

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



Method

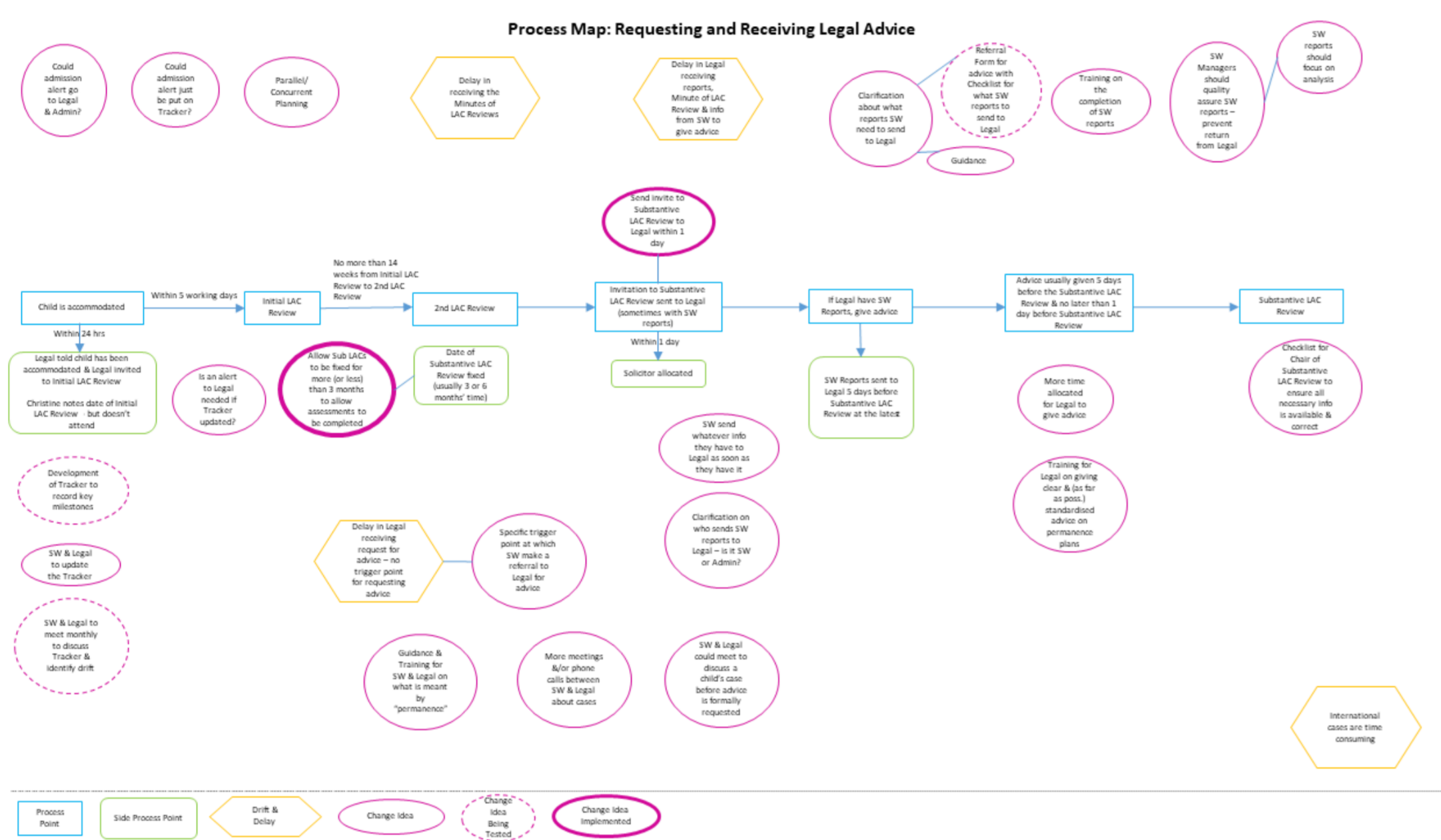
- We looked at **baseline data** and did a deep dive of one child's case.



