

One Point and Think Family Service Plan on Page Action Plan 2020/21

Key Priority 1. Deliver Durham's Stronger Families Programme and Earned Autonomy plan including developing and implementing an effective early help partnership offer

Key Action	Timescale	Responsible Officer	Status (Qtr1-4)
a) Develop proof of concept project to explore business intelligence solutions to better understand vulnerable pupils and target resources more effectively;	Sept 2020	Fiona Smith	
b) Deliver 'whole family outcome focussed' practice workshops to the TFP targeting, NPS/CRC, Adult Health Services, Acute Health and GPs;	Mar 2021	Fiona Smith	
c) Roll out Place based approaches will be in developed and implemented in all 7 localities in County Durham;	Mar 2020	Fiona Smith	
d) Locality Early Help Conversations will be in place in all 7 localities across County Durham;	Mar 2020	Fiona Smith	
e) Develop and implement a system which captures early help TAF activity lead by partners in County Durham;	Sept 2020	Fiona Smith	
f) Develop and implement a system which quality assures early help TAF activity lead by partners in County Durham;	Sept 2020	Fiona Smith	

Key Priority 2: Continue to develop a culture of continuous improvement and learning across the service

Key Action	Timescale	Responsible Officer	Status (Qtr1-4)
a) Appoint a Signs of Safety Coordinator to lead implementation across service;	April 2020	Karen Davison	
b) All practitioners and managers will have received 2 days Signs of Safety practice training;	Mar 2021	Karen Davison	
c) All practice leads across OPS will have completed S of S 5 days training	Oct 2020	Karen Davison	
d) All practitioners will have access to monthly Signs of Wellbeing Group Learning;	April 2020	Practice Leads	
e) All practitioners use Signs of Wellbeing assessment tool in all cases from the point of allocation;	April 2020	TM/ Practice Leads	
f) Key Workers will attend a Family Network workshop and consistently deliver Family Network meetings at beginning of work with family;	Sept 2020	Karen Davison	
g) Quality Improvement Framework will be developed and implemented across OPS;	April 2020	Lisa Skelton	
h) Implement MOMO across the service;	July 2020	Jen Norman	
i) Workforce Development Plan will be developed and implemented by March 2020 and will focus on key priorities for continuous improvement and delivery of evidence based interventions;	April 2020	Clare Gray	
j) Deliver x 2 annual workshops for OPS teams to facilitate	Mar 2021	Karen Davison	

Key Priority 3: Strengthen management oversight and quality assurance processes

Key Action	Timescale	Responsible Officer	Status (Qtr1-4)
a) Develop and implement a performance framework and Dashboard;	Apr 2020	Karen Davison/Laura Malone	
b) Hold monthly performance clinic with TM and FCTM;	Jan 2020	Karen Davison	
c) Revise and implement a new supervision framework;	April 2020	Fiona Smith	
d) Specific training for all key Workers/ managers on completion of harm matrix;	Sept 2020	Practice Leads	
e) Annual observation of practice for all staff;	Jan 2020	Team managers and SKW	
f) Revise and implement a quality assurance / case management oversight process;	April 2020	Fiona Smith	
g) Implement Outcome Star across Family Centre Group activities;	Sept 2020	Judith Bowman	
h) Undertake Annual Practice fortnight	June 2020	Lisa Skelton	
i) Develop and implement a system to consistently capture all Family Centre group activities and impact	June 2020	Judith Bowman	

Key Priority 4: Target vulnerable children, young people and families at risk of poor outcomes

Key Action	Timescale	Responsible Officer	Status (Qtr1-4)
a) Develop a Marketing and Communication plan to promote the early help offer to families and partner organisations;	Apr 2020	Lindsey Davison	
b) Deliver Young Parent Programme to 40 young parents (mother or father) in County Durham;	July 2020		
c) OPS achieve Young Carers status;	Mar 2021	Allison Underwood	
d) All OPS Teams to achieve liC Status;	June 2020	Judith Bowman	
e) Every Family Centres will provide and evaluate poverty offer;	May 2020	Lindsey Davison	
f) Relaunch Neglect Practice toolkit to all managers and practitioners;	June 2020	Karen Davison	
g) Harm matrix is used with all families where neglect is an issue;	June 2020	Karen Davison	
h) Introduction of Graded Care Profile within an OPS team;	Sept 2020	Karen Davison	
i) Train for all practitioners on supporting families with children / young people with Autism;	Sept 2020	Judith Bowman	
j) All staff trained in Reducing Parental Conflict	Mar 2021.	Fiona Smith	
k) Revise and standardise core Family Centre programmes	Sept 2020	Judith Bowman	