

# South Ayrshire – Improvement Project

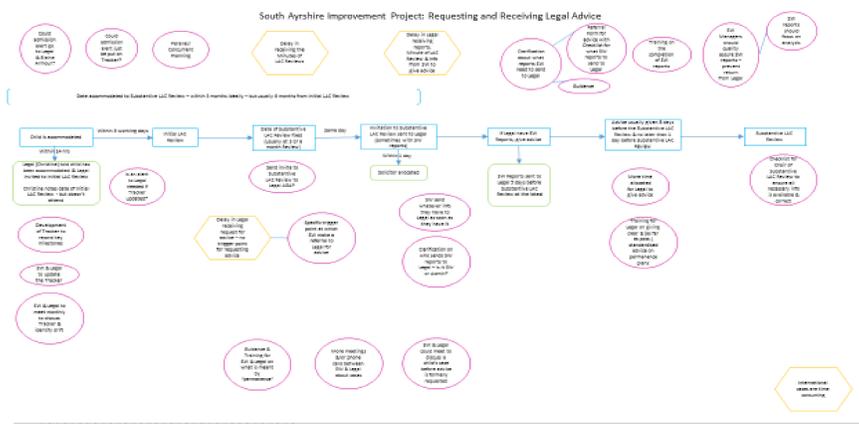
## Aims:

- To reduce drift and delay in requesting and receiving legal advice
- To streamline the process for lodging Permanence Orders in court

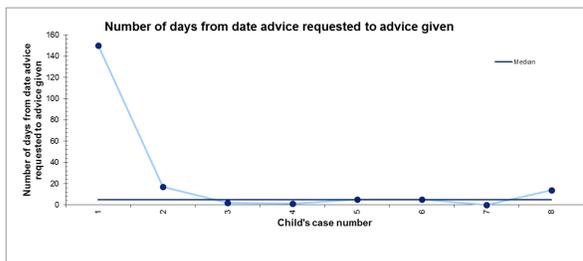


## What have we done so far?

- Process Mapped the process for requesting and receiving legal advice



- Looked at baseline data to dispel myths as to where the delays are



Child 1: Requesting and Receiving Legal Advice



- Identified areas for improvement
- Implemented simple improvement ideas
- Started testing the use of a Referral Form with Checklist for requesting advice

## Key Learning Points

- Data dispelled myths of where delays actually were
- Testing has allowed us to learn if changes are improvements before implementing
- The benefit of Process Mapping to be clear about our processes and identify areas that we can improve



## Achievements

- Strengthened professional relationships
- Greater clarity around roles, responsibilities and service requirements
- Greater understanding of improvement methodology and how it can be used to identify areas of drift and delay and make improvements to our processes

## Next Steps

- Continue testing and collecting data – and then make improvements according to the evidence
- Develop a Parenting Capacity Assessment briefing paper and training package
- Start working on Aim 2 – lodging Permanence Orders in court
- Build on our success so far and continue to work well as a team