

Public Document Pack



Children Young People and Families Policy and Performance Board

Monday, 2 September 2013 at 6.30 p.m.
Civic Suite, Town Hall, Runcorn

A handwritten signature in black ink, appearing to read 'David W R', on a white rectangular background.

Chief Executive

BOARD MEMBERSHIP

Councillor Mark Dennett (Chairman)	Labour
Councillor Margaret Horabin (Vice- Chairman)	Labour
Councillor Marjorie Bradshaw	Conservative
Councillor Ellen Cargill	Labour
Councillor Lauren Cassidy	Labour
Councillor Frank Fraser	Labour
Councillor Pauline Hignett	Labour
Councillor Kath Loftus	Labour
Councillor Geoffrey Logan	Labour
Councillor Carol Plumpton Walsh	Labour
Councillor Bill Woolfall	Labour
Miss Elizabeth Lawler	Co-optee

Please contact Michelle Simpson on 0151 511 8708 or e-mail michelle.simpson@halton.gov.uk for further information.

The next meeting of the Board is on Monday, 28 October 2013

**ITEMS TO BE DEALT WITH
IN THE PRESENCE OF THE PRESS AND PUBLIC**

Part I

Item No.	Page No.
1. MINUTES	
2. DECLARATION OF INTEREST (INCLUDING PARTY WHIP DECLARATIONS)	
Members are reminded of their responsibility to declare any Disclosable Pecuniary Interest or Other Disclosable Interest which they have in any item of business on the agenda, no later than when that item is reached or as soon as the interest becomes apparent and, with Disclosable Pecuniary interests, to leave the meeting during any discussion or voting on the item.	
3. PUBLIC QUESTION TIME	1 - 3
4. EXECUTIVE BOARD MINUTES	4 - 13
5. SSP MINUTES	14 - 19
6. DEVELOPMENT OF POLICY ISSUES	
(A) ANNUAL COMPLAINTS AND COMPLIMENTS REPORT	20 - 29
(B) OFSTED INSPECTION OF SERVICES FOR CHILDREN IN NEED OF HELP AND PROTECTION AND CHILDREN LOOKED AFTER AND CARE LEAVERS	30 - 34
(C) OVERVIEW ON CHILDREN IN NEED/CHILD PROTECTION	35 - 41
7. PERFORMANCE MONITORING	
(A) QUARTERLY MONITORING REPORTS	42 - 55

In accordance with the Health and Safety at Work Act the Council is required to notify those attending meetings of the fire evacuation procedures. A copy has previously been circulated to Members and instructions are located in all rooms within the Civic block.

REPORT TO: Children, Young People and Families Policy & Performance Board

DATE: 2 September 2013

REPORTING OFFICER: Strategic Director, Policy and Resources

SUBJECT: Public Question Time

WARD(s): Borough-wide

1.0 PURPOSE OF REPORT

- 1.1 To consider any questions submitted by the Public in accordance with Standing Order 34(9).
- 1.2 Details of any questions received will be circulated at the meeting.

2.0 RECOMMENDED: That any questions received be dealt with.

3.0 SUPPORTING INFORMATION

- 3.1 Standing Order 34(9) states that Public Questions shall be dealt with as follows:-
- (i) A total of 30 minutes will be allocated for dealing with questions from members of the public who are residents of the Borough, to ask questions at meetings of the Policy and Performance Boards.
 - (ii) Members of the public can ask questions on any matter relating to the agenda.
 - (iii) Members of the public can ask questions. Written notice of questions must be given by 4.00 pm on the working day prior to the date of the meeting to the Committee Services Manager. At any one meeting no person/organisation may submit more than one question.
 - (iv) One supplementary question (relating to the original question) may be asked by the questioner, which may or may not be answered at the meeting.
 - (v) The Chair or proper officer may reject a question if it:-
 - Is not about a matter for which the local authority has a responsibility or which affects the Borough;
 - Is defamatory, frivolous, offensive, abusive or racist;
 - Is substantially the same as a question which has been put at a meeting of the Council in the past six months; or

- Requires the disclosure of confidential or exempt information.
- (vi) In the interests of natural justice, public questions cannot relate to a planning or licensing application or to any matter which is not dealt with in the public part of a meeting.
- (vii) The Chairperson will ask for people to indicate that they wish to ask a question.
- (viii) **PLEASE NOTE** that the maximum amount of time each questioner will be allowed is 3 minutes.
- (ix) If you do not receive a response at the meeting, a Council Officer will ask for your name and address and make sure that you receive a written response.

Please bear in mind that public question time lasts for a maximum of 30 minutes. To help in making the most of this opportunity to speak:-

- Please keep your questions as concise as possible.
- Please do not repeat or make statements on earlier questions as this reduces the time available for other issues to be raised.
- Please note public question time is not intended for debate – issues raised will be responded to either at the meeting or in writing at a later date.

4.0 POLICY IMPLICATIONS

None.

5.0 OTHER IMPLICATIONS

None.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 **Children and Young People in Halton** - none.

6.2 **Employment, Learning and Skills in Halton** - none.

6.3 **A Healthy Halton** – none.

6.4 **A Safer Halton** – none.

6.5 **Halton's Urban Renewal** – none.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 None.

8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

8.1 There are no background papers under the meaning of the Act.

REPORT TO: Children, Young People and Families Policy and Performance Board

DATE: 2 September 2013

REPORTING OFFICER: Chief Executive

SUBJECT: Executive Board Minutes

WARD(s): Boroughwide

1.0 PURPOSE OF REPORT

- 1.1 The Minutes relating to the Children and Young People Portfolio which have been considered by the Executive Board are attached at Appendix 1 for information.
- 1.2 The Minutes are submitted to inform the Policy and Performance Board of decisions taken in their area.

2.0 RECOMMENDATION: That the Minutes be noted.

3.0 POLICY IMPLICATIONS

- 3.1 None.

4.0 OTHER IMPLICATIONS

- 4.1 None.

5.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

5.1 Children and Young People in Halton

None

5.2 Employment, Learning and Skills in Halton

None

5.3 A Healthy Halton

None

5.4 A Safer Halton

None

5.5 Halton's Urban Renewal

None

6.0 RISK ANALYSIS

6.1 None.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 None.

**8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE
LOCAL GOVERNMENT ACT 1972**

8.1 There are no background papers under the meaning of the Act.

APPENDIX 1

Extracts of Executive Board Minutes Relevant to the Children, Young People and Family's Policy and Performance Board

EXECUTIVE BOARD MEETING HELD ON 13 JUNE 2013

EXB18 – CHILD SEXUAL EXPLOITATION STRATEGY

The Board considered a report of the Strategic Director, Children and Enterprise, which provided an overview of national policy developments regarding Child Sexual Exploitation (CSE). Audrey Williamson, Chair of the Local Safeguarding Children Board, was in attendance and addressed the Board on this item.

The Board was advised that published guidance stated that all Local Safeguarding Children Boards (LSCBs), should assume that sexual exploitation occurred in their area unless there was clear evidence to the contrary. In addition, LSCBs should consider sexual exploitation in fulfilling all of their functions as set out in Chapter 3 of the document 'Working Together to Safeguard Children'.

Members were advised that in 2011, a number of reports were published, which attempted to gauge the level of CSE nationally. The Coalition Government had identified CSE as a key focus of its policy with regards to children and young people. In November 2011, it published the 'Tackling Child Sexual Exploitation Action Plan', which identified seven actions which would be the responsibility of LSCBs.

A Pan-Cheshire CSE and Missing from Home Strategic Group had been established. A Strategy and Protocol with each LSCB had also been approved. It was noted that the Strategy had been approved as a joint Cheshire and Merseyside strategy with the exception of Cheshire East. In addition, a Pan Cheshire Action Plan, which reflected the areas that would be addressed under the Government's 'Tackling Child Sexual Exploitation Action Plan', had been produced. A Sub Group had completed a number of objectives from the Action Plan and focussed on:

- Developing ways of collating and sharing information on CSE in Halton;
- Planning awareness raising sessions for pupils from Year 8 onwards across Halton's High Schools; and
- Ensuring training at the appropriate level, and awareness raising materials available to frontline staff.

Ms Williamson was thanked for her attendance and for the work of the LSCB.

RESOLVED: That the contents of the report be noted.

EXECUTIVE BOARD MEETING HELD ON 27 JUNE 2013

EXB22 – PRIORITY SCHOOL BUILDING PROGRAMME

The Board considered a report of the Strategic Director, Children and Enterprise, on the Priority School Building Programme.

In July 2011, the Department of Education (DfE) announced that it was commencing the privately financed Priority School Building Programme to address those schools in the worst building condition. To be considered for inclusion in the programme, the local authority and maintained schools must have agreed to be part of a long term private finance agreement.

The Board was advised that Halebank CE Voluntary Controlled Primary School was included in the list of schools in the North West Group, to be taken forward as part of a single development package. The authority was required to submit an Outline Business Case to the Treasury for consideration over the Summer. However, prior to that the local authority was required to enter into a Memorandum of Understanding, which authorised the Secretary of State to manage the school's progression through the procurement project.

