

### Action Plan following Unannounced Inspection of Contact Referral & Assessment Arrangements in August 2010

	Area for development	Action needed	Who / by when
1.	Children and young people are seen during assessment but it is not always clear if they are seen alone. Their views are generally well recorded and taken into account, but this is not consistent.	<ul style="list-style-type: none"> <li>The forms used to record assessments are being changed so that there is specific section on which to record whether or not the child was seen alone</li> <li>To be raised at Duty Team Meeting that while awaiting form amendment record to show whether seen alone</li> <li>Reminder to all staff to record the views of children and young people - to be raised at next Team Managers meeting</li> </ul>	<p>Head of Service Safeguarding, by December 2010</p> <p>Duty Team Manager - immediate</p> <p>Chair of Managers Meeting – October 2010</p>
2.	Initial Assessments undertaken by family support workers.	This practice has now ended as already planned. Development of Family Worker role within Duty under consideration.	Duty Team Manager – by December 2010
3.	Use of the Common Assessment Framework [CAF] not consistent or fully established.	Action Plan needed to further embed CAF and Lead Professional working in other agencies. Prevention and Early Intervention Programme Manager has been asked to develop this with CAF Co-ordinator.	CAF Co-ordinator – by December 2010
4.	Lack of clarity between recording of contacts and referrals.	Further analysis needed of which kinds of cases are being held too long as contacts, in order to address the problem.	Duty Team Manager – by October 2010
5.	Part of Assistant Team Manager [ATM] role to hold cases.	This will be reviewed as part of wider review of social work roles and functions. Also need to await Munro review of Child Protection and Social Work. In the meantime, any case work undertaken by ATM will continue to be supervised by the Team Manager.	<p>Head of Service Safeguarding, by December 2010</p> <p>Duty Team Manager - immediate</p>