

Progress Update 5

Family Start: Service Improvement Plan

Giving children the best start in life...



Name of Provider: Te Ropu Awhina
Location of Provider: Region: Porirua
Manager: 9(2)(a)
Practice Advisor: 9(2)(a)
RAF: 9(2)(a)
Visit Date: 20 March 2012

Plan needs to consider all KPIs and explore performance and good practice behind these. Consider 'good news', progress and strengths and also focus on areas where performance or RAF monitoring have identified difficulties. Prioritise the biggest challenges.

Particular attention is required in the areas relating to Child safety, supervision, assessment and planning. Engaging hard to reach whanau, delivery of activity e.g. weekly visits, relationships with other agencies. Additional Advice Notes will be made available to set standards to assist with this process and guide expectations. Current Advice notes will be used to support standards and unify practice.

Proportion of time spent at each site will have an emphasis on input - advice, support, and guidance. RAF's role is centrally one of monitoring and Practice Advisors is one of delivering active support and building on change and improvement. The roles are complementary and will naturally overlap in some instances.

Plans will be discussed and agreed with the Site Manager - input may be with Supervisors and/or practitioners. Audit of files and discussion with practitioners will be needed to explore and evidence progress as will possible discussion with whanau using the service.

Brief summary of practice strengths:

- Regular weekly staff internal training
Qualified senior practitioner/supervisor interim
Managing and monitoring whanau exit process

Brief summary of practice requiring attention:

- Referrals from CYF through DR process do not stay on FS voluntarily
Major changes to the organisations premises, and senior management
Resignations and recruitment of whanau workers
Whanau engagement not strong but practice manager monitoring this
Improve relationships and referrals of at risk whanau from lead referral agencies and Teen parent school in London
Strengthen supervision and monitoring processes that centre around the child
Improve procedures and processes linking whakaahua, needs assessment, child safety tools for whanau and navigational plan for whanau workers
Increase AMBTL delivery % per month
Increase the uptake of well child checks and immunisations, improve networking with these services

- o Increase % of whanau receiving at least one home visit per month
- o Increase number of whanau visited at least weekly in first six months on FS
- o ECE uptake is low

Practice Advisor

Priorities identified for practice advisor support: Implementing the Child Safety Tools and whole process from Initial Visits through to the first IJP. Apart from the priority practice areas all areas of this programme need assessing.

Current judgement on level of support required:

This will assist Practice Advisors in determining how much time needs to be allocated **High Medium Low**
 Low would indicate need for no more than contact every 2 months. Medium monthly contact and high requires contact twice a month.

Desired Outcome Ensure SMART	Action	Who	When	Progress Update 20 March 26 April	Achieved Signed off
Te Ropu Awahina ES will have a clear process for implementing and supporting whanau workers practice in using the Child Safety Tools and developing Safety Plans	Develop a plan and report template for implementing the CST with all new whanau. Develop a plan to review CST with all existing whanau to ensure that all whanau have CST completed by May 2012.	9(2)(a) 9(2)(a)	Implement by 10 Feb	Progress Update Site Visit 20 March: Pre-visit 9(2)(a) Sited a file with completed CST, proper process is being followed for all stages, narratives have been provided for each question [redacted] is overseeing these and ensuring that all information is clear and for correct before signing off. Some CST has been sent back to the whanau worker a number of times to improve. Are on track to have all existing whanau completed by May.	9(2)(a)
	Review the Safety Plan template to include the standards required MSD Provide a focus session on CST for all whanau workers to support practice	9(2)(a) 9(2)(a)	By 10 Feb 28 Feb	The safety plan template is good, however monitoring and discussion with whanau workers is needed to improve recording and ensure it is relevant to particular safety concerns. And that it is developed with the whanau, for the whanau and specifically addresses the child's safety. Focus session completed on 28 Feb.	

Te Ropu Awihina will ensure that there is a well connected process between implementing the Strengths and Needs Assessment and Individual Family Goals

Reorganise whanau file, to bring the CST, S & N Assess and Safety Plan to the front

9(2)(a)

By 10 Feb

9(2)(a)

Will implement a buddy system where the whanau workers will buddy up with each other, they will peer assess each other's S & N Assess using the Assessment tool, and IFP's using the Plan Tool.