It was noted that the Memorandum of Understanding aimed to establish the respective obligations and commitments during the term of the Project Agreement. In addition, the Council, as landowner of the playing field site, would also need to enter into a Landowner Agreement, to allow the Secretary of State and the appointed contractor access rights to construct the new school building.

Reason(s) for Decision

To enable the re-build of the school to progress as part of the DfE's Priority School Building Programme.

Alternative Options Considered and Rejected

The authority did not have other capital funding to enable the re-build of the school.

Implementation Date

Building works were likely to commence in 2015.

RESOLVED: That

- 1) the current position of the Priority School Building Programme in respect of Halebank CE Voluntary Controlled Primary School and the progression of the scheme be noted;
- 2) the Strategic Director, Children and Enterprise, in consultation with the Portfolio holder, enter into the Memorandum of Understanding Agreement, with all documentation to be completed to the satisfaction of the Operational Director, Legal and Democratic Services; and the Strategic Director, Children and Enterprise, in consultation with the Portfolio holder, finalise the Landowner Agreement with all documentation to be completed to the satisfaction of the Operational Director, Legal and Democratic Services.

EXB23 – AMALGAMATION OF PUPIL REFERRAL UNITS – CONSULTATION FEEDBACK - KEY DECISION

The Board considered a report of the Strategic Director, Children and Enterprise, which provided consultation feedback on the proposed amalgamation of Pupil Referral Units at The Bridge School and Key Stage 4 Gateway.

The Board was reminded that, at its meeting on 28 March 2013, it was agreed that a consultation would be undertaken to amalgamate The Bridge School Pupil Referral Unit and Key Stage 4 Gateway Pupil Referral Unit by bringing existing Key Stage 4 staff and provision under the leadership of The Bridge School.

Consultation commenced on 15 April 2013 and 34 responses were received. A breakdown of the respondents was provided in the report with a full record of the comments received attached at Appendix A. It was noted that a total of 23 respondents agreed with the proposal to amalgamate. The report provided a detailed explanation of the issues raised by those that did not support the proposal for Members' consideration.

Reason(s) for Decision

The implications of the School Funding reform on PRUs and the current vacancies at the Key Stage 4 Gateway provided an opportunity to achieve greater consistency and better value for money by amalgamating both PRUs.

Alternative Options Considered and Rejected

Maintaining two PRUs but putting in place one leadership structure across both PRUs – this was rejected as whilst remaining as two PRUs, there were limited

cost efficiencies to be achieved, e.g. each PRU would have to purchase their own Service Level Agreements.

Implementation Date

1 September 2013.

RESOLVED: That the Board approve the amalgamation of The Bridge School and Key Stage 4 Gateway by:

- 1) extending the age range of The Bridge School from accepting 11-14 year olds to accepting 11 -16 year olds from 1 September 2013;
- 2) bringing existing Key Stage 4 Gateway staff, pupils and provision under the leadership of The Bridge School with effect from 1 September 2013; and
- 3) ceasing the Key Stage 4 Gateway Pupil Referral Unit as a distinct unit from 31 August 2013.

EXB25 – CAPITAL – BASIC NEED – KEY DECISION

The Board considered a report of the Strategic Director, Children and Enterprise, which outlined the methodology used to prioritise the schools for the Basic Need funding for 2013/14 and 2014/15.

The Board was advised that, Basic Need funding was allocated to local authorities in recognition of the significant pressures faced in providing additional school places. For Halton, the Basic Need funding for 2013/14 would be £1,203,445. The model which Halton used to allocate Basic Need funding in previous years had been applied again for 2013/14 and 2014/15, and identified those schools with the strongest case for support.

The report contained a more detailed explanation of those schools which had been considered as being the highest priority. Birth data was also analysed for 2014 and 2015 and compared against the Pupil Number Capacity. It was noted that the forecast data indicated that there was sufficient capacity for pupils entering the schools in Runcorn and Widnes at Reception age. However, Beechwood Primary School was identified as being in need of Basic Need support as it was operating above capacity overall with four year groups oversubscribed.

Reason(s) for Decision

To deliver and implement the Basic Need Capital Programme.

Alternative Options Considered and Rejected

Not applicable.

Implementation Date

Works at Beechwood Primary School to commence as soon as possible, in order for the school to increase their planned admission number.

RESOLVED: That the Board

- 1) agree the prioritisation process outlined within the report;
- 2) agree that a capital project be developed to address a Basic Need issue at Beechwood Primary School; and
- 3) a further report be submitted to Executive Board, detailing how the balance Basic Need funding for 2013/14 and 2014/15 will be allocated.

EXB26 – OUTCOME OF THE CONSULTATION ON EXTENDING THE AGE RANGE OF FAIRFIELD JUNIOR SCHOOL AND CLOSURE OF FAIRFIELD INFANT SCHOOL – KEY DECISION

The Board considered a report of the Strategic Director, Children and Enterprise, which provided a summary of the outcome of the first phase of consultation on the re-organisation of Fairfield Infant School and Fairfield Junior School.

The Board was reminded that, at its meeting on 28 March 2013, it had approved the commencement of consultation on the proposal to expand Fairfield Junior School from 1 January 2014. The first phase of consultation closed on 29 May 2013. It was noted that both Governing Bodies supported the proposal with 52 of the 74 other respondents being in favour of the proposed amalgamated school. A summary of the responses was attached at Appendix C.

The next stage was to proceed to statutory consultation in September 2013, which would seek views on:

- Changing the age range of Fairfield Junior School to age 4-11 to become an ‘all through’ primary school from 1 January 2014;
- The Published Admission Number to remain at 80 per year group;
- Fairfield Infant School to be discontinued from 31 December 2013; and
- All the pupils in the Junior and Infant School become part of the ‘all through’ Primary School.

Reason(s) for Decision

The Headteacher of the Junior School had acted as Executive Headteacher of the Infants and Junior School since September 2012. During this time, the Infant School had been graded as 'Good' by Ofsted. Combining both schools to an "all through" primary, would allow a more coherent and consistent approach to provision at Fairfield Infants and Juniors, and ensure that there was a smooth transition from Key Stage 1 to Key Stage 2.

Alternative Options Considered and Rejected

No change to the current provision was considered, however this was rejected as it did not provide the same opportunities for curriculum continuity and development, flexibility for staffing and resources and allow seamless transition across the key stages.

Implementation Date

The next phase of the consultation was scheduled to commence on 4 September 2013 for six weeks.

RESOLVED: That

- 1) the responses on the first phase of consultation be noted; and
- 2) commencement of statutory consultation be approved.

EXECUTIVE BOARD MEETING HELD ON 11 JULY 2013

EXB37 – SUSTAINABLE SCHOOL TRAVEL POLICY 2013/14 – KEY DECISION

The Board considered a report of the Strategic Director, Children and Enterprise, on the review of the Sustainable School Travel Policy 2013.

The Board was reminded that the Education and Inspections Act 2006 placed a general duty on local authorities to promote the use of sustainable travel transport. The Travel Policy, attached at Appendix 1 to the report, drew together the four required elements which were detailed in the report and which supported the priorities of the Children and Young People's Plan, ensuring Halton fulfilled its statutory requirement.

The Board was advised that the Local Authority was required to provide assistance with transport to those pupils defined within the Education Act 1996 and the Education Inspections Act 2006. It was noted that there were no proposed changes to the eligibility criteria from the current Policy and that the Travel Policy was aligned to the Council's School Admissions Policy. In addition,

Guidance issued in March 2013 by the Department for Education suggested a model appeals process. This had been included within Halton's revised Policy.

Reason(s) for Decision

The decision was required to fulfil the Council's statutory duty to promote the use of sustainable travel and transport.

Alternative Options Considered and Rejected

None.

Implementation Date

September 2013 and reviewed annually.

RESOLVED: That the Sustainable School Travel Policy 2013 be approved for implementation in September 2013.

EXB38 – CARE LEAVERS CHARTER / REPORT – KEY DECISION

The Board considered a report of the Strategic Director, Children and Enterprise, on the Care Leavers Charter and the Care Leavers Transition Grant.

The Board was advised that in November 2012, the Government published the Care Leavers Charter, and each local authority was asked to sign up to the Charter and to discuss with their Children in Care Councils what needed to be done to embed its principles in day to day practice. The Charter, attached at Appendix 1, contained some additional statements which had been which reflected the position in Halton, and which were identified following consultation.

The Board noted that all social work teams and senior management within the Council would be asked to sign up to the Charter. In addition, Elected Members would be made aware of it and Partner agencies would also be asked to sign up to it in their role as Corporate Parents through the Children in Care Partnership Board.

Reason(s) for Decision

To ensure compliance with Government guidance and a fair and equal approach to the needs of Halton's care leavers.

Alternative Options Considered and Rejected

Government guidance could be rejected but would be difficult to argue against and such action would disadvantage Halton's care leavers.

