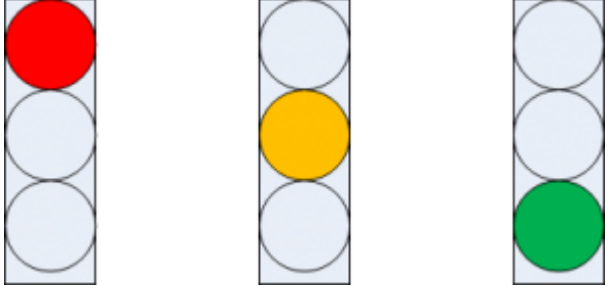




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Red (trouble): At risk to miss scheduled completion date. Immediate management action required.

Amber (danger): At risk if issues are not addressed. Attention required.

Green (all good): On track to meet scheduled dates

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.

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 Ms C and Mr A for:	Copy or record of the apology. By 20 May 2020	Write a letter of apology as described to Mrs A.	By 20 May2020	Joyce Johnston - Head of Service	Green



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	<ul style="list-style-type: none">• Failing to begin transition planning for Mr A at least 3 years before he was due to leave school.• Failing to carry out a pathway assessment prior to making the decision that Continuing Care was not available to Mr A and prior to transitioning Mr A to Adult services.• Failing to communicate reasonably with Ms C about her son's care and support.• Failing to handle her complaint reasonably.					
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2	Consider whether it would be appropriate to fund Mr A to remain in the residential placement until he is 21 years of age or whether this could be achieved through Self-Directed Support.	Evidence that the Council have considered funding Mr A's residential placement until he is 21 years of age or whether this could be achieved through Self-Directed Support taking into account the findings of this investigation, with full reasons provided for any decisions reached. By 20 May 2020	Update 04.06.2020 – following a meeting with Mr and Ms C, the family note that they have not been involved in any discussion or decision for A to return to Moray. Also the date on the support plan for A to remain in provision was ambiguous. An amendment to the support plan has been written with a clear date of June 2022.	Complete at 4 June 2020	Interim Service Manager Learning Disability	Green
3	Where a young person has significant additional support needs, transition planning should begin at least 3 years	Evidence that the findings on these complaints have been fed back to relevant staff in a	Meet with relevant staff to support them to read contents of investigation and support staff to understand it in the	Complete at 20 May 2020	Jennifer Gordon – Corporate Parenting and Commissioning Manager and	Green



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	before a young person is due to leave school.	supportive way (e.g. a record of a meeting with staff; or feedback given at on-to-one sessions). By 22 October 2020	context of a learning development opportunity.		Charles McKerron Interim Service Manager Learning Disability.	
		Evidence that the Council have considered any training needs for social work staff in relation to transition planning. By 22 October 2020	Provide training following review of transitions and continuing care policies.	The Committee which will consider recommendations, being made as a consequence of revision of the relevant policies, will be February 2021. Training would be scheduled following consideration by Committee: - Training will be March/ April 2021.	Corporate Parenting and Commissioning Manager; Interim Service Manager Learning Disability will lead the team comprising – Transitions Social Workers; East Area Manager; Senior Organisation	Red



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					Development Advisor, and Consultant Practitioner Children and Families. Group as above indicated.	
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4	Where a young person is approaching adulthood, a pathways assessment should also be carried out to assess throughcare and aftercare options (including an assessment of whether it is in the young person's best interests to remain in their current placement under Continuing Care rather than transitioning to Adult services) with the input of the young person, their parents/ guardians, Adult services and any other interested agencies.	Evidence that the findings on these complaints have been fed back to relevant staff in a supportive way (e.g. a record of a meeting with staff; or feedback given at on-to-one sessions). By 22 October 2020	Meet with relevant staff to support them to read contents of investigation and support staff to understand it in the context of a learning and development opportunity.	Complete at 20 May 2020	Group indicated at 3 above for each of the following activities.	Green
		Evidence that the Council have considered any training needs for social work staff in relation to	Provide training following: <ul style="list-style-type: none"> review of current policies in relation to transitions, pathways, continuing care 	Training will be March/ April 2021.		Red



