures	March 2003	SM/LM	*Published July 2003*
			Publish and disseminate procedures to SSD staff	April 2003	SM/LM	*Published July 2003*
8	*The General Practitioners of all*	Clarify conference	Issue interim	With	SM	Guidance

	family members should be invited to and receive the minutes of Child Protection Conferences.	membership	guidance to planning/review unit	immediate effect		issued September 2002
			Amend existing protocol	October 2002	ACPC	Protocol amended
10	*The decision to de-register or not to register a Looked After Child should only be taken if their legal status is secure and they are not having any unsupervised contact.* *NB This recommendation amended by ACPC January 2003 to the following:* *Where a child on the register also becomes Looked After and where there are provisions for unsupervised contact, then a conference should consider carefully whether adequate safeguards are in place to enable deregistration of the child*	To ensure consistency of inter-agency practice with children on the Child Protection Register who are also Looked After				
			Issue interim guidance to planning/review unit and social work teams	With immediate effect	SM	Guidance issued January 2003
			Amend existing protocol	June 2003	ACPC	
			Issue amended protocol	June 2003	SM/GS	*Revised protocol issued July 2003*
	SOCIAL SERVICES					
20 (1)	*Team Managers should not hold cases, other than in temporary circumstances if covering sickness (4 weeks maximum).*	To assure case work accountability	Identify and manage unallocated cases	Continuing	SM /operational managers	Overseen by fortnightly Performance Improvement Group since

						September 2001
			Incorporate within fully revised Child Protection procedures	March 2003	SM/LM	*Fully revised procedures published July 2003*
			Publish and disseminate procedures to SSD staff	April 2003	SM/LM	
20 (2)	*Team Managers should not be drawn into inappropriate casework tasks.*	To assure case work accountability	Review roles and responsibilities of Team Managers and Assistant Team Managers	January 2003	SM/JD/HL	*Roles, responsibilities and accountabilities for all staff included within revised Child Protection procedures, drafted April 2003 and published July 2003.*
			Consult on any proposed amendments with staff group	March 2003	SM/JD/HL	
			Amend as required existing procedures determining designated responsibilities	April 2003	SM/JD/HL	
21	*The Review Panel recommends adherence to the current practice of regular Service Manager and Team Manager meetings to oversee (a) unallocated cases and (b) the arrangements for seeing registered children on the caseloads of social*	To improve safeguarding of case work open to but unallocated within the service	Maintain current arrangements for Performance Improvement Group	continuing	SM/ Operational managers	Implemented September 2001
			Social Services to produce quarterly	continuing	SM	Implemented October 2001

	workers who are unavailable.		report on service pressures to ACPC			
22	*Team Managers should draw to the attention of Senior Managers any significant resource shortfalls which impact on the allocation of registered or statutory cases.*	As recommendation 21	As recommendation 21	continuing	SM/HL/ operational managers	As 21 above
23	*Current Social Services procedures require that the Service Manager be consulted on initiating Care Proceedings and applying for a Care Order. It is recommended that the decision to withdraw proceedings should also require Service Manager approval. It is also recommended that in these circumstances a written Children's Plan should be prepared for the Court.*	To ensure consistency of decision making across the service	Issue interim guidance to social work teams Incorporate within fully revised Child Protection procedures Publish procedures and disseminate to SSD staff	With immediate effect March 2003 April 2003	SM SM/LM SM/LM	Guidance issued September 2002 *Completed and published July 2003* *Completed and published July 2003*
24	*In the light of the findings of this Review that (i) Placement with Parent regulations were not adhered to; (ii) that the Looked After Children Review was significantly late; and (iii) that the Statutory Medical examination did not take place, it is recommended that Social Services ensure that adequate systems are in place to monitor adherence to all these requirements. A current audit of these categories of children/cases is suggested in*	Ensure adherence to and compliance with procedures for Looked After children.	Revise, publish and disseminate Looked After procedures to SSD staff Monitor performance of Looked After reviews Undertake audit of Looked After children placed with	Summer 2002 Continuing April 2003	AS SM/Planning & Review unit SM	Completed Summer 2002 High level performance maintained since Spring 2002 *Completed January 2003*

	order to satisfy the Department and the ACPC that standards are being met; a historical audit of cases/children from 1999 – 2001 (i.e. the period under review) may also need to be considered.		parents between 1998-2001 Provide summary report to DMT/ACPC on key audit findings	April 2003	SM	*Report to Head of Service/ACPC April 2003*
25	*Social Services' files should identify clearly who is holding case responsibility.*	To assure case work accountability	Incorporate within new procedures for professional responsibility in case recording Audit adherence to new procedures	April 2003 April 2004	SM/SH/LH SM/Planning & Review unit	*Case Recording and Records Management Policy published May 2003*
26	*The supervision of Team Managers should be ensured in order to monitor the quality/quantity of their work.*	To enable consistent and effective evaluation of workload pressures	Implement revised supervision policy Review existing standards in the light of any amendments arising from 20(2) above	December 2002 April 2003	SM/JD/CC SM/JD/HL	*Implemented December 2002* *Supervision Policy re issued July 2003 within children's Services Procedures*
27	*Social Services are recommended to ensure that all managers and social workers know and understand legal, regulatory and procedural requirements surrounding Looked After and accommodated children.*	To assure best practice and compliance with regulatory framework	Revise, publish and disseminate procedures Provide for at least one substantial audit of Looked After children procedures within annual business plan of planning & review unit	Summer 2002 Continuing	AS SM/planning & review unit	Completed 2002 Second audit on care planning for pre-school Looked After children scheduled Autumn 2003

APPENDIX 1

| | | | Provide schedule of annual audit commitment to ACPC | April 2003 (and yearly thereafter) | SM/LM | *Reported to ACPC April 2003 (Audit and Evaluation Business Plan)* |
| | | | Provide annual report to ACPC on key audit findings for Looked After children | April 2004 (and yearly thereafter) | SM/LM | |

KEY: -

SM   Steve Merrell, Children's Services Manager (Operations)
JD   Jon Dudley, Children's Services Manager (Resources)
LM   Linda Maden, Planning and Review Manager
GS   Gaye Sheridan, Development and Training Officer Herefordshire ACPC
HL   Henry Lewis, Head of Social Care (Children)
AS   Adam Scott, Team Manager
CC   Chris Cooke, Project manager
SH   Sophie Hughes, Project Manager