Implementation Date

1 April 2013.

RESOLVED: That

- 1) Executive Board endorse and support the Halton Care Leavers Charter; and
 - 2) the Care Leavers Transition Grant be increased to £2,000 with effect from 1 April 2013.
- 1) and key dates for the consultation process be noted.

REPORT TO: Children, Young People and Families Policy and Performance Board

DATE: 2 September 2013

REPORTING OFFICER: Chief Executive

SUBJECT: Special Strategic Partnership Board minutes

WARD(s): Boroughwide

1.0 PURPOSE OF REPORT

1.1 The Minutes relating to the Children, Young People and Families Portfolio which have been considered by the Special Strategic Partnership Board are attached at Appendix 1 for information.

2.0 RECOMMENDATION: That the Minutes be noted.

3.0 POLICY IMPLICATIONS

3.1 None.

4.0 OTHER IMPLICATIONS

4.1 None.

5.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

5.1 Children and Young People in Halton

None.

5.2 Employment, Learning and Skills in Halton

None.

5.3 A Healthy Halton

None.

5.4 A Safer Halton

None.

5.5 Halton's Urban Renewal

None.

6.0 RISK ANALYSIS

6.1 None.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 None.

8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

8.1 There are no background papers under the meaning of the Act.

Halton Children's Trust
Minutes of Executive Group Meeting held on Tuesday 23 July '13
1pm, Committee Room 1, Runcorn Town Hall

Present:

Gerald Meehan	Strategic Director Children & Enterprise, HBC
Ann McIntyre	Operational Director, Children's Organisation and Provision, HBC
Gareth Jones	Head of Service, Cheshire West, Halton and Warrington Youth Offending Service, HBC
Tracey Coffey	Operational Director, Children and Family Services (Chair)
Mark Grady	Principal Policy Officer, HBC
Tracy Ryan	Assistant Policy Officer, HBC (Minutes)
Michelle Bradshaw	Assistant Director, Child and Family Services, Bridgewater CHT
Michelle Forder	Halton Family Voice Engagement Co-ordinator, HBC
Julie Karmy	Integrated Commissioning Manager, HBC
Julia Rosser	Acting Consultant, Public Health
Steve Nyakatawa	Operational Director, Learning and Achievement, HBC
Lindsay Smith	Divisional Manager, Mental Health, HBC
Ged Timson	Divisional Director, Child and Family Services, Bridgewater CHT
Simon Clough	Divisional Manager, 14 – 19 Services, HBC

Apologies

Paula St Aubyn	Divisional Manager, Safeguarding, Quality and Review, HBC
Emma Taylor	Divisional Manager, Team Around the Family, HBC
Lorraine Crane	Divisional Manager, IYSS, Commissioning & Inspiring Families, HBC
Catherine Johnson	Principal Performance Officer, HBC
Dave Sweeney	Operational Director Integrated Health Commissioning, Halton CCG

Item		Action	Deadline
1.	Minutes and Matters Arising from 11.6.13		
1.1	1.1 <u>Lead Engagement Co-ordinator</u> Michelle Forder has now been appointed in this role.		
1.2	1.5 <u>Unannounced Inspection</u> The Adoption inspection will take place from 6 August preparations are now being made for this.		
1.3	2.1 <u>Performance monitoring model across children's and adults services</u> Strategic Director for Communities (adults' services) has indicated this would be welcomed to cover both services.		
1.4	3.1 <u>CYPP Review 2013</u> Final amendments being made, once finalised it will be emailed to members and published on the Trust website.		
1.5	4.3 <u>Vulnerable Groups</u> Targeted Youth Strategy Board - links developed, feedback on this to follow.	LC	3.9.13
1.6	5.6 <u>HSCB Meetings</u> Increase in LAC report to be circulated.	TR	Issue with Minutes

<p>2.</p> <p>2.1</p>	<p>PRESENTATION – Journey of the Child Practice Review <i>(Care Practice Review)</i></p> <p>As the new Ofsted Inspection Framework will be in place from November '13, undertaking this review provided an opportunity to review our practices and systems. The review was conducted under a multi-agency approach involving 16 inspectors. GM acknowledged lots of positive outcomes, the areas for improvement were highlighted as:</p> <ul style="list-style-type: none"> • ICS system (Care First); • Thresholds between early help and social care and between Section 17 and Section 47; • Performance Management Quality assurance systems and the need to increase the volume of case file audits being undertaken; • The review endorsed management plans to implement one 'front door' access point. <p>GM noted that all of these issues are fixable which will enable improvement of our services and practice. The next steps include morphing the Strategic Inspection Planning Group into the Investing in Children Board, chaired by David Parr, HBC Chief Executive. The Board will have a clear project plan with clear priorities involving a project manager to implement this work in preparation for the forthcoming Ofsted inspection.</p>		
<p>3.</p> <p>3.1</p>	<p>ITEMS FOR AGREEMENT</p> <p>Early Help Model</p> <p>The report proposed four models for discussion. It was agreed that the pathway for this was critical to successfully ensuring an integrated journey through services where it is appropriate that there is a multi-agency approach. Members discussed the best approach to take this forward, particularly in light of the Practice Review feedback.</p> <p>It was suggested that the age range for the model be extended to either 0-19 years or 0-11 years rather than 0-5. That the group should review both age ranges as families often consider age 11 to be a natural division in services. Members acknowledged the group had made excellent progress in developing the ideas to this stage and the next steps were not about undoing this but building on this work.</p> <p>MB suggested splitting the work into two groups, one group to progress the mapping of older children which should be taken forward by frontline practitioners, the second group to progress the strategic tasks. Membership of both groups to be agreed.</p> <p>Action:</p> <ul style="list-style-type: none"> • The group to: <ul style="list-style-type: none"> ○ test models against inspection feedback ○ review 0-19 years and 0-11 years ○ extend membership to include: <ul style="list-style-type: none"> ▪ School nursing representatives ▪ SEN. 	<p>MB/MG</p>	<p>3.9.13</p>

3.2	<p>Future Children’s Trust Priorities for 2014 and beyond</p> <p>MG explained that the intention for the new priorities is to commence with a new CYPP from 1 April 2014, as opposed to previous iterations that went live later in the summer of year 1. Members agreed that it would be useful to agree specific vulnerable group areas that are within the scope of a new board for the priority which will need to be established. This would involve bringing existing groups/boards under the reporting framework of the Children’s Trust to avoid duplication of work taking place elsewhere. This could involve mapping out the journey of the child through the different groups. It was agreed that the existing priorities were still valid and should include more integration of Health across the Early Help, Commissioning and Vulnerable Groups (Narrowing the Gap) priorities.</p> <p>Action:</p> <ul style="list-style-type: none"> • Children’s Trust scoping report on structures, evidence, remit of the priorities and membership outlined in more detail prepared for the next meeting. 	MG	3.9.13
3.3	<p>Strategic Relationship between CT/HWBB/HSCB</p> <p>The three boards sit at the same level strategically, which potentially could cause some duplication as reports/strategies are presented for agreement at one board then taken to the others for similar agreement. Would be helpful for more clarity. It was noted however that taking reports/strategies to the HWBB often provided alternative perspectives on reports, strategies etc which has proven useful due to the breadth of partner membership.</p> <p>Action:</p> <p>Protocol with HWBB be developed to include:</p> <ul style="list-style-type: none"> • Raison d’être with summary of Trust priorities, evidence for and rationale of these; • Commissioning role of Trust for CYP in Halton; • HWBB/CCG priorities around CYP would automatically be accepted by Trust; • Map journey of reports to avoid duplication whilst allowing new linkages at different boards. 	MG	3.9.13
4.	<p>PRIORITY UPDATES</p> <p>4.1 Commissioning Partnership</p> <p>Key areas of progress included:</p> <ul style="list-style-type: none"> • A detailed presentation was given at the last meeting on the new performance framework being rolled out • Next meeting will be a workshop primarily focusing on SEN Reforms required for 2014. It will involve members of the Partnership plus others who have an interest or contribution to make to this work. <p>Action:</p> <ul style="list-style-type: none"> • New performance monitoring model to be emailed to 	TR	Issue with

	<p>members as it's moved on from when presented to CT Exec earlier this year.</p>		Minutes
4.2	<p>Early Help and Support Key areas of progress included:</p> <ul style="list-style-type: none"> • Early Help Model Planning • Upcoming work for the group around Neglect 		
4.3	<p>Vulnerable Groups Key areas of progress included:</p> <ul style="list-style-type: none"> • Invitation to tender on new service to replace IAG commissioned from Connexions has been cascaded; • More schools now becoming part of the peer challenge process; • Action plan will be broadened as priority becomes 'real' with strategic group with a clearer remit. 		
4.4	<p>Performance Report Report issued for information.</p>		
5.	INFORMATION ITEMS		
5.1	<p>Youth Justice Strategic Plan 2012-14 GJ presented the Strategic Plan noting key points and some areas of difficulty the service is currently facing. GJ will keep group updated on this.</p>		
5.2	<p>Audit Reports</p> <ul style="list-style-type: none"> • Children & Families Services • CAF Audit Report <p>TC and BE outlined key areas. These audits are reported in detail to the local safeguarding board.</p>		
6.	AOB		
6.1	<p>Maternity, Children and Young People Strategic Clinical Network GM noted that this network was being launched on 5 September, it was agreed that JR would represent the Trust and feedback.</p> <p>Date and time of next meeting:</p> <p style="text-align: center;">Tuesday 3 September '13 1-3pm, Committee Room 1, Runcorn Town Hall</p>	JR	Feedback 15.10.13

REPORT TO: Children, Young People and Families Policy and Performance Board

DATE: 2 September 2013

REPORTING OFFICER: Strategic Director, Children and Enterprise

PORTFOLIO: Children, Young People and Families

SUBJECT: Annual Report - Comments, Complaints and Compliments relating to Child Care Services 1st April 2012-31st March 2013.

