APPENDIX B

Indicator	Summary
Area for Improvement	**Ensure that the outcomes of referrals to social care are promptly, routinely and consistently notified to referring agencies** *The effectiveness of the contact and referral service is compromised by delays in processing of initial contacts and a lack of clarity on the requirements to gather information. Improvements to the council's electronic system have been introduced, further upgrades are scheduled. However, there are still weaknesses in the system and it does not provide managers with easily accessible performance management information.*
Timescale identified by Ofsted :	**IMMEDIATE**
Responsible Officer :	**Nancy Meeham**
Level of Achievement :	Since the start of CAT., data has been gathered which includes Reponses to referrers. This initially was ad hoc due to pressures of changes of staff and lack of consistent PC in the Unit. There has been introduction of a multi agency referral form which has a identified form to "respond to the refer about the outcome of their contact". This has started to improve responses. However it is mainly when action is not being taken, CAT now need to improve to also send responses when a assessment will be undertaken as this is still a criticism of agencies that they are unaware if an assessment is to take place. There is clear direction from management that no contact can be closed without response to referrer being sent. This needs embedding with the PC's however there is a vast improvement. Bev Harding has been given data to identify the improvement in % in order that feedback can be given to the team and continual improvement can be made over the next quarter. The eventual outcome required is a 100% response to refer. The limitation in PARIS means that this can not be pulled as a business objective as it is a manual form which is then attached to the chronology in PARIS. This will be further developed in the performance meetings with GM and links with Strategy and performance
Overall Status :	**Fully implemented** **However needs embedding and high levels of consistency achieved. Need to improve responses to include all responses including when we are going to assess as well as when a contact is being redirected elsewhere.**
Identified sources of Evidence :	a. Example reports from PARIS b. CAF analysis c. CAT analysis d. Multi Agency referral forms
How will we know things have changed ?	1.

(linked to Child's journey deep dives)	2. 3.
Ongoing Quality Assurance : **Reference to service planning** **prioritisation**	