

Quality, Performance & Leadership Peer Review Action Plan v5 10.06.16

Ensure that we know ourselves well and demonstrate best practice and understand the impact on children and young people

Lead – Ann Hartley

Actions	By Whom	Timescales	Outcomes	Current position – June 2016
<ul style="list-style-type: none"> Revise management information framework Provide regular data to all managers/leaders – pace and focus of dissemination Ensure tracking tools for managers in place Create additional post for QA/Performance. Identify additional performance management capacity 	HOS SC	November 2015	<ul style="list-style-type: none"> Quality and consistency for all managers, staff and partners Demonstrable performance improvement Increase pace and ensure priority of improvement 	<p>Review of management information has been undertaken.</p> <p>Performance dashboards in place and variations of this dashboard are presented at key meetings depending on need</p>
	HOS SC			
	HOS SC QA/Perf man			
<ul style="list-style-type: none"> Define strategic vision for Shropshire Children <ul style="list-style-type: none"> Children's services SSCB Refresh elected members development for corporate parenting role <ul style="list-style-type: none"> visits meeting with CIC 	DCS	November 2015	<ul style="list-style-type: none"> Universal clarity of vision for children in Shropshire Common understanding of purpose and responsibilities 	<p>DCS Management Matrix is in place. Team Manager Matrix is just in development. In meantime Team Managers and Service Managers are using DCS matrix to have an overview of work.</p>
	DCS / lead member / HOS SC			
		March 2016	<ul style="list-style-type: none"> Improve understanding of SW task and customer experience 	<p>HOS Quality, Performance and Assurance came into</p>

<ul style="list-style-type: none"> • Ensure all senior managers in CSC actively use performance monitoring and audit information to manage and inform SW practice • Establish corporate support – project management culture <ul style="list-style-type: none"> - Structured communication - Learning culture - Business planning techniques - Dissemination and ownership of vision • Risk assess future commissioning arrangements 	<p>DCS</p> <p>DCS / HOS SC</p> <p>DCS</p>	<p>November 2015</p> <p>March 2016</p> <p>March 2016</p>	<ul style="list-style-type: none"> • Impact on practice improvement • Professional planning expertise informs practice and learning culture • Regular update on progress • Best value and best provision 	<p>post on 21.03.16</p> <p>Bi monthly Quality and Performance Meetings ensure that there is a focus on performance information, learning from case file audits as well as links with learning and development so we can ensure learning takes place, resulting in improvements in practice. These improvements have been identified within the independent audit but we need to achieve consistency across all cases.</p> <p>Health check feedback indicated that Shropshire has a learning culture.</p> <p>Business plans are in place and service plans are just being devised and implemented. Plans set out Shropshire</p>
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