WARDS: All

1.0 PURPOSE OF REPORT

- 1.1 To meet statutory requirement to publish an Annual Report.
- 1.2 To report and provide an analysis on complaints processed under the Children Act 1989, Representation's Procedure.

2.0 RECOMMENDATION: That

- 2.1 The report is accepted as the mechanism by which the Local Authority is kept informed about the operation of its complaints procedure.
- 2.2 The Annual Report will evidence how feedback from service users has been used to improve service delivery.

3.0 SUPPORTING INFORMATION

- 3.1 The aim of The Children Act 1989 Representations Procedure is for Children and Young People have their concerns resolved swiftly and wherever possible by the people who provide the service locally.
- 3.2 A complaint may generally be defined as an expression of dissatisfaction or disquiet in relation to an individual child or young person, which requires a response.
- 3.3 There are 4 categories to the representation process.
 - i. Statutory Complaints - the complainant is eligible as stated in the Representations Procedure to make a formal complaint.
 - ii. Representations - where a complainant is not eligible under the Statutory Complaints Procedure to make a formal complaint, but their comments are noted and responded to. If it is not a complaint under the Statutory Procedure then the Corporate Complaints procedure may apply.
 - iii. Compliments – positive feedback
 - iv. Customer Care issues – can include advice & guidance, signposting, problem solving and early resolution to prevent complaint escalation.
- 3.4 The formal complaints procedure has a process of 4 stages.
 - Stage 1: Aims to resolve the problem as quickly as possible (within 10 working days, or 20 if complex)
 - Stage 2: If unhappy with response at stage 1, a request can be made for the

complaint to be investigated by an Independent Investigator/Person (within 25 working days, 65 if complex).

Stage 3: If still dissatisfied, a request can be made for a Review Panel to consider whether the complaint has been dealt with adequately. The Review Panel is made up of 3 independent people and should be held within 30 working days of request.

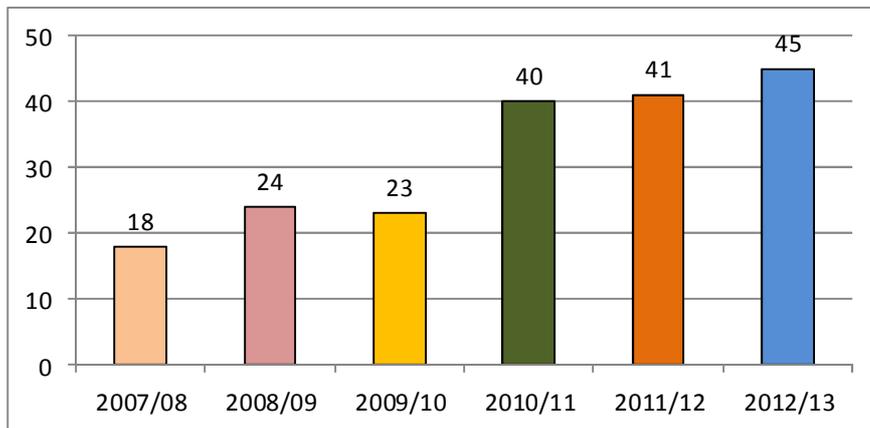
Stage 4: If still dissatisfied, the complainant has the right to refer self to the Local Government Ombudsman, they can do this at any stage of the complaint.

3.5 The Customer Care Manager has responsibility for the overall administration of complaints liaising with relevant services across the Children and Enterprise Directorate, parents and families in working to resolve children’s social care complaints.

3.6 The Children and Enterprise, Customer Care Manager amalgamated with the Communities Customer Care Team from 1st April 2011 to form one team responsible for the administration of Adult and Children Social Care Representations.

4.0 Annual Report 1st April 2012 – 31st March 2013

4.1 There were 45 Statutory Complaints made to the Local Authority in 2012/13.



4.2 4 more complaints than in the previous year an increase of 10%. The increase in complaints can indicate the procedure is being accessed and those using services feel able to express their views, which is positive.

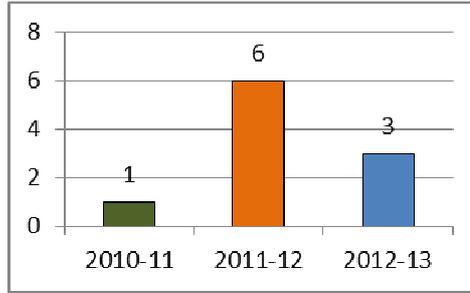
4.3 At the 31st March 2013, there were a total of 963 open cases to Children in Need, Child Protection, Children in Care and Care Leavers. This shows that 4.7% made a complaint, the percentage for the last 2 years has been 4.4% so this is consistent performance.

4.4 Complaints were made by

- 1 complaint was from a care leaver, same as previous year (over 18yrs).
- 2 out of the 3 young people who made a complaint used an advocacy service, these 2 were referred by Customer Care to Barnardo’s, who provide mediation and advocacy service for children and young people in Halton.

4.5

By year, the number of young people who have made a complaint.



- 7 complaints used an advocacy service with 2 using Halton Autistic Family Support (HAFS) and 3 using the Citizens Advice Bureau (CAB).
- 2 complaints were from Foster Carers
- The remainder were made by parents or relatives.

4.6

How complaints were made

2012-13			2011-12	
14	31%	Complaint Form	14	34%
6	13%	E-Mail	4	10%
12	27%	Letter	11	27%
12	27%	Telephone	12	29%
1	2%	Meeting	0	0%

Types of Statutory complaints made

4.7

Main categories	2010-11	2011/12	2012/13	%
Staff	17	3 (7%)	1	2
Service (i.e. quality, lack of, over provision and client expectations)	19	25 (61%)	30	67
Assessment / Review Process	3	13 (32%)	14	31
Other	1	0	0	0
Total	40	41	45	100

4.8

Upon receipt of a complaint, the complainant will often state they wish to complain about the 'Social Worker' and previously these were categorised as complaints made about members of staff. However, we have found that complaint investigations can often conclude that staff were undertaking their statutory duties or acting within the required policies and procedures, and that was the root cause of their complaint. From 2011/12 we re-categorised complaints at closure instead of upon receipt. This enabled us to more accurately reflect the root cause of complaints.

4.9

The outcome of closed Stage 1 complaints

4.10

Stage 1	Upheld	Partially upheld	Not upheld	Totals
2012-13	4	12	29	45
2011-12	8	7	23	38
2010-11	6	4	25	35

4.11

A complaint can be partially upheld where there have been a number of issues raised and some elements have been upheld, whilst others may not have been.

4.12

This table identifies that 36% of complaints were either upheld or partially upheld, this is consistent to the position last year. Complaints are resolved by means of taking action, providing an explanation of offering an apology.

Only 3 remained dissatisfied the outcome of the Stage 1 complaint and requested further investigation by External Investigators, this could indicate that although the complaint may not have been upheld, 93% were satisfied with the outcome of their complaint or accepted the explanations given.

4.13 Overall, numbers of complaints received is small in comparison to the number of contacts Children’s Services staff have with families, therefore caution does need to be exercised in using complaints data to draw conclusions about overriding themes the larger the volume the easier it is to give a bigger picture, to identify if there are single incidents or if there are any themes identified. Where similar complaints are made in small numbers, at best these identify trouble spots for Children’s Services to consider. The complaints upheld were single incidents.

4.14

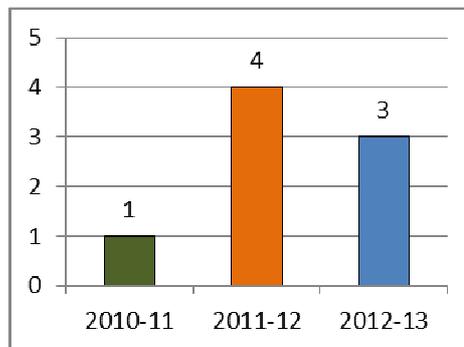
Stage 2 Complaints

4.15 We always aim to resolve complaints as early as possible. However some, more complex complaints, require a more formal investigation under stage 2 of the complaints procedure. Here, an independent person is appointed to investigate the complaint.

It is not the role of the Independent Investigator to determine the level of service, this can only be achieved via an assessment. An Investigator’s role is to determine if all that could be done has been done and whether it is in line with policy, procedures or statutory requirements. In other words, has the work that has been good enough to justify the decisions made?