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		pathways assessments, Continuing Care and Ordinary Residence. By 22 October 2020	and ordinary residence policies • Committee approval of recommendations arising from review.			
		Evidence that the Council have reviewed their Continuing Care Procedure taking into account Mr A's case and the legislative framework. By 22 October 2020	Review current policy and guidance in relation to transitions planning, pathways assessments and planning, continuing care and ordinary residence for young people with additional support needs.	The Committee which will consider recommendations, being made as a consequence of revision of the relevant policies, will be February 2021.		Red
5	Looked After Children with complex needs should be	Evidence that the findings on these	Meet with relevant staff to support them to read	Complete at 20 May 2020	Team indicated at 3 above and	Green



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	<p>given examples of the type of care they might be offered and be taken to see possible care settings.</p> <p>Where a recommendation has been made to offer a Looked After Child independent advocacy, this should be acted on timeously.</p>	<p>complaints have been fed back to relevant staff in a supportive way (e.g. a record of a meeting with staff; or feedback given at on-to-one sessions).</p> <p>Evidence that the Council have considered any training needs for social work staff in relation to making sure that Looked After Children with complex needs can make informed choices.</p> <p>By 22 October 2020</p>	<p>contents of investigation and support staff to understand it in the context of a learning development opportunity.</p> <p>By using the record of the above sessions actions required in terms of training/ resource for advocacy will be planned.</p>	<p>Complete at 20 May 2020</p>	<p>additionally Service Manager Provider Services and Consultant Practitioner Challenging Behaviour.</p>	
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6	The Council should engage in a meaningful way, including holding meetings with parents/ guardians, out with the formal Looked After Child Review process, when planning the future care for Looked After Children with complex needs.	Evidence that the findings on these complaints have been fed back to relevant staff in a supportive way (e.g. a record of a meeting with staff; or feedback given at on-to-one sessions). By 22 October 2020	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.	Complete at – 20 May 2020	Corporate Parenting and Commissioning Manager	Green
7	Information on how to make a Continuing Care request should be provided to individuals when they request it.	Evidence that the findings on these complaints have been fed back to relevant staff in a supportive way (e.g. a record of a meeting with staff; or feedback given at on-to-one sessions). By 22 October 2020	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. Review current policy and guidance in relation to transitions planning, pathways assessments and	Complete at - 20 May 2020	Corporate Parenting and Commissioning Manager	Green



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			planning and continuing care for young people with additional support needs.			
8	<p>Invites to Looked After Child Reviews should be distributed in a timely way.</p> <p>Minutes of Looked After Child Review should be typed up and distributed in a timely way.</p>	<p>Evidence that the Council have a system in place to timeously to: -</p> <ul style="list-style-type: none"> Distribute invites to Looked After Child Reviews. Type up and distribute minutes of Looked After Child Reviews. <p>By 22 October 2020</p>	Review and agree standards for all key administrative processes related to the functioning of Looked After Child reviews.	By 22 October 2020	Tracy Stephen - Service Manager	Amber
9	The necessary systems should be in place to ensure that complaints are handled in line	Evidence that the findings on these complaints have	Meet with relevant staff to support them to read the contents of investigation	Complete at October 2019 May 2020	Corporate Parenting and	Green



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	with the Moray Council's complaint handling procedure and the model complaints handling procedure and that all staff responsible for dealing with complaints should be aware of their responsibilities in this respect.	<p>been fed back to relevant staff in a supportive way (e.g. a record of a meeting with staff; or feedback given at on-to-one sessions).</p> <p>Evidence that the Council's systems demonstrate senior level/ governance responsibility for complaint handling.</p> <p>By 22 October 2020</p>	<p>to ensure that complaints are handled in line with the Moray Council's handling procedure</p> <p>Specific sessions relating to the management and handling of complaints have been delivered and will be repeated at agreed intervals.</p> <p>All complaints; management of complaints and the learning arising from complaints are tabled at the Children and Families and Criminal Justice Social</p>	Quarterly – April 2020; July 2020; Oct 2020; Jan 2021	<p>Commissioning Manager</p> <p>Complaints Officer</p> <p>Chair of Practice Governance Group</p>	
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			<p>Work Practice Governance Group to: -</p> <ul style="list-style-type: none">• Ensure consistency in approach to handling complaints and• Disseminate learning.			
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