

Rotherham Journey 2015-2017
Sharon Kemp
Chief Executive
Rotherham Metropolitan Borough Council

Rotherham Journey 2015-2017

Where we were:

- Front door very weak
- High caseloads
- Assessment backlog
- CSE response broken
- Practice quality very poor
- QA and Performance Management weak
- Management oversight weak
- Case management (ICT) system very poor

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What's Changed:

- Vision for excellence co-produced
- New front door (MASH)
- Introduced new integrated Early Help Offer
- New Case ICT Management System
- Improved Workforce Stability
- Introduced Stronger Governance/Performance Management
- Whole council contribution secured
- Stronger line of sight from leaders – front line

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What do we do well?

- Strong governance in place with Commissioners, Members, Senior Officers and practice partner model
- Managing Compliance
- Managing Performance through effective use of Demand/Productivity/Outcome Data
- Recruitment and retention
- Capture user feedback in Early Help
- Celebrate success (Appreciative Inquiry)
- Bringing criminals to justice with SYP (26 convictions 360 years jail over last 18 months)

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What are we working on?

- Making every contact count
- Consistent quality interventions CSE, Complex Abuse, Assessment quality
- Demand Management
- Re-referral rates
- Partner Engagement in EH
- Voice of Child

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Top Tips:

- Address gaps in leadership and management
- Strengthen governance arrangements, ensuring commissioners and members complement each other
- Identify a strong practice partner such as Rotherham's Lincolnshire County Council
- Prioritise recruitment and retention to stabilise workforce
- Adopt a whole-council approach to improvement with partners

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Independent validation:

Isos Partnership facilitated 2 workshops to assess if Rotherham had the capacity to:

- self-assess accurately;
- develop strategic priorities that will address weaknesses; and
- implement these strategic priorities swiftly and effectively.

It found:

- Routine self-assessments are embedded;
- High level of congruence between internal self-assessment and external feedback;
- Members are asking probing questions of children's services;
- Continued outward-facing engagement;
- Significant ("heroic") investments for a council of its size;
- Strong alignment of Council and children's services priorities.