During the year, of the 45 Stage 1, complaint investigations, three (7%) were requested to progress to Stage 2 investigations, however one chose to withdraw their complaint part way through.

4.16



Of the remaining stage 2 cases:

- 4.17 • One proceeded to a stage 3 Review Panel
- 4.18 • In the other case, the complaint was not upheld by the stage 2 Independent Investigator and the outcome being sought was not supported in the conclusions of his report. As that outcome could not be delivered by a stage 3 panel, it was agreed that the case be referred early to the Local Government Ombudsman (see 4.20 below)

Stage 3 Review Panel

The stage 3 Panel referred to in 4.16 was the first held since 2009/10.

Local Government Ombudsman (LGO)

During the year 4 enquiries were received from the LGO including:

- The early referral referred to in 4.16. The LGO found that Halton Borough Council had acted appropriately in how the complaint was investigated and the subsequent conclusions.
 - A case which the LGO did not pursue, and a local settlement was agreed.
- 4.19
- A case where the LGO was satisfied that Halton Borough Council had prompted an investigation of the complaint locally.
 - A case where the LGO was satisfied that a local remedy settled the issue in question to the satisfaction of the complainant. This also resulted in important new changes in procedures in cross working between health and social care.

Timescales

4.20

We aim to provide a response to complaints within 10 working days. This can be extended to 20 working days where, for example, a case may be particularly complex or there are other mitigating circumstances (eg a key member of staff is absent).

4.21

Whilst, inevitably, the operation pressures of child protection always takes priority, 43 (96%) of the 45 statutory complaints investigated were completed within the 20 day timescales measurement. Although this is lower than the previous year, where all were responded to within timescales, performance remains at a highly credible level, and will continue to be monitored.

4.22

Of the cases referred to above 32 (71%) received a response within 10 working days. This is the same level as in the previous year.

4.23

4.24

The 2 complaints that went over the 20 days, the reasons for delay included operational pressures and delay in internal communication.

4.25

Of the 2 cases that proceeded to a complaint investigation (one being withdrawn prior to that), both were completed within statutory 65 working days timescale.

The Customer Care Team will continue to monitor and support compliance with timescales and quality standards by reminding managers when responses are due and reviewing draft letters to advise on content.

4.26

In the last year, the Customer Care Team has conducted a number of home visits, to help get a better understanding of complaints received. This gives the opportunity to clarify expectations and desired outcomes, and also helps illustrate that Halton Borough Council wants people to feel able to raise concerns and that we will aim to resolve them wherever possible. It also provides a foundation for managers to commence their investigation and so provide a full response to all the issues raised.

4.27

Other Customer Care Contacts

“Customer Care Contacts” are those that do not fall within the statutory complaints procedure, but where staff spend time in talking with people to find out what the issues are, appropriately sign-posting them to other services and facilitating resolution of problems that sometimes can be resolved.

Of these Customer Care Contacts:

- There were 7 representations made to the Local Authority in 2012/13. This is 2 less than last year.

- There were 25 recorded customer care contacts in relation to Children Social Care that were also responded to This is comparative to last year. These were contacts, which were resolved by the Customer Care Team at point of contact (eg liaising with Social Workers, provision of information, signposting). These contacts have provided an early resolution, preventing a formal complaint.

4.28

- 27 MP enquiry responses have been facilitated. Councillors and MP's write to the Director of Children's Services on behalf of their constituents. The Customer Care Team helps co-ordinate responses to these enquiries, when enquiries relate to a child or young person and their family.

4.29

Whilst the Customer Care Team do send customer satisfaction surveys to complainants only 3 were returned in the last year, which is too small a number to be representative. This and other alternatives will be considered, to explore how satisfaction of the Customer Care procedures may be monitored in future.

4.30

Complaints Handling Training

During this monitoring period there was one half day training session in the complaints procedure for Children & Enterprise staff compared to the previous year where there were 4 held.

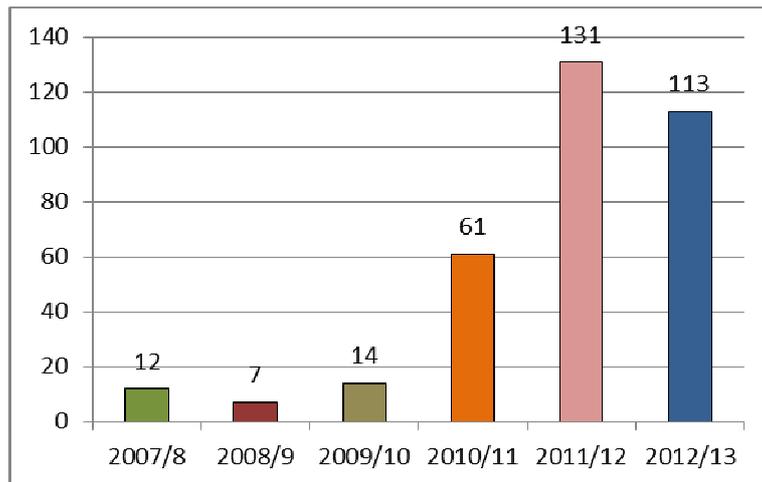
12 staff attended and feedback received was excellent. Further sessions will continue to be run periodically or when requested, in particular targeting new staff as they begin their employment.

4.31

Compliments received in the Children & Enterprise Directorate.

There were 113 compliments this year AS the graph below illustrates, whilst this was drop from last year' peak it is still considerably higher than the years preceding that.

4.32



Compliments received in the Children & Enterprise Directorate.

4.33 **Children and Families Compliments (Children’s Social Care only)**

Compliments by Year	Total
2012/13	72
2011/12	93

By Percentage		
Team	2011/12	2012/13
CIN	20%	24%
CIC	25%	22%
TAF	55%	53%
YOT		1%

CIN – Children in Need Team
 CIC – Children in Care Team
 TAF – Team around the Family
 YOT – Youth Offending Team

4.34

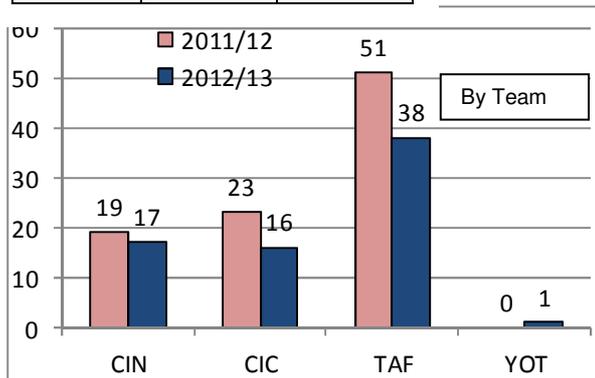


Table showing Dispersal of Compliments by Team
 NB Although the number of compliments has reduced, the dispersal across the teams is comparable to last

A separate compliments report has been compiled, but illustrative comments about Children Social Care include:

4.35

- *A card from a family whose daughter has moved on successfully through the transition process to Adult Services " The worlds a better place because of folk like you who take the time to do nice things, the way you always do. Thank you so much for everything you have done for us all. It is greatly appreciated".(Service User)*
- *"I assume it must be rare to receive positive feedback regarding the work of you and your team. However I would like to express my thanks for the way you ran the meeting. Keeping focus and professionalism is hard enough with the subject matter in hand. Well done and thanks". (from a partner agency)*
- *A Card - "It brings warm and heartfelt thanks for all the thoughtful things you do helping me to care and look after my special son". (Service User)*
- *A Card -"Just to say thank you for looking after my daughter, and being there when she was at her most vulnerable and needed someone the most. For all you've done we are forever in your debt". (Service User)*
- *A card "Thank you so much for helping bring our son to us. We are over the moon and so very happy. A long time coming, but definitely worth the wait". (Service User)*
- *"I know that I am no longer under the Children's Act or Care Leavers group but I thought I would pass on my telephone numbers if you ever need me for interviews or anything. I would also like to say thank you for everything you*

have helped me with and supported me through, I could easily say I would have survived without you both but I know there is a lot that I would have crumbled at without you both and I am so grateful. Thank you for everything".(Service User)

- *Card from a care leaver - "Thank you for all your support in 2012". (Service User)*
- *"I felt my case was important to her as it was to me, although my journey did not get the result I would have liked, she left no stone unturned and was relentless in her search, she is an absolute credit". (Service User)*
- *"You have given us far more support and guidance in the short period and there has been an improvement in our son's behaviour, improving the function of the family".(Service User)*
- *"Thank you for setting up the sitting service/outreach sessions it has made such a difference to us both, I cannot remember the last time I was able to relax knowing that my daughter was enjoying herself safely".(Service User)*
- *"As parents it is your worst nightmare and as for my son it was very frightening and stressful. We would just like to take this opportunity to say a big thank you, she came to our home, she was there for any queries and she attended court to support us and it made a difference to see a friendly face. She is an amazing person with a gift to communicate with young teenagers. We wouldn't have got through this without her". (Service User)*

4.36 **Learning and service improvement**

Managers responding to complaints are asked to identify if there has been any learning from a complaint. Some complaints highlight issues that may impact on others in a similar situation. Learning from such issues help to inform the improvement or development of services

4.37 Improvements this year influenced by learning from complaints include:

- Re-evaluation of how fathers in strained family situations are communicated with and listened to in order that their views are able to be expressed equitably.
- Greater use of formal assessment/review processes and tools. These are now being used more frequently to evidence a child's needs and how best to meet them
- A new system of meeting planning was implemented to minimise the risk of late cancellations
- Reviewing of what information is communicated, and how, to ensure people clearly understand decisions made or actions taken. This will help prevent complaints resulting from misunderstanding, which traditionally has been a common theme in complaints.
- A service now logs all contact arrangements in a central file ensuring access available by other staff in the absence of allocated worker.