Looking at data dispelled myths about where the delays were

Helped the group to look honestly at processes & practices

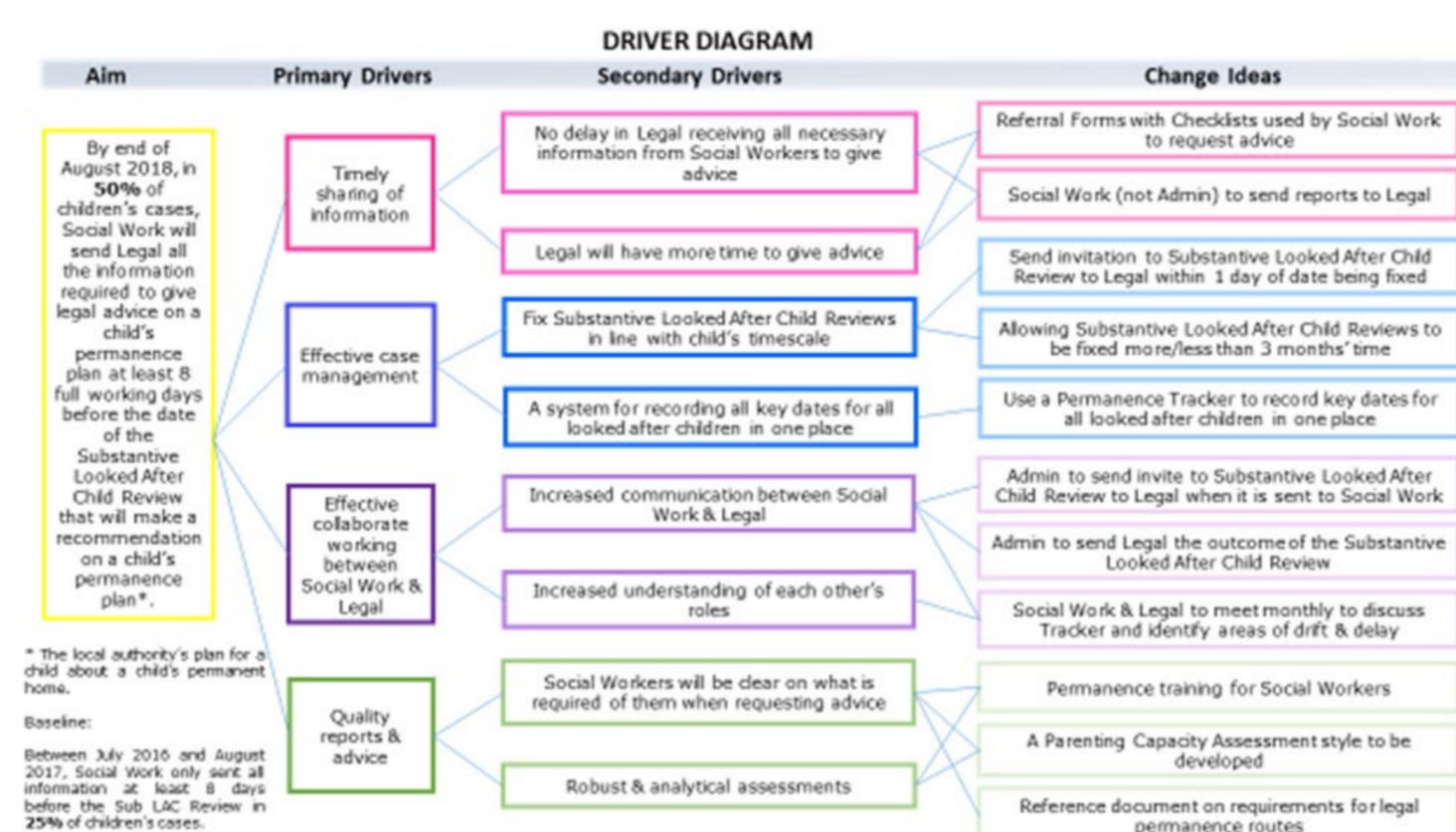
- **Process mapping** helped us to identify areas of drift & delay & think of tests of change.