Support staff to improve on detail within completed S & N Assess, by using the "Great Assessment Tool"

9(2)(a)

Implement 28 Feb

Ensure that IFP goals are relevant to the outcomes of the S & N Assess and correct to the Assess domains

9(2)(a)

By 10 Feb

9(2)(a)

The flow/transition from S & N Assess to IFP has not been clear. Due partly to the use of the whakaahua assessment tool.

Review the IFP template to include a link to the Whakaahua information ie: strengths of whanau used in IFP plan

9(2)(a)

By 10 Feb

has made it clear with the staff that the Whakaahua is only to be used in the first visit to get a quick snapshot of the whanau situation. The S & N Assess 6 week process then takes place and IFP goals aligned to the domains.

Provide a focus session on developing a quality FS IFP

9(2)(a)

28 Feb

9(2)(a)

A change to the IFP template will include the domains. will monitor IFP goals to ensure they are child centred and actions are appropriate.

Focus session completed 28 Feb.

OFFICIAL INFORMATION UNDER THE OFFICIAL INFORMATION ACT

<p>The Ropu Awahina will improve the quality of recording of case notes, assessments and goal planning in client file</p>	<p>Support staff with record writing that includes: factual detail and are specific, objective and concise.</p>	<p>9(2)(a)</p>	<p>Provide support immediately</p>	<p>9(2)(a) are providing one on one support to two whanau workers to help lift their ability to write and record clear, specific and objective records. Improvement is evident, but progress is slow.</p> <p>Identified that some support with writing good detailed case notes will help improve this area.</p> <p>9(2)(a) RAF has used the Great Assessment tool to audit S & N Assess. Will go through each whanau workers assessment tool with them</p>	<p>9(2)(a)</p>
<p>The Ropu Awahina will have a robust leadership plan for the new FS management team.</p>	<p>Develop a strategy/plan to ensure that the relevant information and progress traded towards performance improvement is transferred to new manager/leader when employed</p>	<p>9(2)(a)</p>	<p>By 28 Feb</p>	<p>Currently exploring the idea of supervision being offered internally with external supervision offered monthly</p> <p>Also advertising for a Key Contact person.</p> <p>FS promotional activity was held at the Vikings Rugby Open Day and at the Creek Fest - Cannons Creek Festival.</p>	<p>9(2)(a)</p>

Use 8 main pages required as continuation

Signed: Manager:
Signed off Practice Leader:

date:
date:

Practice Advisor 9(2)(a) date: 20 March 2012
Ensure copied and sent to RAF

OFFICIAL INFORMATION

UNDER REVIEW



Family Start: Practice Advisor Site Visit Record 4:

<p>Name of Provider: Te Ropu Awahina Manager: 9(2)(a) Practice Advisor: 9(2)(a) RAF: 9(2)(a) Visit Number: 4</p>	<p>Location of Provider: Porirua Region: Wellington</p>
<p>Date of Visit: 28/2/2012</p>	<p>Staff seen: 9(2)(a) and all whanau workers</p>
<p>1. Review of Service Improvement Plan</p>	<p></p>
<p>2. Evidence of progress</p>	<p>The management team have developed CST and IFP templates and have been monitoring and supporting staff around these changes. The changes were made prior to the staff focus session and staff had already been implementing the changes Improvement still needed in particular with the practice of two whanau workers.</p>
<p>3. Delivery of support as planned</p>	<p>This visit was specifically to provide a full day focus session on CST, S & N Assess, IFP to all whanau workers. Session was productive, most whanau workers engaged.</p>
<p>4. Additional activity agreed</p>	<p>Follow up review 16 March</p>
<p>5. Other relevant issues</p>	<p>Overview: All areas of this programme practice quality needed to be assessed and improved. I have visited this site to provide support a number of times. They have been open and willing to receive as much</p>

