

**Appendix A - Performance Monitoring
Recommendation Status Return**

**Children, Education and Social Care
Learning Disabilities
August 2010**

No	Recommendation	Priority Rating	Responsible Officer Comments	Responsible Officer	Implementation Date
01	The written agreement should be completed and signed by both parties as soon as possible. The roles and responsibilities for each partner should be included in the agreement.	2 Significant	Agreed. The team contributed to the review by senior managers. The agreement is currently with Legal Services.	Head of Service	31/12/2010
Status Update: Completed					
02	Management should investigate and monitor performance in this area to ensure that assessments are completed in a timely manner.	2 Significant	Agreed. This is to be done in a number of ways, practice development via team meetings, individual supervisions and a team management audit of outstanding activities. The recording issues are to be addressed by the team clerk and manager.	Margaret Burns and senior staff	20/10/2010
Status Update: Ongoing. Maternity leaves, Both Senior Practitioner Sickness and my own absence have impacted. Improvements and any issues are monitored as above					

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03	Annual reviews should be completed within the twelve month target timescales. Management should give a priority for clearing the backlog of reviews.	2 Significant	Agreed. Will continue to prioritise work and to improve practice in recording of reviews taking place. Also to challenge custom and practice re service reviews and impact on CM reviews.	Margaret Burns and senior management	20/10/2010
<p>Status Update: Review Officer currently on maternity leave and was sick prior to leave, gaps in team and quality of Agency staff reviews have impacted . Urgent issues and safeguarding prioritised. Team members and temporary staff support outstanding reviews in Review Officer absence – and others are being managed in team. Need for additional reviews due to Service Provider issues, safeguarding and Independent Living project requirements also impacted. Ongoing development and some improvements have been made to challenge custom and practice, promote independence and reduce packages where appropriate.</p>					
04	Management should investigate the differences between the CareFirst and Paris system to ensure both systems are accurate and up to date with client caseloads.	2 Significant	Agreed. Information to senior managers, data flow in the team.	Margaret Burns and senior managers	20/10/2010
<p>Status Update: Some issues outstanding – agreed Social Care Staff will use Care Director. Systems not integrated. System in place to ensure allocations input to both systems. (PI issues) Some clinical risk and practice issues still to be addressed - Social Care Staff do not have access to clinical care record on PARIS unless printed. Further work to be undertaken re data flow in team. MB and Ann Shanks</p>					

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05	Manual files should be up to date with client documentation, such as completed assessments and care plans.	2 Significant	Agreed. This is to be done by continuous audit, team meetings and supervisions.	Margaret Burns	20/10/2010
Status Update: Ongoing – addressed in supervision etc. Gaps in team, Safeguarding issues etc impact on quality					
06	Officers should submit mileage claims on a monthly basis. This is not only for ease of checking purposes, but also to ensure that the financial system is up to date for budgetary control purposes.	1 Prudent	Agreed. The team have been informed of this requirement.	Margaret Burns	20/10/2010
Status Update: Informed – client needs and risks have taken priority but all team aware of this requirement					

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07	Staff working within the service should be CRB cleared on a three year basis. The outstanding clearance for the Senior Social Worker should be followed up and obtained as soon as possible.	1 Prudent	Agreed. All now up to date, monitoring also to be undertaken at team level.	Margaret Burns	20/10/2010
Status Update: Was already completed					