

Suggested Arrangements for Visits to Children's Social Care Services

Aims and Objectives

- To enhance the understanding and capacity of members' to support and challenge the delivery of frontline social work services to children and families
- To enable members to better inform citizens and promote knowledge of the role and activities of children's social work
- To inform members in their contribution to decisions by the Council about Children's Social Care services
- To enhance open and transparent governance and to contribute to the implementation and monitoring of the Improvement Plan
- To provide members with opportunities for face to face contact with social workers and other staff
- To support dialogue between staff, managers and members about the strengths and challenges in providing services

Proposal

- A Task and Finish Group of the Committee to be formed to oversee the implementation of the Improvement Plan
- Task and Finish Group members to be given training opportunities on the Council's arrangements for Children's Social Care in relation to our services and structures, the statutory framework for services and the member's role
- Advice on whistle blowing and also potential conflict of interests to be provided

Activities to be based around:

- Facilitated meetings with social care teams
- Observation through office visits and panel activities
- Presentation of anonymised recent case examples by social workers
- Direct contact with Foster Carer Support Groups
- Provision of relevant performance data
- Participation in Children's Social Care training courses
- An overview of Children's Social Care Quality Assurance work

Reporting

- Standard format to be adopted for recording member visits to teams (suggested format attached)
- Reports of Task and Finish Group to accompany progress reports to the Committee on the Improvement Plan

Resources to be provided

- Named Senior Manager to support activity
- Project Manager time to set up
- Workforce development and LSCB training time and funding for any further training material
- Administration to support meetings of the Task and Finish Group and production of reports

**Record of Elected Member's Visit to
Children Social Care Services**

Please complete all sections using black ink or type

Purpose of Member Visits

- *To gain insight into the work carried out by Children Social Care.*
- *To speak directly to Managers and Social Workers to identify what supports and hinders their work.*
- *To receive information regarding performance and quality of work to inform strategic policy.*
- *To ensure critical oversight of current practice in Children Social Care.*

1. Team 1 2 3 4 Service:

Date of visit:

2. Visiting Member

Visiting Member

3. Number of social work vacancies

Number of social workers absent due to long term sickness

Number of agency social workers in team

4. Last Month's Information (R&A Only)

No: of initial assessments

No: of Section 47 Core Assessments initiated

No: of Initial Child Protection Conferences held

All social work teams:

1. No: of unallocated cases: Children in Need

Child Protection

Children Looked After

How are the identified unallocated cases monitored and managed?

5. Allocations

Lowest number of cases held by a worker

No of workers carrying more than 20 cases

How long do families wait to be seen?

Are children always visited at required intervals?

6. What would help team workers improve the impact of their work with families? [Without additional resources]

7. What do children and families think of the service? Do you get many complaints? Do you resolve these quickly?

8. Reception/Public Areas [are these welcoming for service users]

Is the reception area welcoming	1	2	3	4	5
Cleanliness	1	2	3	4	5
Condition of Furniture	1	2	3	4	5
Access to public toilet	1	2	3	4	5
Leaflets for information	1	2	3	4	5

9. Comments/observations of Social Workers/ Community Support Workers

10. Feedback and discussion with Team Manager

11. Issues which need to be picked up by senior managers

Signature of Elected Member.....

Dated

Return a copy to: email and postal address

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