OFFICIAL INFORMATION ACT

support as possible. A new GM was appointed in Jan, the manager left in Dec and replaced temporarily by two people (a manager of other services in the organisation and the finance/admin person). A priority was to recruit a manager but this has not occurred as yet and no date as to when recruitment will occur. There are five whanau workers, 9(2)(a)

three new whanau workers who started in the past 4-5 months have embraced the changes well and are positive, proactive and well articulated with CS and recording. Supervisor's external and not specifically focused on monitoring casework. Good achievements have been made with major changes and most staff are clear about CSJ, S & N Assess, JFP quality, but ongoing improvement and monitoring of whanau workers is needed to ensure good practice (sent bedded). Another major change to staff will occur when the new manager is employed.

RELEASED
OFFICIAL INFORMATION

9(2)(a)

1/3/12

Progress Update 4

Family Start: Service Improvement Plan

Giving children the best start in life...



Name of Provider: *Te Ropu Awihina*
 Location of Provider: Region: *Poiriua*
 Manager: 9(2)(a)
 Practice Advisor: 9(2)(a)
 RAF: 9(2)(a)
 Visit Date: *10 Feb 2012*

Plan needs to consider all KPIs and explore performance and good practice behind these. Consider 'good news', progress and strengths and also focus on areas where performance or RAF monitoring have identified difficulties. Prioritise the biggest challenges.

Particular attention is required in the areas relating to Child safety, supervision, assessment and planning engaging hard to reach whanau, delivery of activity e.g. weekly visits, relationships with other agencies. Additional 'Advice Notes' will become available to set standards to assist with this process and guide expectations. Current Advice notes will be used to support standards and unity practice.

Proportion of time spent at each site will have an emphasis on input - advice, support, and guidance. RAF's role is centrally one of contributing and Practice Advisors is one of delivering active support and building on change and improvement. The roles are complementary and will naturally overlap in some instances.

Plans will be discussed and agreed with the Site Manager - input may be with Supervisors and/or practitioners. Audit of files and discussion with practitioners will be needed to explore and evidence progress as will possible discussion with whanau using the service.

Brief summary of practice strengths:

- o Regular weekly staff internal training
- o Qualified senior practitioner/supervisor interim
- o Managing and monitoring whanau exit process

Brief summary of practice requiring attention:

- o Referrals from CYF through DR process do not stay on FS voluntarily
- o Major changes to the organisations premises, and senior management
- o Resignations and recruitment of whanau workers
- o Whanau engagement not strong but practice manager monitoring this
- o Improve relationships and referrals of at risk whanau from lead referral agencies and Teen parent school in Lindon
- o Strengthen supervision and monitoring processes that centre around the child
- o Improvement needed on all areas of JFP development
- o Improve procedures and processes linking whakaahua, needs assessment, child safety tools for whanau and navigational plan for whanau workers
- o Increase AMBTL delivery % per month
- o Increase the uptake of well child checks and immunisations, improve networking with these services

026

- o Increase % of whanau receiving at least one home visit per month.
- o Increase number of whanau visited at least weekly in first six months on FS
- o ECE uptake is low

Practice Advisor

Priorities identified for practice advisor support: Implementing the Child Safety Tools and whole process from Initial Visits through to the first IFP. Apart from the priority practice areas all areas of this programme need assessing.

Current judgement on level of support required:

This will assist Practice Advisors in determining how much time needs to be allocated **High Medium Low**
 Low would indicate need for no more than contact every 2 months. Medium monthly contact and high requires contact twice a month.

