



Name of meeting: Children's Scrutiny Panel

Date: 15th September 2021

Title of report: Update of Peer Review (Health Check) – Duty and Advice

Purpose of report: To share for information, the outcome of the Kirklees Duty and Advice Service (Front Door) Peer Review

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	Not Applicable
Key Decision - Is it in the Council's Forward Plan (key decisions and private reports)?	Not Applicable
The Decision - Is it eligible for call in by Scrutiny?	Not Applicable
Date signed off by Strategic Director & name	Elaine McShane on behalf of Mel Meggs 3/9/21
Is it also signed off by the Service Director for Finance?	N/A
Is it also signed off by the Service Director for Legal Governance and Commissioning?	N/A
Cabinet member portfolio	Cllr V Kendrick

Electoral wards affected: All
Ward councillors consulted: No
Public or private: Public

Has GDPR been considered?

Yes GDPR has been considered. The information in this report does not identify any individuals.

1 Summary

As part of the sector led improvement Kirklees underwent a Front Door health Check in May 2021. The front door health check is a recognised contribution to the improvement through conversations, direct observation, dip sampling cases, auditing, and reviewing of performance data, to the self-assessment in relation to:

- Effectiveness of Thresholds; Consent; Step Up/ Step Down
- Effectiveness of decision making and management oversight
- The quality of assessments (screening)
- Strength of partnership contribution
- Effectiveness of Quality Assurance (through audit analysis)

Over two days the team of five reviewers met with leaders, practitioners, and partners. This was supplemented with an audit of approx. 40 cases.

The review identified areas of strength and areas for consideration

Key areas of strength identified were.

The pace of improvement, ambition for children, young people and families is shared across services.

The Team reported the practitioners they met presented as highly confident and motivated with a sense of pride about working in Kirklees Front Door.

The Reviewer Team commented upon there being great cohesion in the vision, and this is led by strategic leaders but understood by all including partners. The partner relationship is a real strength, they understand fully the governance system; partners are fully engaged and there is great trust in the partnership arrangements.

The Team observed a strong sense of team with transparent collegial leadership and social workers talked of a visible senior leadership team with excellent support.

The Team shared that they heard about and saw strong political support and investment in the Front Door and noted that it is well resourced and the range of support services sitting in the front door is impressive and further evidences the strong strategic and political support in Kirklees.

Practitioners presented as highly confident and motivated, with an evident sense of pride about working in the Kirklees “Front Door” and linked services. The confidence and enthusiasm in those practitioners shone through and they left the Review Team with a strong sense of shared vision and commitment to the children, young people and families in Kirklees.

Evidence of good morale and that staff felt supported and valued with workers reporting they felt “cared about”.

The practice model is understood and owned by practitioners and partners, there is a strong confidence in the model, the ethos is embedded of having conversations at the right time leading to the right interventions

Management oversight and challenge was evident on cases and the Managers rationale is well recorded

Good quality supervision including reflective supervision was seen on some cases

Re-referral rate has been consistently managed

Screening of information in the cases seen was of good quality and well written

There are “checks and balances” in the system through the various panel meetings exploring outcomes and appropriate interventions

The Front Door managers and staff provide training to uniform police officers, education safeguarding officers on the role of the front door and this will be rolled out to health colleagues

Key Areas for consideration were.

To ensure consent is always sought before checks are undertaken, and that professionals understand consent fully.

Check whether feedback to the referrer is consistently applied.

Consider how daily performance management is proactive in timeliness for contacts to ensure proactive oversight of contacts to prevent delay.

Ensure that fathers are consistently included in the screening stage of contacts.

Overall, the Review Team stated that they saw evidence of a strong and effective Kirklees Front Door.

2. Information required to take a decision

Not applicable – Report is for information only.

3. Implications for the Council

3.1 Working with People.

Not applicable

3.2 Working with Partners

Not Applicable

3.3 Place Based Working

Not Applicable

3.4 Climate Change and Air Quality

Not Applicable

3.5 Improving outcomes for children

A strong and effective Front Door means that children, young people and families are offered help when needs and/or concerns are first identified. Professionals identify children and young people in need of help and protection which results in children and families receiving effective, proportionate, and timely interventions, which improve their situation.

3.6 Other (e.g. Legal/Financial or Human Resources) Consultees and their opinions.

Not Applicable

4 Next steps and timelines

The Front Door has a weekly Referral Review meeting and the areas for consideration will be woven into this meeting to ensure ongoing quality assurance and timeliness of contacts is improving. Additionally, practice learning days take place monthly where these areas are considered and actioned by managers and staff.

5 Officer recommendations and reasons

That the report be noted.

6 Cabinet Portfolio Holder's recommendations

Not Applicable

7 Contact officer

Charlotte Jackson Head of Service Front Door and Assessment and Intervention

8 Background Papers and History of Decisions

Not Applicable

9 Service Director responsible

Elaine Mcshane, Service Director (Family Support and Child Protection)