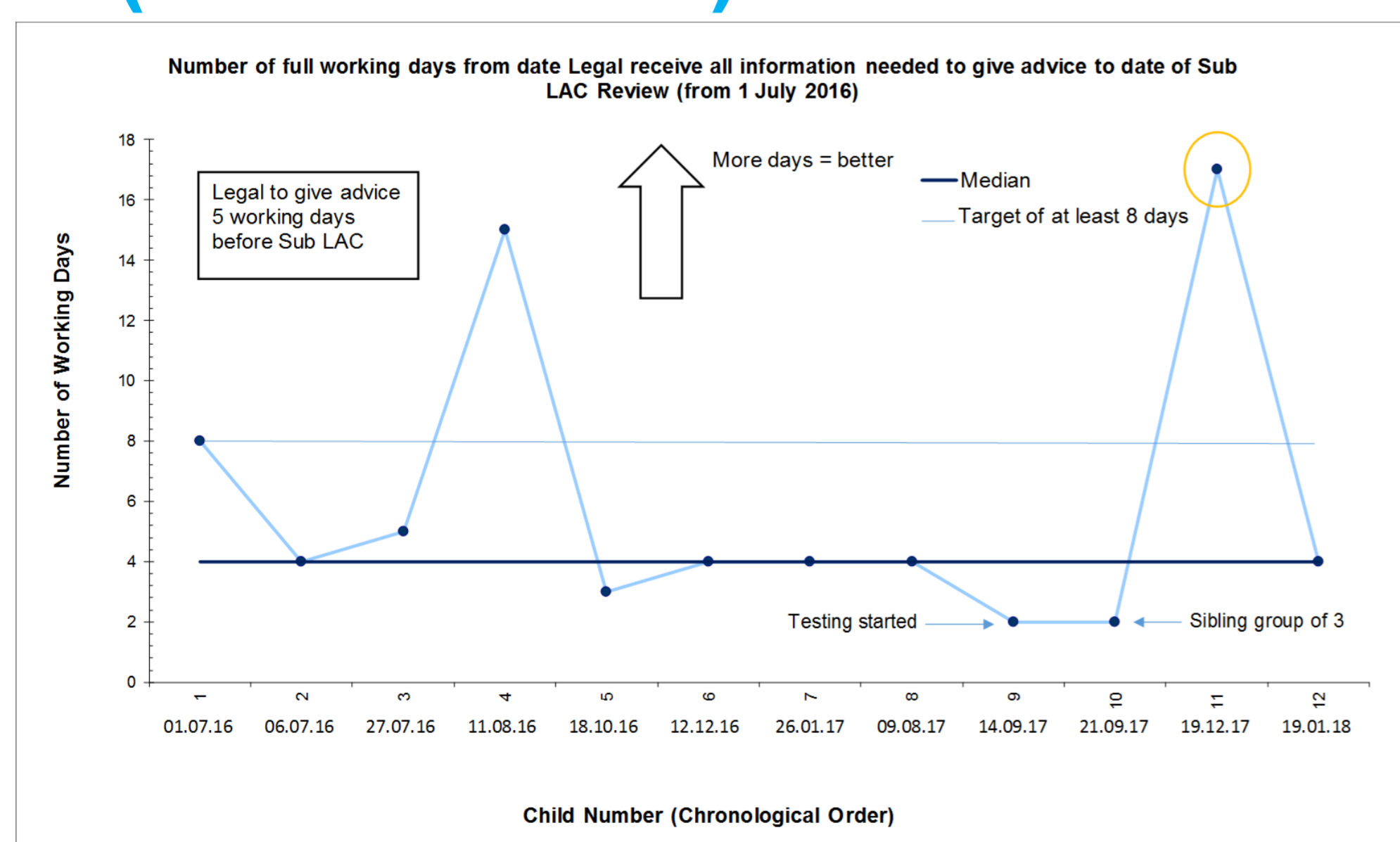
- **Improvement games** helped the group understand the importance of recording data in their PDSAs.