- An adjudication report is produced for all Stage 2 complaints, which identifies the required remedies for the complainant, learning outcomes and service improvements for the Authority. With the elements upheld the required remedies were adhered to but there were no key policy recommendations.

5.0 POLICY IMPLICATIONS

- 5.1 “Compliments, Comments and Compliments” is the guidance intended to detail the policy and procedure for each type of complaint and provide guidance on how to respond when they receive a complaint. This document has been reviewed and updated in this financial year.
- 5.2 Where identified through the complaints process, policies can be amended to improve service delivery.
- 5.3 Where appropriate, individual issues identified through complaints are followed up by managers in staff supervision, to inform individual learning. More widely, learning from complaints is used to inform generic training and service development through the Operational Leadership Team.
- 5.4 It is important to continue to network, share practice and contribute to Regional policy and practice. The Complaints Manager attends the North West Complaints Managers Group bi-monthly. The network aims to raise standards for complaints management across the region to promote consistency of practice and to provide a source of mutual support.

6.0 RISK ANALYSIS

- 6.1 Failure to implement an efficient service could result in the local authority being challenged for not dealing with complaints in a timely and efficient manner and could result in the customer not receiving a service which could then detrimental to their safety and well being.
- 6.2 Whilst complaints can result in changes for individuals, collectively they are a key source of information to help us develop the services we provide or commission.

7.0 EQUALITY AND DIVERSITY ISSUES

- 7.1 No matter who complains they receive the same equality of access and provision.
- 7.2 Children and young people under the age of 18 made 3 complaints. The ethnicities of these complainants were White British (source Carefirst) with 1 being female and 2 being a male.
- 7.3 Of the adults over the age of 18 years, 27 complainants were female 11 were male, and one declared a disability. 1 complainant was White European and made two separate complaints, 1 was White Asian and the other complainants were white British. (Information sourced from Carefirst or complaint form).

8.0 IMPLICATIONS FOR THE COUNCIL’S PRIORITIES

8.1 Children & Young People in Halton

The learning taken from comments, complaints and compliments ensures the ongoing

development of services to provide better outcomes for children, young people and their families. The transparency of the process enables children, young people and their families to challenge our provision of services if they feel unhappy about any aspect of it and provides independent oversight if required.

8.2 Employment, Learning & Skills in Halton

Any findings from a comment, complaint or compliment relating to this priority will be used to inform the relevant service.

8.3 A Healthy Halton

Any findings from a comment, complaint or compliment relating to this priority will be used to inform the relevant service.

8.4 A Safer Halton

Any findings from a comment, complaint or compliment relating to this priority will be used to inform the relevant service.

8.5 Halton's Urban Renewal

Any findings from a comment, complaint or compliment relating to this priority will be used to inform the relevant service.

9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

Document	Place of Inspection	Contact Officer
Representation Procedure 1989	Runcorn Town Hall,	Dorothy Roberts Customer Care Manager

REPORT TO: Children, Young People & Families Policy & Performance Board

DATE: 2 September 2013

REPORTING OFFICER: Strategic Director, Children & Enterprise

PORTFOLIO: Children, Young People and Families

SUBJECT: Ofsted Inspection of services for children in need of help and protection and children looked after and care leavers

WARD(S) Borough-wide

1.0 PURPOSE OF THE REPORT

1.1 To provide an update on the new single inspection framework that is due to be launched from November 2013.

2.0 RECOMMENDATION: That:

- i) Members note the contents of the report.
- ii) Members are supported through briefing and training events planned in preparation for the inspection.

3.0 SUPPORTING INFORMATION

3.1 Halton was last subject to a major Ofsted Inspection of Children's Services in February 2011. It was called the Safeguarding and Looked After Children Inspection (SLAC). The outcome was 12 grades of Good and 10 of Outstanding.

All top level Councils are subject to such an Ofsted Inspection process at least every three years.

3.2 The Safeguarding and Looked After Children Inspection was subsequently replaced in 2012 and following initial replacement with a Council based Safeguarding Inspection with a view to introducing a multi-agency inspection framework from September 2013. This was aborted following a number of pilots, and at the express instruction of Sir Michael Wilshaw, Head of Ofsted.

3.3 Ofsted announced plans instead in April 2013 to inspect local authority arrangements for services for children in need of help and protection and children looked after and care leavers under a single combined framework that includes local authority fostering and adoption options.

- 3.4 Guidance on the new framework was released in June 2013 for consultation. This consultation ended in July and the final framework is due to be released in September and launched in November 2013.
- 3.5 The new framework will be rolled out over a three year period from November, with every local authority inspected within that time. Given that by November it will be nearly three years since the last inspection in Halton, planning is underway on the basis of expecting an Inspection by March 2014.
- 3.6 The methodology of the latest Inspection process is radically different from that experienced during the SLAC - in that Inspections are now almost exclusively focused on front line case practice and on children and young people's own experiences. The inspection will bring greater focus on outcomes and the needs of the child than any inspection Halton has had before. It will look at the early identification and help for children, young people and their families/carers and has greater emphasis on how effectively local agencies contribute to the protection of children and young people and to services for Looked After Children than seen in previous inspections.
- 3.7 At every stage of the child's journey, the inspection will evaluate the effectiveness of:
- The impact of the help given
 - The focus on the interests of the child
 - Inter-agency working
 - Meaningful, consistent and direct contact with the child and their family
 - The experiences of particularly vulnerable children (private fostering, those not in education, those in families with domestic violence, substance misuse, mental illness etc.);
 - how well all partners take account of children's wishes and feelings and the extent to which this informs their care; and
 - Whether services are accessible to everyone and that there is equality of opportunity and outcomes.
- 3.8 The scope will include children and young people who are:
- at risk of harm.
 - in need of protection and provided with a multi-agency child protection plan.
 - no longer needing a child protection plan but still require some help and support.
 - in need of Children's Social Care support but below the significant harm and looked after thresholds

- looked after
 - care leavers
- 3.9 The inspection will lead to 3 key judgements – protecting children; looked after children and achieving permanence; leadership, management and governance.
- 3.10 The inspection will also include 3 graded judgements – adoption, care leavers, and a judgement on the effectiveness of the Halton Safeguarding Children Board.
- 3.11 A new 4 point judgement scale will be introduced that removes the 'adequate' grading The new scale includes:
- inadequate
 - requires improvement (to be good but that children are safe).
 - good
 - outstanding
- 3.12 Until the new framework is implemented, Ofsted will carry out separate inspections of local authority arrangements to protect children, will re-introduce a small number of targeted inspections of services for looked after children, and will continue with regulatory inspections of local authority adoption and fostering functions. As part of this, Halton had an inspection of its Adoption Service in August 2013.
- 3.13 All this means that Halton must subject itself to a level of rigour in our assessment of current performance that we have never done before. Ultimately, this will improve the quality of service and therefore warrants the investment of time and resources. It also serves to reduce the threat to the reputation of the Council an adverse Ofsted judgement would result in.
- 3.14 In order to realistically test our state of preparedness for the new Inspection regime, we have undertaken as close an approximation to the Ofsted Inspection process as possible. This involved an unannounced visit of a multi-agency team from CWaC led by a respected independent Consultant in July 2013. Some 16 reviewers came to Halton over a four day period and assessed nearly 100 cases. The findings from this Review will inform planning for the Inspection.
- 3.15 In response to the recommendations from the Practice Review and in line with the expected requirements of the new framework there has been some reorganisation of the planning structures for the inspection. The new structures include:
- *Investing in Children & Young People Board (ICYPB)* – this new Board will be chaired by David Parr and is a streamlined high level strategic group of primarily HBC officers and key

leads of partner agencies. This will meet bi-weekly.

- *Multi-agency Operational Group* – this will involve wider representation from across partner agencies and focus on operational issues.
- *Logistical Inspection Support Team (LIST)* – this group is coordinating the organisational aspects to support the inspection.

3.16 Project plans are being developed to frame the work for each group.

4.0 POLICY IMPLICATIONS

4.1 The Inspection and the outcomes from it would have a significant impact on services and service delivery in Halton if a negative judgement were received. In addition, Halton would be subject to high levels of scrutiny from Ofsted in the aftermath and further inspection. Therefore, planning and preparing for the Inspection is the overarching priority for the Children & Young People priority.

