

Children's Services Torbay

Our Continuing Journey of

Improvement

May 2014

Children's Services: Looking Forward



Maintaining Our Direction

- **Improvement and Integration (Summer 2012)**

“To establish an integrated service delivery model that is based on clear pathways and coherent arrangements for CYPF that will deliver better outcomes for those in greatest need..... and make more effective use of the total public sector resource through greater integration and the increased involvement of local communities”



Maintaining Our Direction

Children's Services – from adequate to good.....(Summer 2013)

“The continued success of our improvement process therefore needs to find a balance that will embed and sustain our journey but respond to ongoing pressure and changes”

Children's Services: Looking Forward



A Bumpy Ride



Improvement



Recruitment

Budget

Demand

Holding our Improvement course!!

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“Celebrations”!!!

YOT

ADOPTION

FOSTERING

RECRUITMENT

**YOUNG
CARERS**

Children’s Services: Looking Forward



Pressures

- **Demand**
- **Workload**
- **Budget**
- **Change**
- **Legacy**

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Listening – Priorities for Staff

- **Recruitment and Retention**
- **Partnerships**
- **Change/Morale**
- **Demand/Capacity**
- **Budget – Costs/Reductions**



Action

- **Maintain our direction**
- **Get the basics right**
- **Plan for the future (5 years)**



The Basics (1)

- **Quality**
- **Participation**
- **Partnership**
- **Inspection Preparation**
- **Reflection**



The Basics (2)

**A calm, settled
workforce forging
strong relationships
with each other,
partners, children and
families**

Children's Services: Looking Forward



Our Staged Five-Year Plan

Continuous Improvement (2014 - 2019)



Platform for Excellence (2014 - 2017)



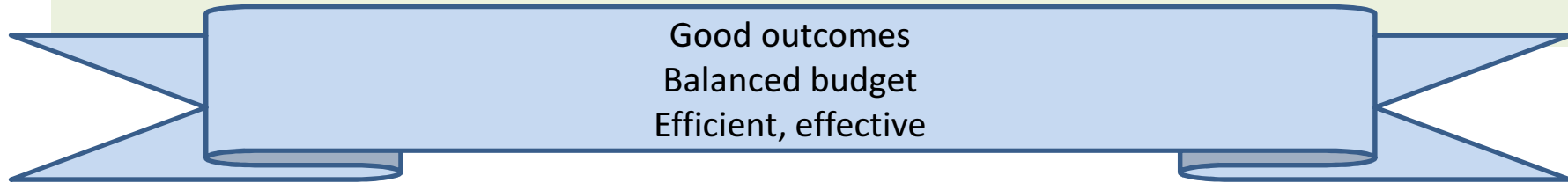
High-performing **culture**, attracting and retaining top talent; systems, processes, and operating model transformed

Funding the Journey (2014 - 2015)



Effective services in place to achieve good outcomes; efficient processes to deliver them

Tactical initiatives to improve efficiency and “stem the flow”



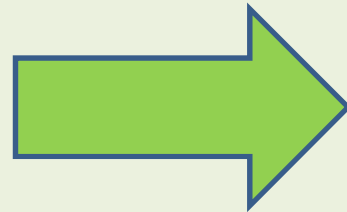
Children’s Services: Looking Forward



What Next?



Building Blocks in Place



**CYPP
HWBB –
JULY 2014**

Children's Services: Looking Forward