Process Change

- A **Referral Form** to be used by Social Workers when requesting advice.
- Aims: to **focus on the issues** that required advice; to **send all reports at the one time** to Legal; & to **give Legal at least 8 days** to give advice.

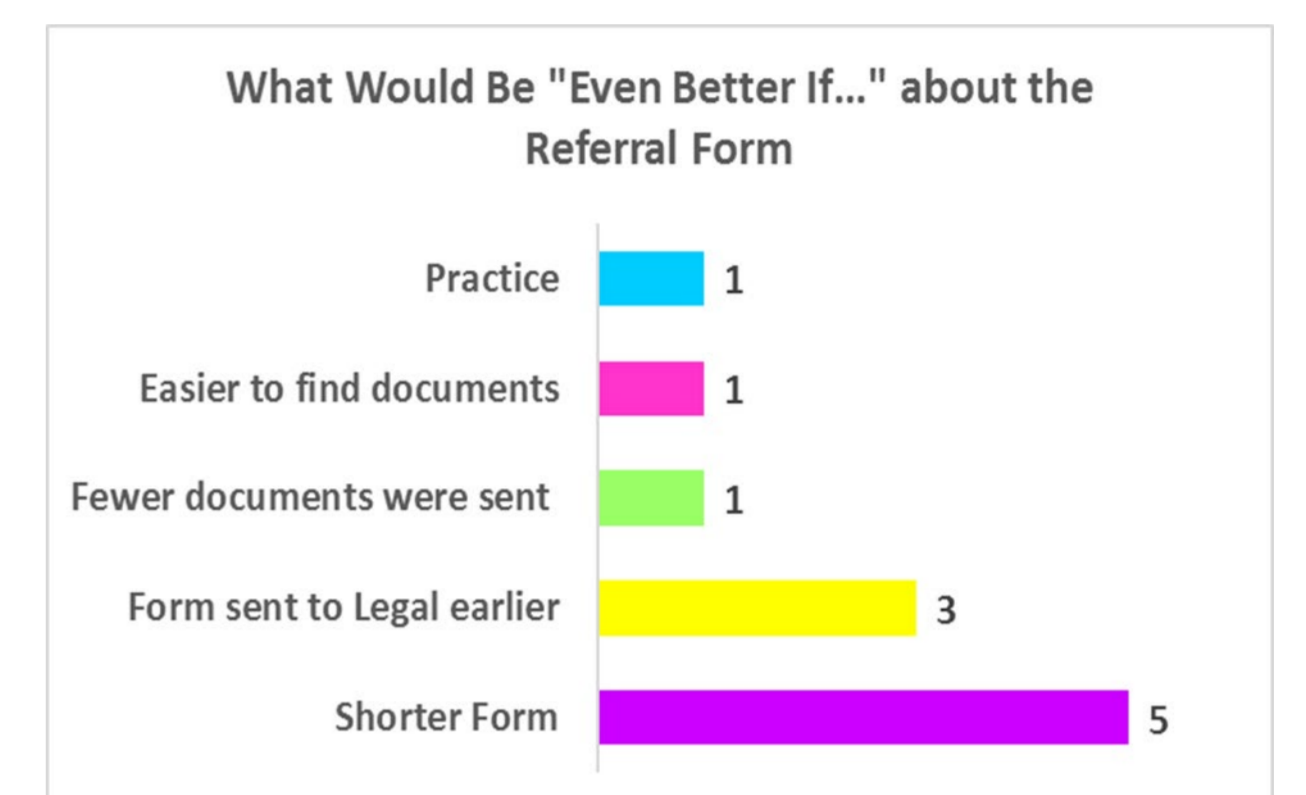
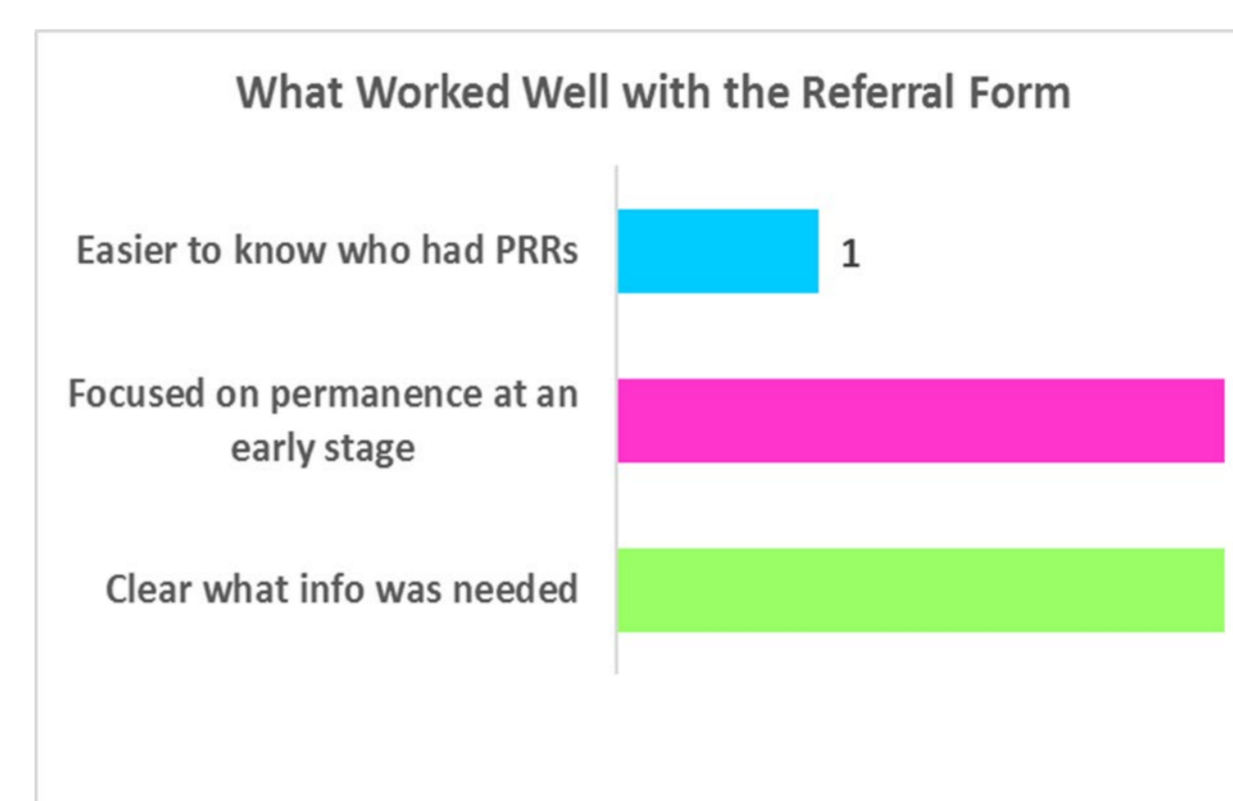


Results (Quantitative)



- Child 11's case – exceeded target by 9 days!
- We are looking at what worked well in child 11's case to inform our next PDSA cycles.
- Need more testing!

Results (Qualitative)



- **Surveys** and **PDSAs** provided feedback on testing.

- Positive feedback, with ideas we will use to adapt the Form for further PDSA cycles.

Conclusions

- Testing has been successful in that we have learned from a new way of thinking about our processes.

The group has really helped focus the thinking on looked after children

We have a better understanding of each other's roles

It has been very helpful to allow new ideas & consideration of doing things differently

Key Learning Points

- Limited opportunities for testing due to complex system – so **"small wins"** were very important.

- **Power of data** – allowed us to see what was happening for each child & investigate further.

Achievements

- Continued testing on our main test for both Aims – the Referral Form for requesting legal advice.
- A greater understanding of each other's roles and responsibilities.

- Starting 5 days of Permanence Training for all Social Work staff to ensure that permanence is a priority.

- Enthusiasm to continue to improve!

Next Steps

- Moving towards taking part in PACE once we have completed this improvement project.

Key Reference Materials