Desired Outcome Ensure SMART	Action	Who	When	High Medium Low	Achieved Signed off
Te Ropu Awahina FS will have a clear process for implementing and supporting whanau workers practice in using the Child Safety Tools and developing Safety Plans.	Develop a plan and report template for implementing the CST with all new whanau. Develop a plan to review CST with all existing whanau to ensure that all whanau have CST completed by May 2012.	9(2)(a)	Implement by 10 Feb	Review date: 10 Feb 2012 Progress Update: 10 Feb 2012 Enter evidence of progress or add actions as required	
		9(2)(a)	Implement by 10 Feb	Currently having 2 team meetings per week and everyone checking in with achievements. Also open door policy applied. [redacted] are sitting files, discussing processes and supporting gaps. The CST template is working well for most staff but a couple of staff need to be more specific with narratives. Staff are supporting each other as best they can and are visiting together to assist and share practice. Staff are bringing CST to supervision for sign off. [redacted] is ensuring that these are at an acceptable good standard, some have had to be re-written. Work in progress. Support in place. Focus Session confirmed for 28 Feb.	
	Review the Safety Plan template to include the standards required MSD	9(2)(a)	By 10 Feb		
	Provide a focus session on CST for all whanau workers to support practice	9(2)(a)	28 Feb		

Te Ropu Awthina will ensure that there is a well connected process between implementing the Strengths and Needs Assessment and Individual Family Goals

Reorganise whanau file, to bring the CST, S & N Assess and Safety Plan to the front

9(2)(a)

By 10 Feb

9(2)(a)

[redacted] has been using the Great Assessment Tool to assess some files this has helped whanau workers to see how they can improve.

Staff have had an opportunity to use the Great Assessment Tool on their own.

S & N Assess have improved with most whanau workers, but very little improvement with 2 whanau workers.

A more in depth report on using this tool will be incorporated into 9(2)(a) session on 28 Feb

9(2)(a)

Support staff to improve on detail within completed S & N Assess, by using the "Great Assessment Tool"

9(2)(a)

Implement 28 Feb

I-F-P Template has been reviewed. Whakaahua is used to explore whanau strengths and needs and goals and an I-F-P plan is attached to this.

Focus session on I-F-P confirmed for 28 Feb.

Ensure that I-F-P goals are relevant to the outcomes of the S & N Assess and connect to the Assess domains

9(2)(a)

By 10 Feb

9(2)(a)

Review the I-F-P template to include a link to the Whakaahua information ie: strengths of whanau used in I-F-P plan

Provide a focus session on developing a quality FS I-F-P

9(2)(a)

28 Feb

OFFICIAL INFORMATION ACT
 RELIABLE INFORMATION SOURCE
 UNDER
 NOT

<p>The Ropu Awthina will improve the quality of recording of case notes, assessments and goal planning in client file</p>	<p>Support staff with record writing that includes: factual detail and are specific, objective and concise.</p>	<p>9(2)(a)</p>	<p>Provide support immediately</p>	<p>9(2)(a) are working one on one with whanau workers now as some have picked up a lot quicker than the others</p> <p>9(2)(a) have identified that 2 staff are needing a lot of support with S & N Ass and I/P recording and narratives.</p> <ul style="list-style-type: none"> - I recommend that a professional development plan be developed for these staff to structure their improvement within a reasonable timeframe. 	<p>9(2)(a)</p>
<p>The Ropu Awthina will have a robust leadership plan for the new FS management team.</p>	<p>Develop a strategy/plan to ensure that the relevant information and progress made towards performance improvement is transferred to new manager/leader when employed</p>	<p>9(2)(a)</p>	<p>By 28 Feb</p>	<p>9(2)(a) would like an update on the leadership. Feedback of a manager and supervisor support focused on monitoring and assisting whanau workers. No progress explained as yet.</p> <p>9(2)(a) AMBIT resources are disorganised. I will arrange that these be updated and prepared into 36 monthly begs and that this be done by the 1 March.</p> <p>9(2)(a) Have recently exited 10 long term whanau and have had a surge of referrals.</p> <p>9(2)(a) has said that they have 3 promotional presentations to community agencies coming up.</p> <p>Staff have expressed that they would like to start up parenting mornings - I recommend that this be put aside for the next few months until the KPI achievements are consistently high</p>	<p>9(2)(a)</p>

RELIABLE UNDERSTANDABLE OFFICIAL INFORMATION ACT

Use as many pages a required as continuation

Signed: Manager:
Signed off Practice Leader:

date:
date:

Practice Advisor: 9(2)(a) date: 10 Feb 2012
Ensure copied and sent to RAF