5.0 OTHER IMPLICATIONS

5.1 None

6.0 IMPLICATIONS FOR THE COUNCIL’S PRIORITIES

6.1 Although the implications of the inspection primarily focus on Children & Young People, there will be crossover into other priorities, in particular Health and Safer Halton in relation to agencies and services that will be involved in inspection planning and the Inspection itself, including GPs and Police.

7.0 RISK ANALYSIS

7.1 The analysis of the risks associated with a negative inspection outcome is driving the level of focus on planning and preparation for the Inspection.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 None

9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

Document	Place of Inspection	Contact Officer
Halton Ofsted Safeguarding & Looked After Children Inspection Report - February 2011	2 nd Floor, Rutland House	Mark Grady
Consultation on guidance for	2 nd Floor, Rutland	Mark Grady

the inspection of services for children in need of help and protection and children looked after and care leavers – June 2013	House	
---	-------	--

REPORT TO:	Children, Young People and Families Policy and Performance Board
DATE:	2 September 2013
REPORTING OFFICER:	Strategic Director – Children & Enterprise
PORTFOLIO:	Children, Young People and Families
SUBJECT:	Child in Need Analysis
WARDS:	Borough Wide

1.0 PURPOSE OF THE REPORT

The purpose of this report is to update members on issues impacting on performance within the Children in Need service (CiN) on a six monthly basis. This report covers Quarters 3 and 4 of the year 2012/3.

It is important that members have a good understanding of this performance and are satisfied that adequate strategies are in place to ensure that the children of Halton are safeguarded. Ofsted Inspections of Contact, Referral and Assessment processes in other Local authorities have criticised Local Safeguarding Children's Boards (LSCBs) and elected representatives for failing to scrutinise safeguarding practices and having a poor understanding of issues impacting on performance.

Children's Social Care is made up of a number of services. The CiN service provides contact referral and assessment services to Children in need and those in need of protection, including those Children with a disability who require a social worker. The Permanence team provides services to children in care who have a plan of permanence and the Young People's team provides services to care leavers and Children in Need who are 14+. The fostering team and adoption team undertake family finding and recruitment of carers.

2.0 RECOMMENDATIONS

- i) Members note the contents of the report and the levels of activity in the service.*
- ii) Members support the establishment of the Investing in Halton's Children and Young People Board and the action plan to deliver continued improvements in the service*
- iii) A further report is presented in 6 months on Children in Need Service activity, and the outcomes from the board.*

3.0 ANALYSIS

3.1 Contacts

A contact is a request for a service that does not meet the threshold for a referral and assessment in line with the Levels of Need Framework; it also records requests for information received from other agencies.

There were 513 contacts received during this period which is a continued reduction, and a total of 1100 contacts were received during the year. In looking at Runcorn and Widnes performance compared to the previous year, Widnes had a monthly average of 41 contacts a month (a reduction of 20%) and Runcorn a monthly average of 45 (a reduction of 28%). This downward trend is now established and can be confidently linked to the improved co-ordination of support and services now in place through the IWST service.

Contacts from the police reduced significantly during this period, largely as a result of the improved communication pathway for CAVAs (domestic violence reports) in place with the IWST service.

3.2 Referrals

A referral is where a request for a service and advice has been accepted by children's social care and should proceed to an assessment. There were 462 referrals in this period, with a significant increase in Quarter 4 in particular; Runcorn had 62 in February and Widnes had 47 in March, both above their usual average of 42 and 31 for Runcorn and Widnes respectively.

There was a significant increase in referrals where domestic violence was the main presenting issue in Quarters 3 & 4, increasing to 52 and 60 referrals compared to 37 and 34 in the previous 2 quarters. There was also a significant increase in neglect, sexual abuse and physical abuse in Quarters 3 & 4 as presenting reasons compared to Quarters 1 & 2.

There is more evidence of CAF activity prior to referrals being made.

The percentage of referrals proceeding to Initial Assessment is showing at end Qtr4 as 84%, a decline from the previous year of 88% for the same quarter. The end of year outturn for 2011/12 was 91.7%. This is an area in need of monitoring as an indicator of how effective the contact and referral process is, and how well thresholds are understood by partners and applied by social care. The revised Levels of Need Framework from April 2013 should assist with improving this, alongside changes social care will be making to its front-door service.

Following an audit of contacts undertaken by the Operational Director in February 2013, the current duty process has been revised, as there was concern at the level and detail of history-taking, checks being undertaken and

the level of analysis and risk that was being recorded to inform a decision about progressing to a referral. There was concern at the consistency of the decision-making and the role of the managers in recording their rationale for a decision to progress or not progress to a referral and assessment.

The interim arrangements have revised the recording and the authorisation by managers which is now enforced by the CareFirst workflow. 2 dedicated Practice Managers in Runcorn and Widnes are in place to drive improvements in the quality of the recording of social worker activity on contacts and to improve the evidence of showing “the working out” that leads to a recommendation to the Principal Manager. Administration support has also been re-aligned to support the duty function more consistently.

Children’s Social Care will be moving to one dedicated team to respond to all contacts and referrals to children’s social care on a borough-wide basis by 30 September 2013. This team will also be the point where consultations are undertaken; this is currently undertaken by the Integrated Working Service Teams (IWST) in Runcorn and Widnes. This will ensure a consistent response across the authority by having one point of access and one team, and will also enable improved analysis and performance monitoring of a key point in the child’s journey. The aim should be that 95%-98% of referrals proceed to an assessment if thresholds are clearly understood and there is effective triaging at the point of access to social care. There will also be a basis to explore with partners whether this service should ultimately become a multi-agency service along the lines of the Multi-Agency Safeguarding Hub model and should be an area of exploration for Halton Safeguarding Childrens Board.

3.3 Completion of Assessments

There was an increase in both initial and core assessments completed within this period which reflect the increase in referrals in Qtr4 particularly and also the complexity of the presenting issues with more core assessments being completed. While the timeliness of Initial Assessments improved to 73%, the timeliness for core assessments reduced to 70% from 90% but the overall number of both initial and core assessments has increased.

Working Together 2013 has dispensed with timescales for assessments from April 2103, to be replaced by a Single Assessment process with the aim of being completed by 45 working days, and monitoring of reasons why assessments take longer than 45 days; timescales for seeing the child are not specified. Halton are currently still using the initial and core assessment model.

Halton will be using the North West Region Social Work Planning and Assessment Model that has been endorsed by the NW Directors. Review points are built into in this model, and Halton will be implementing the Single Assessment by 1 September 2013 and publishing its Assessment Protocol. There are redesign issues with CareFirst that means this cannot be

implemented sooner, and staff are still completing initial and core assessments currently.

3.4 Child Protection Plans and S47 Enquiries

There has been a reported decrease in s47 activity and numbers of children with a Child Protection Plan during this period. At the end of Qtr4, 81 children had a plan, compared to 106 at the end of Qtr2. 17 of these children however, have subsequently come into care.

The issue about recording of S47 enquiries in CareFirst will shortly be resolved, with the number of forms reducing from three to one; this will lead to improved reporting on this indicator. Working Together 2013 has still maintained the timescale of 15 working days from the first strategy discussion to conference, which is contradictory to the principles of the single assessment.

3.5 Court Activity / Children in Care

The numbers of children in care has continued to increase, with 142 children in care at the end of Qtr4. The Senior Leadership Team has undertaken detailed analysis of the reasons for this continued increase. This shows that the level of activity and court work in relation to younger children (under 10) is fairly consistent but there has been an increase in older children and an increasing use of s20 accommodation. During this period, 4 young people were placed in welfare secure because of their level of risk and vulnerability, and out of 55 children that entered care from October 2012 to May 13, 26 were over 10. There is further work to be done on understanding the context for the increase, and how effective services are at working together to intervene earlier with these children and safely and effectively divert them from care.

The Pre-Proceedings Protocol as part of the Family Justice Reforms will be implemented locally on 7 October 2013. The expectations of how to place children under the Pre-Proceedings Framework is now much clearer, as are the expectations of agencies in supporting the local authority in evidencing its application, assessment and plan for the court. This, together with the Single Assessment, has significant implications for the CIN teams in refocusing their approach to assessment and care planning.

3.6 Performance / Data

The Performance and Policy Function returned to the Children and Enterprise Directorate in April 2013. Work is currently underway to refresh the reporting and performance management framework to provide systematic and scheduled reporting and analysis to the various audiences who require reports, and to reduce duplication. CareFirst is due to have a number of amendments to its design and structure to better support social workers over

the next few months which will improve compliance with the system and its management information reporting.

4.0 Social Worker Capacity and Caseloads

4.1 Social Worker recruitment remains stable, with only one vacancy at the end of the year. However, we have a high number of staff who are on maternity leave and whose cases cannot be re-allocated; in addition, as is reflected above, there has been an increase in the complexity of casework and children coming in to care. In order to ensure caseloads are at a manageable level agency social workers have been recruited and there are currently 8 agency social workers in place. In addition, we have not been able to recruit to 2 vacant practice manager posts and those posts are covered by agency. We continue to advertise and have one applicant to interview. Caseloads are on average in the *mid-20s*.

