

Action Plan

Appendix 'B'

That within 2 weeks of the final report LCC should:		Action	Who	By when
Make a public notice in more than one newspaper within two weeks of receiving the report, and to make the report available at one or more of the Council's offices for three weeks (see specimen public notice in 'action' column).		Published Bolton Evening News Thursday 13 August and Fleetwood Weekly news Wednesday 19 August.	Rob Bywater Angela Esslinger Diane Booth	19.8.15 completed
That within two months of the final report LCC should:		Action	Who	By when
a	Apologise to the complainant for failing to involve her in our 'child in need' assessments and for the additional time it took to consider her complaint at all 3 Stages of the statutory complaints procedure.	Letter to be written and action plan to be shared	Diane Booth	13.9.15 completed
b	Increase our offer to the complainant for the additional time and trouble she spent pursuing her complaint over that allowed by the statutory complaints guidance from £250 to £300 due to the delays at Stage 3.	A total of £500 has been made and accepted in the above letter.	Diane Booth to include offer in letter	13.9.15
c	Pay the complainant £200 for the frustration caused by not being able to contribute to her son's 'child in need' assessments.		Complaints Team are processing payment from CYP budget	Payment made
Within three months of the final report LCC should:		Action	Who	By when/ status
d	LCC must formally consider the report and any recommendations we have made. This means the report should be submitted to its full council (or committee if the council has delegated the authority to that committee).	Take a report to the Cabinet Member for Children, Families and Schools and then a Full Council meeting	Diane Booth Ian Young	On 22 October Full Council meeting held Completed
e	Ensure we involve both parents in our child in need assessments unless there are specific and recorded safeguarding reasons not to. Also, ensure we share copies of those assessments to parents where it is safe to do so, in a timely manner, redacted	All workers have been briefed and we have introduced a booklet for CYP and families regarding the assessment process	Diane Booth	April 2015 Completed

	where necessary.			
f	<p>Improve our policy for homeless 16 and 17 year olds to include reference to bed and breakfast accommodation not being suitable even in an emergency. We should then ensure our children's service staff are aware of this condition.</p>	<p>All staff are aware and B&B are only ever used in an emergency when nothing else is available and we have updated our scheme of delegation and only the Director of Children's Services can approve use of bed and breakfast We are currently consulting upon a refresh of the homeless protocol for 16/17year olds.</p> <p>Our quality assurance audit activity will measure compliance.</p>	Diane Booth	<p>April / November 2015</p> <p>Completed</p>
g	<p>Ensure we do not place homeless 16 and 17 year olds in bed and breakfast accommodation (including the use of unsupported hotels) even in an emergency. If LCC decides to act in breach of the statutory guidance, the decision to do so should continue to be made by the director for children services. The director for children services decision and the reasons for it, should be recorded on the child's file.</p>	<p>This will be reflected in the refreshed protocol.</p> <p>All staff are already aware</p> <p>Our quality assurance audit activity and data monitoring will measure compliance.</p>	<p>Diane Booth</p> <p>Diane Booth</p>	<p>13 November 2015 pending</p> <p>April 2015</p>
h	<p>Ensure we record important decisions on the child's case file when considering providing accommodation to 16 and 17 year olds covering such area as:</p> <p>i. Whether a section 20 duty arises.</p> <p>ii. Whether we are obliged to conduct a new Initial Assessment of the child's needs now they are homeless.</p> <p>iii. How we have explained the implications of becoming a 'looked after child' to the young person.</p> <p>iv. Any refusal by the young person to become a 'looked after child' and how we explained that</p>	<p>We will incorporate this into the refreshed guidance for workers</p> <p>All staff already aware</p> <p>Our quality assurance audit activity will measure compliance.</p>	<p>Diane Booth</p> <p>Diane Booth</p>	<p>13 November 2015 pending</p> <p>April 2015</p>

	<p>assistance may be available to them from the housing department.</p> <p>v. Any contact with the housing department after a young person who requires accommodation refuses to become a looked after child.</p>			
i	<p>Carry out a review of whether we are meeting our sufficiency duty regarding the provision of accommodation to our 'looked after children'.</p>	<p>We have established a project board with our housing partners to address sufficiency – scope need and develop provision to meet demand</p> <p>The sufficiency element will take a lot longer to review with all our housing partners</p> <p>We are scoping demand/ need and current provision over a 12 month project linked to NEET</p>	Diane Booth	<p>Ongoing work which has commenced</p> <p>Pending</p> <p>Estimated End date April 2016</p>