






APPENDIX 1

ACTION PLAN – SPSO 202000338 – Moray Council

Social Work/ Kinship Care

			<p>Red (trouble): At risk to miss scheduled completion date. Immediate management action required.</p> <p>Amber (danger): At risk if issues are not addressed. Attention required.</p> <p>Green (all good): On track to meet scheduled dates</p>
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The following action plan outlines what will be done to ensure that each of the requirements made by the Scottish Public Services Ombudsman progress. The action plan is in relation to the complaint that was made about social work services in Moray with focus on policy relating to continuing care.

*****PLEASE NOTE: RISK RATING IS SET AS AMBER FOR POINTS NOT YET COMPLETE – THEY ARE NOT OVERDUE AND ARE LIKELY TO BE COMPLETED WITHIN THE TIMESCALES SET.*****

Point number	What the organisation should do	What we need to see	What we will do	By when	By whom	RAG Status
1	Apologise to Mrs A for the failure to reasonably gather and take into account relevant information when making decisions regarding the children's care and education.	Copy or record of the apologies	Write a letter of apology as described to Mrs A	Complete at 1 st September	Head of Service	Green



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	Apologise to Mrs A and Ms C for the failure to reasonably and timeously respond to their complaints.					
2	The Council's Child protection function should be delivered within the context of supporting families and meeting children's needs through Getting It Right For Every Child practice model as stated in the National Guidance for Child Protection In Scotland and the Children and Young People (Scotland) Act 2014.	<p>Evidence that the findings of this investigation have been fed back to relevant staff in a supportive manner that encourages learning.</p> <p>Evidence that the Council have considered any training needs for social work staff in relation to the Getting It Right For Every Child practice model and child protection. The</p>	<p>Meet with relevant staff to support them to read contents of investigation and support staff to understand it in the context of a learning opportunity.</p> <p>Daily, mandatory training workshops delivered as lunchtime conversations held online all month to allow each practitioner to be able to attend, which incorporate all of the points in this action plan, including an exercise to</p>	<p>Completed 1st May 2020</p> <p>In place and scheduled</p>	<p>Service Manager and Consultant Practitioner</p> <p>Service Manager and Senior Social Worker (SSW)</p>	Green



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		<p>Council may wish to consider using this case as a training tool.</p> <p>Evidence that the Council have reviewed their Child Protection guidance to ensure it takes into account the Getting It Right For Every Child practice model and the relevant legislation in relation to supporting families and meeting children's needs.</p>	<p>fully engage the participants. This will take place across the whole of October 2020.</p> <p>Review child protection procedures and policy to ensure that it is GIRFEC led</p>	<p>Complete at 1st September</p>	<p>Consultant Practitioner</p>	
3	<p>In line with the Children (Scotland) Act 1995, the Council should promote the upbringing of children by their</p>	<p>Evidence that the findings of this investigation have been fed back to</p>	<p>Meet with relevant staff to support them to read contents of investigation and support staff to</p>	<p>Complete at 20 May 2020</p>	<p>Service Manager and Consultant Practitioner</p>	<p>Green</p>



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	<p>families and the possibility of kinship care placements should be considered at the earliest opportunity and if this is not possible, the reasons should be recorded.</p>	<p>relevant staff in a supportive manner that encourages learning.</p> <p>Evidence that there is appropriate policy and guidance in place to ensure that the possibility of kinship care placements are considered at the earliest opportunity.</p>	<p>understand it in the context of a learning opportunity.</p> <p>Looked After Child Policy updated to include requirement for social workers to evidence contact with family members. That evidence needs to be provided at the 72 hour Looked After Review and followed up at 6 week review. Tracking system developed.</p> <p>Include this in daily October workshops and encourage social workers to complete a genogram during assessments. This will become mandatory as more detailed training is rolled out.</p>	<p>Completed 9th June 2020</p> <p>Scheduled for completion by end October 2020</p>	<p>SSW</p> <p>Service Manager</p>	
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4	The views of children should be sought in line with the Getting It Right For Every Child Framework and as laid down in the Children (Scotland) Act 1995 and the Children and Young People (Scotland) Act 2014. The views of children should be listened to, considered and recorded; and independent advocacy should be considered for children in a timely manner.	<p>Evidence that the Council have considered any training needs for social work staff in relation to seeking and including children's views.</p> <p>Evidence of an audit being carried out of Looked After Child and Child Protection paperwork, and Child's Plans, to ensure that children's views are being sought and included appropriately.</p>	<p>Mandatory lunchtime workshop to share good practice examples of gaining the views of young people and the use of Independent Advocacy considered in every case.</p> <p>Audit review paperwork and minutes to establish quality of gaining children's views, how that is recorded and of how that informs decision making.</p>	<p>To be completed by end of October</p> <p>Started and ongoing to be completed by end of October 2020</p>	<p>Service Manager and SSW</p> <p>Consultant Practitioner</p>	Amber
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5	Timescales for kinship care assessments should be in line with the Looked After Children (Scotland) Regulations 2009 and the Adoption (Scotland) Act 2007 - Part 9 Kinship Care unless the reasons as to why this is not possible are specifically recorded.	Evidence that the Council's policy and procedures on kinship care assessments are in line with the timescales in statutory guidance.	Complete audit of Kinship Care assessments, policy and procedures and identify if we have an issue in relation to timescales as per statutory guidance. Use our social work bulletin and briefing system to remind staff of the need to consider guidance in relation.	Completed	Team Manager, Placement Services	Amber
		Evidence that social work staff at the Council have been reminded of the guidance in relation to kinship care assessments.	Briefing to all staff	30 October 2020	SSW	
		Evidence that there is a system in place to monitor timescales for	Provide details of a schedule that evidences ongoing monitoring of kinship care assessment	In progress and to be completed by 30 October 2020	Service Manager and Team Manager	



