



Quality Assurance and Case Review Subgroup Multi agency Action Plan Template Guidance

Introduction

The MSCB action plan is designed to ensure agencies have clear goals and objectives in order to achieve specific measurable outcomes and that there is consistency in reporting and monitoring across agencies. The action plan template should primarily be used in response of Serious Case Reviews (SCR) and Lesson Learned Reviews (LLR), but can also be used by agencies to report progress on single agencies objectives.

Using the action plan

Desired outcome

Action plans are used in response to challenges that have been identified in reviews and audits. Agencies need to consider the challenge and decide what the desired outcome is. This should be a measurable outcome or a statement of what the agency intends to achieve (also measurable) which can include specific target statistics and the source of the challenge e.g. A recent Serious Case Review (SCR) identified that professionals in Medway are not prepared to work with hard to engage families. Medway professionals need to be well equipped to work with these families through clear accessible guidance.

Outcomes should aim to be:

- Specific**
- Measurable**
- Achievable**
- Realistic**
- Timely**

However, it is recognised that it is not always possible for outcomes to be immediately SMART. Whilst some issues have clear-cut solutions that can be addressed locally and by all relevant agencies, other issues may require consideration of competing priorities and resource constraints, some may also need further research and development and may need to be addressed at national level¹.

Agencies at this point should consider and collate evidence of the current position and practice of the agency to ensure outcomes are comparable later

¹ Children's and Families' services SCIE Guide, *Learning together to safeguard children: developing a multi-agency systems approach for case reviews*.

on. For example the numbers of staff that attend MSCB training per quarter to judge rises in attendance or need for additional training.

Planning

Specific action

Specific actions to meet the challenge and achieve the desired outcome need to be identified and a definite achievement date set for each, which should where possible, relate to a specific Month and not just the year. E.g. Guidance for working with hard to engage families, for Multi agency staff use, will be developed and published on the MSCB website by November 2011.

Accountability

A named professional, a job title or the lead agency should be identified to allow for accountability. If this action requires a multi agency approach the agencies involved, and professional's titles, should be included. E.g. The MSCB Development Officer with an elected task and finish group.

Measuring success

The outcomes and the method of measuring the outcomes of the completed action should be stated. These may include comparing current performance against baseline data/starting position, the use of staff or service user surveys, intra agency audits, training evaluations (both immediate reaction evaluation and post training reviews) and training attendance records.

This section should identify how an agency will know when the outcome has been achieved and what the levels of success are.

Risk assessment

Agencies should consider if there are any known risks that may prevent the desired outcomes from being achieved. If so agencies need to detail what measures are in place to reduce, remove or manage the risk. These risks may include lack of resources both in staff and monetary or lack of staff's access to the Internet to access guidance. Risk management here would include providing printed versions to agencies or on request and ensuring the task and finish group meets at convenient times for full agency engagement.

Monitoring

Progress

Progress against each specific action should be recorded with the date achieved, and should be regularly updated for actions that are ongoing (minimum of 6 monthly review). E.g. A multi agency task and finish group

met three times during September 2011 to draft frontline staff guidance on how to work with hard to engage families.

The next stage of progress planned can be highlighted here to ensure the outcome is being achieved within the timescale set. E.g. The task and finish group will submit the final draft of the guidance for consultation to the MSCB learning and development subgroup by October 2011.

Whilst RAG (Red, Amber, Green) rating is useful it does not necessarily evidence the progress made/partially made or plans to fulfill the outstanding actions. If RAG rating is used it must be accompanied by clearly stated points of progress.

Additional actions

Specific review arrangements and responsibilities need to be detailed. E.g. the MSCB development officer will review the training every 6 months and present changes to the Learning and Development Subgroup to ensure the content is still up to date and agreed by a multi agency group.

In the course of achieving the desired outcomes other opportunities may present themselves and form additional actions. E.g. Multi agency training in support of the guidance is needed. Training to be developed and delivered for a multi agency audience by January 2012.

What difference has been made?

What difference has been made should be judged and evidenced from comparable outcomes and agency/individual feedback. Assessment should include consideration of how the outcomes have had a positive effect on the welfare and safety of children and young people in Medway.

To see how well an action has been completed agencies must consider if the desired outcome has been achieved or if there are still improvements to be made.