BFS

Ref	Theme	Objective	Actions Required	Outputs	Timescale	Lead	Links to CQC S31 Action Plan	Updates	other
1.1	1. Workforce	Establish and understand a baseline of current roles and responsibilities	Roles, responsibilities and expectations are clearly defined for all BFS representatives/staff at a strategic and district level	Report of all roles and responsibilities	1st March 2020	BCHCT	1. HV recruitment and retention		
1.2			BFS to undertake a baseline of the existing roles and responsibilities across the services						
1.3		Provide BCC with a Workforce Development Plan	BFS to develop and share a Workforce Development Plan with BCC that includes the training planned for all BFS staff	Training Plan	1st March 2020	BCHCT			
1.4		Undertake a Skills Audit for all BFS staff	Clearly define skills and expertise needed to undertake agreed roles	Skills Audit Matrix	1st Feb 2020	BCHCT			
1.5		Develop organisational structure chart	Baseline of staff in post and current vacancies	Organisational Structure Chart	1st Feb 2020	BCHCT			
1.6		Transfer staff from BCC to BCHCT by 1st Jan 2020	Effective transfer if staff from BCC to BCHCT and subsequent secondment to BCHCT subcontractors	Transfer of all identified BCC staff	1st Jan 2020	BCC and BCHCT HR		07.01.2020 - Transfer was completed on 1st Jan 2020 with 94 staff moving across to BCHCT	
1.7		BFS working as an integrated system	Effective working arrangements in place between BCHCT and all BFS sub-contractors to ensure integrated working is happening and successful	Delivery of integrated services against the EYHWB model	March 31st 2020	BCHCT			
2.1	2. Systems and Process	Implementation of integrated model of service delivery	Clearly defined referral and allocation pathways between HV teams and sub-contractors	Referral and Allocation Pathways	31st March 2020	BCHCT	2. System and process in place to support safe delivery of care		
			A clear mechanism in place utilised by all BFS to manage workload priorities	Workload priorities plan	1st Feb 2020	BCHCT			
2.2		Develop up to date policies and procedures	BCHCT to ensure policies and procedures are kept up to date and shared with BCC	Policies and procedures	31st March 2020	BCHCT			
2.3		Establish clear communication/connections with wider system	Clarify patient pathways between health visitors and midwives.	Clear pathways	31st March 2020	BCHCT			
			Support better intelligence /communications with those CYP and families new to city/new to country/transient populations to BFS to facilitate timely access to these groups	Improve understanding and access to relevant groups	31st March 2020	BCHCT			
			Improve links between BFS and early years education providers	better links between providers	31st March 2020	BCHCT			
2.4		Develop and improve connectivity between service providers	Support work to improve connections via badgernet (between maternity and early years providers).	Policies and procedures	31st March 2020	BCHCT			
2.5		Establish clear management arrangement for BFS sub-contractors	BCHCT has clear governance arrangements, systems and contracts in place to effectively manage sub-contractors.	Governance arrangements and Contracts	31st March 2020	BCHCT			
2.6		Assess and monitor risk	BCHCT and BFS to develop and maintain Risk Management Logs	Risk Management Log	31st Jan 2020	BCHCT			
3.1	3. Operational delivery and improvement	Service Delivery is in line with Service Specification	BCHCT to ensure BFS undertake service delivery in line with the Service Specification and BAFO	Delivery Plans	31st March 2020	BCHCT			
3.2		Working Day Model	A New Working Day model is implemented in each district	Working Day model	31st March 2020	BCHCT	3. New Working Day		
3.3		Service mobilisation plans in place	Develop a mobilisation plan for the services in line with the service specification and any delivery plans for: >Community Engagement >Universal >Universal Plus >Additional Needs >Complex and Significant Needs >Service Delivery	Mobilisation Plan	31st Jan 2020	BCHCT	6. Embed and sustain the BFS integrated service model		
3.4		Ensure service delivery is in line with the contract intentions	Identify areas of activity, in HV teams and the wider BFS partnership that are out of scope of current service specification and contract intentions	Out of scope service activity	31st Jan 2020	BCHCT			
3.5		Clarify and explore safeguarding systems and responsibilities	Define role of BFS/social care/other key agencies in context of wider early years system	Roles clarified	31st March 2020	All			
			Explore further issues/concerns around safeguarding agenda		31st March 2020	All			
			Explore concerns around safeguarding referrals from A&E to HV – check electronic referral		31st March 2020	BCHCT			
3.6		Support the ongoing development and delivery of Early Years networks	BFS to attend and actively support and engage in all district Early Years Networks.	EYrs Network minutes	31st March 2020	BCHCT			
3.7		Implement plans/actions identified at EY Improvement Board	Support and monitor the implementation of all agreed actions.	Action Plans	31st March 2020	BCHCT			
3.8		Use outcome based accountability (OBA) strategies	Use OBA strategies and tools in planning and designing services	Outcome focused planning and actions	31st March 2020	BFS			
4.1	4. Performance Management and Improvement	Develop and deliver performance trajectories that demonstrate service improvement over time	BCHCT to provide trajectories that show how service performance will improve over a given period and in what incremental amounts	Performance Trajectories	1st Dec 2019	Damon Harris		07.01.2020 - Trajectories have been shared and approved by the council. These show improvement against key targets up to August 2020.	
4.2		BCHCT understand the contractual performance reporting requirements as set out in EYHWB contract between BCC and BCHCT	BCC to ensure BCHCT provide timely performance reports and narrative as defined in the contract	Better understanding of performance requirements by BCHCT	ongoing monthly reporting schedule at CRM	Chris Atkins			
4.3		BFS understand the contractual performance reporting requirements as set out in the contract between BCHCT and BFS subcontractors	BCHCT to ensure BFS provide timely performance reports and narrative as defined in their contractual relationship, that describes the impact of any interventions etc.	Better understanding of performance requirements by BFS	Ongoing reporting	Damon Harris			
4.4		Ensure there is accurate and detailed data quality in all reporting by BCHCT and BFS	The quality and accuracy of data is checked by BCHCT and BFS before being provided to BCC (particularly PHE data returns)	Improved data quality	Ongoing	Damon Harris			
			Explore the learning from other areas of RiO and ma	Improved data quality	Ongoing	Damon Harris			
4.5		BCHCT Improvement plan agreed and in place for data quality and performance management (section 31 oversight group actions - 6 plus 1)	Up to date improvement plan in place and updated regularly	Improvement plan	31st Dec 2019	BCHCT Rep		07.01.20 - S31 plan has been shared in a presentation. Hard copy requested.	
4.6		Establish current performance against contractual performance framework	Ensure that there is ongoing assessment of performance against contract metrics. Ensure that data quality is accurate when reporting	Improved performance against metrics	Ongoing	Damon Harris			
4.7		Provide a range of good practice examples	Provide a range of case studies, good practice models to support the effectiveness and impact of services	Case studies and models of good practice	Ongoing	BFS			
4.8		BCC engaged at a partnership board level with BFS	Re-establish the partnership board representation by BCC - EYrs as stated in the BAFO	Attendance at Partnership meetings	March 31st 2020	Chris Atkins			