

# The Deputy Chief Executive's Line of Sight Links with the Front Line

As the Deputy Chief Executive and Executive Director of Education, Care and Health Services, it is one of my statutory obligations to have a clear ‘line of sight’ to our frontline services.

This is an essential component in assuring that effective arrangements are in place to ensure that the safety and the educational, social and emotional needs of children and young people are given due priority and how they enable staff to help the local authority discharge its statutory duties in an integrated and coherent way.

The outcome will be that I and the senior management team will have comprehensive knowledge about what is happening at the ‘front line’ in order to enable us to discharge our responsibilities effectively. We will know and understand the difference that help, care and protection are making and oversee systematic performance management and monitoring that demonstrates rigorous and timely action in response to service deficiencies or new demands.

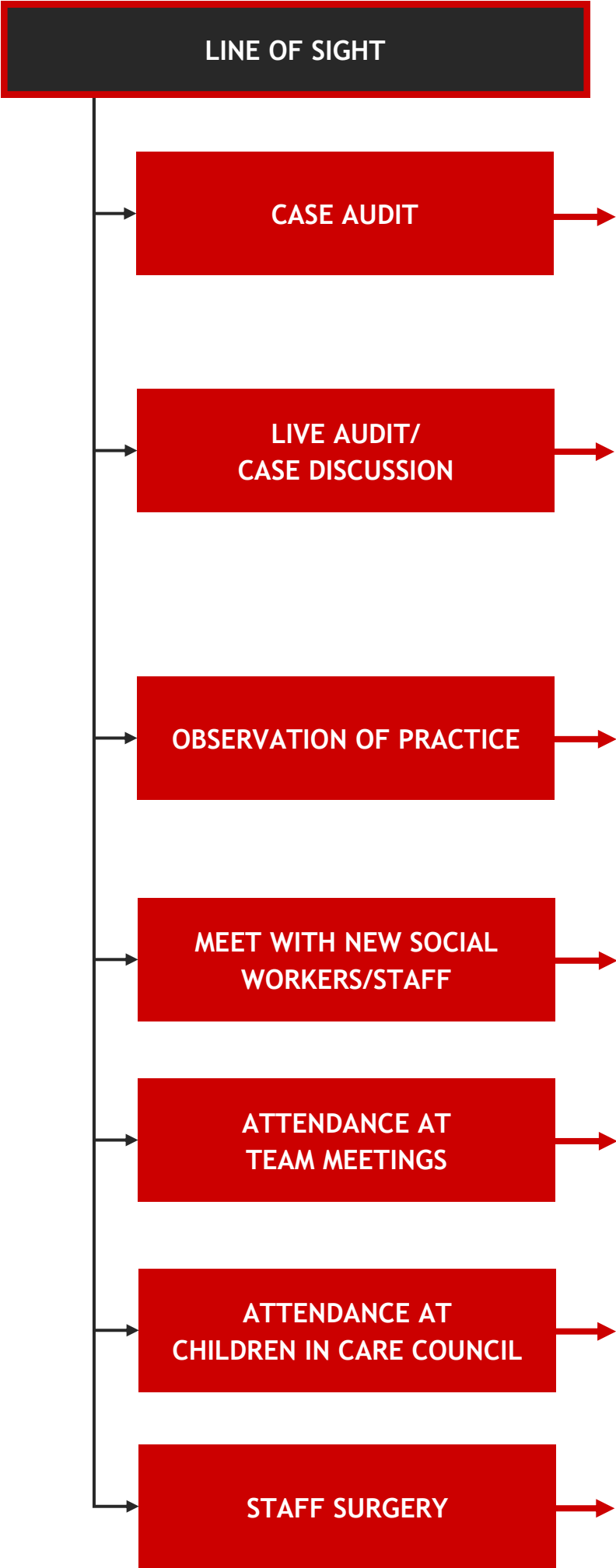
To establish clear line of sight to the needs and risks of children and young people and of the quality of our front line services, the following schedule will be adhered to by me.



**Ade Adetosoye OBE**

Deputy Chief Executive and Executive Director:  
Education, Care and Health Services

January 2017



Item	Who with?	Frequency	Why?
<b>Case Audit</b> To be completed as part of the quality assurance framework	Social workers	Monthly	Oversight of practice is established and systematic. Opportunity to examine audit findings for themes and areas for development.
<b>Live Audit/ Case discussion</b>	Social workers	Monthly	Understanding of what is happening at the 'front line'. Management oversight of practice. Building strong relationships with frontline staff.
<b>Observation of Practice</b>	Children and Families Team (Frontline Staff, Social Worker, Senior Practitioner or Early Help)	One observation, monthly	To maintain comprehensive and current knowledge of what is happening at the 'front line'. Management oversight of practice is established and systematic. Listening to staff, service users, partners and complainants.
<b>Meet with new social workers/staff</b>	New starters	As required - within the 1 <sup>st</sup> month of arrival - induction	Building strong relationships with staff.
<b>Attendance at Team Meetings</b>	Children and Families Team	Quarterly	Listening and understanding what the issues facing staff and the team are. Maintaining a comprehensive and current knowledge of day to day activity within the team.
<b>Attendance at Children in Care Council</b>	Children in Care Council	Regularly	Maintaining a comprehensive and current knowledge of what is happening with children in care.
<b>Staff surgery</b>	All staff are invited	Monthly	Forum for staff to raise and discuss issues, concerns and new ideas directly to the Deputy Chief Executive and Executive Director of Education, Care and Health Services.

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