

Herefordshire Casework Review



What we looked at

- Focus on the journey of the child
- Quality of child's assessment
- Quality of practice
- Progress and outcomes for the child
- Thresholds
- Does casework evidence improvement?

Some areas for consideration will be subject to further work in September

Journey of the Child

Strengths:

- Strategic vision
- Some improvements
- Early Help is apparent in some cases
- Voice of child evident in most cases

Areas for Consideration:

- Seamless progression through child's journey not evident
- Too many processes and pathways (service design not child focussed)
- Lack of clarity on step-up and step-down

Child's Assessment is of Good Quality?

Strengths

- New C & F Template good – includes Assessment Plan
- Some good assessments
- LAC Review focus on child's needs
- Pathway Plan Assessments are positive

Areas for Consideration

- Not seen a CAF – Review 'Early Help Assessment'
- Analysis not well developed (risk, resilience, capacity to change)
- Timeliness? - blank C & F's on system
- Clarity in use of C & F Assessment to inform decisions and reviews
- Child's visibility in assessments variable

Quality of Practice

Strengths

- Workers know the children and families and are passionate about improving outcomes
- Evidence of direct work with children/families
- Saw use of variety of tools
- Risk and resilience identified but not always easy to find in documents/assessments
- Examples of innovative practice
- Effective 16+ Service and good leaving care offer
- Renewal of LAC process/pathway
- Unannounced visits
- Historical drift being addressed
- Evidence of effective multi-agency working

Quality of Practice

Areas for Consideration:

- Lack of clarity Early Help offer and Lead Professional role
- Quality of practice not always evidenced in case files
- Not always able to see evidence of compliance e.g. plans on file, supervision and management oversight
- Chronologies not used to inform practice
- Diversity issues not always addressed

Evidencing progress and improved outcomes for children

Strengths

- Workers can verbalise child's outcomes and progress made against plans
- Good outcomes for children
- Some Core Groups/reviews evidence progress against the plan

Areas for Consideration

- Assessments do not consistently inform plans
- Not clear from system/plans what outcome trying to achieve
- Plans have right actions but are not outcome focussed

Understanding of thresholds

Strengths:

- Multi-agency (EH) groups supporting partners to understand thresholds
- Clear threshold document
- MASH clearly record threshold level

Areas for Consideration:

- Inconsistent application of thresholds
- Not understand where CIN sits and threshold

Does casework evidence improvement?

- Addressing drift and delay
- Focus on reducing LAC
- Focus on permanency
- Some good examples of addressing neglect
- Workers say they are supported and managers know the case, but...
- Casefiles do not always evidence good practice
- No evidence of audits informing practice – small sample seen, actions not completed
- Diversity not consistently addressed

Suggestions for improvement

- Outcome focussed plan – One Plan
- Impression of inequitable caseloads and spread of work
- Consistent format for reports – use C & F Assessment all the time
- Be clearer about what needs to be recorded on Mosaic and where – Map for Mosaic
- Use of Case Summary