

Transition Improvement Plan



Quality Approach 1 – Children, Young People and Families

Responsive to the voice of children, young people and families

- Implementation of a holistic customer experience model –actively seeking and responding to the voice of children and young people, parents and families, partners and external stakeholders, and staff teams

Improving the child and family journey

- Review service delivery at different tiers of need and identify gaps and improvement opportunities
- Establishment of a Multi-Agency Safeguarding hub (MASH)
- Review of thematic audit of care plans and existing training to promote effective care planning
- Develop an effective edge of care service that minimises care admissions and accelerates discharges
- Ensure that all care episodes are purposeful and time limited to the needs of the child

Quality Approach 2 – Workforce

Practice Standards

- Publish the Trust 'Charter' / social work contract
- Staff engagement and involvement in developing the required competence and performance
- Management oversight of casework through an enhanced supervision process

Recruitment & Retention

- Review skills mix and composition of teams to address inequitable caseloads
- Reduce the number of agency staff

Career Progression

- Development of the Trust Workforce Development Plan
- Establishment of 'Grow Your Own' team manager programme

Quality Approach 3 – Business Support & Infrastructure

Performance Management

- Implementation of a comprehensive performance and practice improvement framework
- Complete installation of Single View and roll out reports function for use by management to inform service improvement

IT Infrastructure

- Implement action plan to improve Liquid Logic functionality
- Pilot Liquid Logic mobile working module

Support Services

- Review and evaluation of the effectiveness and costs of support services and business systems that enable the delivery of outstanding quality services and outcomes for children and families

Quality Approach 4 – Strong Partner in Team Doncaster

Partner Engagement

- Build and test effectiveness of a Trust Strategic Partner engagement approach
- Invest in capacity building and support for Partners in implementing the Partnership's Early Help Strategy
- Build engagement with HEIs and research organisations to build the social work practice development framework

Contracting and Joint Working Arrangements

- Review and market test as necessary or as required by EU legislation all contracting arrangements.
- Review and action plan opportunities for formal joint budget arrangements, formal consortia and joint ventures to drive further improvement or efficiency