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		kinship care assessment and management action taken to address when timescales are not being adhered to.	timescales and to be taken to senior management if these fall below statutory guidelines.		Placement Services	
6	Communication with extended family in relation to potential kinship care placements should be proactive, clear, and timely.	Evidence that the findings of this investigation in relation to communication with extended family members have been fed back to relevant staff in a supportive manner that encourages learning.	Discuss with relevant staff. Ensure kinship care requirements are explicitly included in staff development related to work with families. Incorporate into October workshop conversations early on with families in relation to possible kinship placement	Completed at 1 st May 2020 Scheduled completion October 2020 Scheduled completion October 2020	Service Manager and Consultant Practitioner Consultant Practitioner Service Manager and SSW	Amber



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7	Prior to any decision that brings about a change to the child's plan, or before a decision to seek a children's hearing for a child whose supervision order they think should be varied or terminated, a Looked After Child review should be held.	Evidence that social workers have been reminded that significant decisions concerning a child should not be made out with a formal review. Evidence of an audit to ensure Looked After Child reviews are being held appropriately.	Send a bulletin and briefing to staff to ensure that are reminded that a Looked After Child review should be held to support decision making around a child's plan. Robust review of Looked After Child reviews to be completed.	Scheduled completion October 2020 and forms part of a larger brief incorporating other points in this document. Calendar schedule in place for audit and completion scheduled for end of October 2020	SSW	Amber
8	When a child who has social work involvement moves school, the new school should be informed of this in a timely manner in line with the Getting It Right For Every Child national framework principles of working collaboratively with the child at the centre.	Evidence that the findings of this investigation in relation to the Getting It Right For Every Child national framework principles of working collaboratively with	Findings shared in briefing to all social work staff and included in workshops in October 2020	Briefing and workshops scheduled for completion end of October 2020	Service Manager and SSW	Amber



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		the child at the centre have been fed back to the relevant staff in a supportive manner which encourages learning.				
9	Social workers should avoid making statements based on assumptions and pejorative personal opinion.	Evidence that the findings of this investigation in relation to record keeping and attitude towards families have been fed back to relevant staff in a supportive manner that encourages learning.	General culture shift across social work department required. Should be formed as part of the workshop and upcoming development sessions on relational practice and all other training/ briefings/ supervisions.	Workshops scheduled completion end of October 2020 and upcoming development of staff beginning in September and ongoing	Service Manager and SSW	Amber
10	Parents with parental rights and responsibilities should, as far as possible, be consulted prior to medical treatment or	Evidence that social workers have been reminded of and understand their	Briefing reminder to all staff and ongoing monitoring through Looked After Child Reviews	Scheduled for completion October 2020	SSW	Amber



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	in cases of an emergency admission be notified as soon as possible, in line with the Children (Scotland) Act 1995.	legal obligations in respect of children and parents.				
11	The Council should adhere to the National Guidance for Child Protection in Scotland in relation to notifying the receiving local authority immediately when children and/or their family move.	Evidence that social workers have been reminded of their obligations under the National Guidance for Child Protection in Scotland. Evidence that the Council's procedures and guidelines meet the National Guidance for Child Protection in Scotland standards.	Ensure that as part of a closure process we have clear recording and evidence of passing information to receiving authority in a timely manner. Briefing to all staff	Scheduled completion end of October 2020	Service Manager and SSW	Amber
12	The relevant Looked After Child forms, including general medical consent, should be	Evidence of an audit to ensure that Looked After Child	Audit of Looked After Child forms.	Scheduled completion end of October 2020	Service Manager and SSW	Amber



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	completed at the point of a child being admitted to the care of the Local Authority, or in cases of emergency, as soon as is practicable possible after the child is placed; in line with The Looked After Children (Scotland) Regulations 2009.	forms are completed prior to or at the point of a child being accommodated.	Prompt for Reviewing Officers to ensure relevant forms are completed and on time.	Completed		
13	When making decisions regarding the care and education of children, the Council should appropriately gather and take into account relevant information.	Evidence that the findings of this investigation have been reviewed in full by a senior member of staff at the Council and that they are satisfied that all failings have been addressed by the recommendations above or actions already taken by the Council. If they are not, an action plan should be devised	Ongoing monitoring and review by Service Manager and completed actions along with evidence to be taken to Children and Family Governance Meeting on 16th November 2020	November 2020	Service Manager	Amber



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		to ensure that all issues are addressed appropriately and fully.				
14	Complaints should be handled in line with the relevant complaint handling procedure.	Evidence that the Council have carried out a review into the handling of this complaint, identified where improvement action (such as training) is required, and developed an action plan to improve complaint handling.	<p>Review of complaint to be completed and staff training regarding complaint process to be provided.</p> <p>Further mandatory staff training to incorporate process and approach to staff to be timetabled over the coming year.</p> <p>Action plan in place to improve complaint handling.</p>	<p>Training scheduled for October 2020.</p> <p>Timetable in place by end of October 2020 and in part to be included in workshops throughout October 2020.</p> <p>Complete September 2020.</p>	Service Manager	Amber