



North Tyneside Council

Post-Inspection Action Plan

North Tyneside Council has prepared this response in compliance with The Education and Inspections Act 2006 (Inspection of Local Authorities Regulations 2007) following publication on 15 April 2020 by Ofsted of the report on their inspection into the effectiveness of North Tyneside Council's Children's Social Care Services.

	Ofsted Recommendations of What Needs to Improve	Actions that will be taken	By when	Measure of Success that will be used
1.	Supervision and management oversight are not of a consistently high quality or always clearly recorded.	a. Development of a Supervision Scorecard which reflects the key performance expectations detailed in the recently refreshed Supervision Policy	30/06/2020	Performance Management Information in relation to Supervision is captured and reported to Senior Managers in an accessible way so that the regularity of Case Supervision can be monitored, with any deficits in performance robustly and swiftly addressed with individual Managers as appropriate.
		b. Direct Observation of Supervision by Senior Managers extended to include a review of the clarity of recording of the Supervision by the Supervisor as part of increased quality assurance activity	31/05/2020	The quality of Case Supervision is regularly assured by Senior Managers and learning is fed directly back to Supervisors to improve their practice.

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		c. Continued training of all Supervisors in evidence-informed best practice relating to reflective and directive Supervision, consistent with the Signs of Safety model of practice	31/12/2020	All those undertaking Supervision access relevant, recent training and their practice is informed by evidence of what works
		d. Brief Case Reviews to regularly focus on the frequency and quality of management oversight recorded in Case Notes	31/05/2020	The regularity of management oversight of cases is reviewed, with any deficits in performance robustly addressed
2.	In the absence of good-quality life-story work, children and young people are not routinely getting the help they need to make sense of their, and their families', histories and better understand why they are in care.	e. Continuation of commissioned specialist training of all relevant practitioners in effective evidence-informed best practice in relation to Life-Story Work.	30/09/2020	All staff working with children and young people understand and apply the key principles of the adopted model of Life-Story Work ensuring consistency of approach
		f. Development of a Life-Story Scorecard which reflects the key performance expectations detailed in the new Life-Story Policy	30/06/2020	Every child or young person entering care has timely commencement of high-quality Life-Story Work. Every child or young person in care with a plan for permanence has timely completion of high-quality Life Story Work, including, where appropriate, a Later Life Letter and Book.
		g. More frequent use with children and young people of their life-stories by practitioners and carers, supported if needed by Clinical Psychological input,	30/06/2020	Increased recognition by practitioners of the therapeutic value of high-quality Life-Story work and, as a result, increased use, where appropriate, of Life-Story

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		to help children and young people make sense of their, and their families', histories and better understand why they are in care.		work with children and young people in care
		h. Identification of any children and young people in care or recently left care for whom Life Story Work requires strengthening and appropriate action taken to address identified deficits within a defined timescale	30/06/2020	All children and young people have high quality Life Story Work undertaken with them. Where work undertaken is judged not to effectively support a clear understanding of the child's history, their family's history or why they are in care, prompt and effective remedial action is taken to improve the work as swiftly as possible.

<p><u>Endorsement of Plan</u></p> <p>Ms. Jacqui Old Director of Children and Adult's Services 23 April 2020</p>	<p>Cllr. Peter Earley Council Member for Children, Young People and Learners 23 April 2020</p>
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