4.2 The social worker retention and recruitment strategy is in its final consultation stages before being launched in October.

5.0 Practice Review

5.1 As part of the preparation for the new Ofsted inspection framework, Halton is sharing a peer practice review approach with Cheshire West and Chester. The new framework is going to be significantly more challenging, with the grades being inadequate, requiring improvement (to be good), good and outstanding. "Good" is the benchmark, and the inspection will cover all aspects of children's services, from early help to adoption. The bar has been significantly raised and it will be challenging to achieve an overall judgement of good. Inspections under this framework will begin from November 2013.

5.2 The practice review adopted the principles of the new Ofsted methodology with 16 inspectors over 5 days in July. The review evidenced that Halton has many examples of good practice and numerous of areas of strengths. However, it also highlighted some critical areas for development which we need to respond to if we are to respond positively in the future inspection. These areas have informed an action plan (see Appendix 1). To drive the action plan, an Investing in Halton's Children and Young People Board, chaired by the Chief Executive David Parr, has been established to oversee the implementation of the actions. This board will meet fortnightly until the end of the year.

6.0 SUMMARY

There has been an increase in referrals in Qtrs 3 &4, with particular increases in domestic violence, sexual abuse, neglect and physical abuse. There are key changes underway in responding to contacts and referrals, the introduction of the Single Assessment Process and the Pre-Proceedings Protocol.

The number of children in care continues to increase, in particular for older children, which warrants a further examination of services, and how effective early intervention and support is with this age group.

An Investing in Halton's Children and Young People Board has been established to deliver continued improvements in the service as part of preparation for the new Ofsted Inspection framework.

7.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

7.1 Children and Young People in Halton

This service is critically in ensuring that children and young people are safeguarded in Halton.

7.2 Employment, Learning and Skills in Halton

Families who are affected by unemployment may be living in poverty, which has implications for children's health and well-being, and how they can be supported to meet their children's needs. The service works with partners and the parents to support families to mitigate the impact on children.

7.3 A Healthy Halton

Parents whose children are referred to children and families services may have issues with drugs and alcohol, which can impact on their ability to parent. Children who are living in neglectful families may have issues with their health needs being met. The service works with partners and the parents to address the areas of need for children to improve their health outcomes.

7.4 A Safer Halton

Children may be affected by physical violence in the home or their communities, may be exposed to anti-social behaviour and be affected by domestic violence. The service works with partners to reduce the risks and if needed, will take protective action to ensure a child is safeguarded.

7.5 Environment and Regeneration in Halton

There are no immediate implications

8.0 RISK ANALYSIS

The service provides critical intervention for children who may be or at risk of significant harm in line with statutory guidance and legislation. Failure to ensure the service has appropriate staffing and management, and that front-line staff have the necessary capacity to meet the needs of children would mean that children may be exposed to unnecessary risk, and would lead to a negative inspection outcome from the regulator Ofsted.

As outlined above, the service is taking the necessary and appropriate steps to ensure that the service is able to meet its duties and responsibilities.

9.0 EQUALITY AND DIVERSITY ISSUES

The service has in place support services for families where there are equality and diversity needs, to ensure they are fully involved in their assessment and plans, with support from advocacy of required.

10.0 FINANCIAL IMPLICATIONS

The service may incur additional costs with the use of agency staff.

11.0 BACK GROUND PAPERS

None under the meaning of the Act.

REPORT TO:	Children, Young People and Families Policy and Performance Board
DATE:	2 September 2013
REPORTING OFFICER:	Strategic Director Policy & Resources
SUBJECT:	Performance Management Reports for Quarter 1 of 2013/14
PORTFOLIO:	Resources
WARDS:	Boroughwide

1.0 PURPOSE OF REPORT

- 1.1 To consider, and raise any questions or points of clarification, in respect of performance management for the first quarter period to 30th June 2013.
- 1.2 Key priorities for development or improvement in 2013-16 were agreed by Members and included in Directorate Plans, for the various functional areas reporting to the Board as detailed below:
 - Children and Families Services
 - Learning and Achievement
 - Children's Organisation and Provision

The report details progress against service objectives, milestones and performance targets and provides information relating to key developments and emerging issues that have arisen during the period.

2.0 RECOMMENDED: That the Policy and Performance Board

- 1) Receive the first quarter performance management reports;**
- 2) Consider the progress and performance information and raise any questions or points for clarification; and**
- 3) Highlight any areas of interest and/or concern where further information is to be reported at a future meeting of the Board.**

3.0 SUPPORTING INFORMATION

- 3.1 Departmental objectives provide a clear statement on what services are planning to achieve and to show how they contribute to the Council's strategic priorities. Such information is central to the Council's performance management arrangements and the Policy and Performance Board has a key role in monitoring performance and strengthening accountability.

4.0 POLICY IMPLICATIONS

4.1 There are no policy implications associated with this report.

5.0 OTHER IMPLICATIONS

5.1 There are no other implications associated with this report.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Departmental service objectives and performance measures, both local and national are linked to the delivery of the Council's priorities. The introduction of a Thematic Priority Based Report and the identification of business critical objectives/ milestones and performance indicators will further support organisational improvement.

6.2 Although some objectives link specifically to one priority area, the nature of the cross - cutting activities being reported, means that to a greater or lesser extent a contribution is made to one or more of the Council priorities.

7.0 RISK ANALYSIS

7.1 Not applicable.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 Not applicable.

9.0 LIST OF BACKGROUND PAPERS UNDER SECTIONS 100D OF THE LOCAL GOVERNMENT ACT 1972

Not applicable

Directorate Performance Overview Report

Directorate: Children and Enterprise Directorate

Reporting Period: Quarter 1, Period 1 April 2013 – 30 June 2013

1.0 Introduction

This report provides an overview of issues and progress within the Directorate that have occurred within Quarter 1. The way in which traffic light symbols have been used to reflect progress to date is explained within the Appendix (section 8).

Please note initials have been provided to indicate which Operational Director is responsible for the commentary to aid Members, as requested by the Children and Young People Policy and Performance Board. A key is provided at the end of the report in Appendix (section 8).

2.0 Key Developments

2.1 Ofsted Inspection Framework

The consultation on the revised Ofsted inspection has now closed and the new framework will be implemented from November 2013. The inspection focuses on the local authority's arrangements for children in need of help and protection, children in care and care leavers. This is a more challenging framework than previously, and the bar has been raised in determining the judgements. In response to this, and learning from a recent practice review, a multi-agency Investing in Children and Young People Board chaired by the Chief Executive will oversee the action plan in preparation to ensure we meet the rigour of the new framework. A briefing will be arranged for members once the framework is published in October 2013 to inform members of the new judgements and how they are reached. The main changes suggested in the proposals for consultation was a change from 'Satisfactory' or 'Adequate' grading to 'Requires Improvement' (to be Good). This judgement indicates safe practice but not meeting the requirements to be judged as good.

An adoption inspection is due to take place 6-9 August 2013.

Children and Families is currently consulting on moving towards a single front-door – Central Advice and Referral Team (CART). Currently, contacts with social care are dealt with by 4 separate teams – the two Children in Need Teams and the 2 Integrated Working Support Teams. One single point of access will improve the performance management and oversight of all contacts with social care to ensure there is a consistent application of thresholds and feedback to families and agencies. This proposal was seen by the recent practice review and was strongly endorsed as the right approach. (TC)

2.2 School Improvement Strategy

The local authority's School Improvement Strategy and guidance will be revised so that it is aligned to the recently published framework for inspecting local authority school improvement services. (SN)

2.3 Ofsted inspection of LA school improvement services

Ofsted have recently published their framework for the inspections of local authority arrangements for supporting school improvement in schools, and the education of children and young people. These arrangements have not been inspected by Ofsted and other inspectorates since 2004/05, when the former local education authority (LEA) inspections by Ofsted were replaced by joint area reviews (JAR). Norfolk and Isle of Wight have been inspected under this framework to date. Both had their arrangements for supporting school improvement judged ineffective.

A self-evaluation tool is being developed against the criteria set out in the new inspection framework. This will help evaluate the work of the department regularly and target areas for improvement more precisely. (SN)

2.4 Children in Care of Other Local Authorities (CICOLAs)

To improve the accuracy of the list of Children placed in Halton by other local authorities the following actions have been taken:

- The Children in Care nurse provides a monthly update;
- The Local Authority Designated Officer is informed where it is recognised there is a delay or lack of completion of the notification form;
- A Provider Forum has been established where all providers are asked to complete a return when a CICOLA arrives at or leaves their setting;
- Clinical Commissioning Group (CCG) will be also be working with GPs to encourage the completion of notification forms;
- Regional examples of good practice for maintaining the list have been requested.

Risk assessments are also completed by the police, local authority and the new provider prior to a new provider opening a Children's Home. Over the last 18 months there has been a reduction of three homes operating in Halton. This reduction represents a home reduction of 20% and a bed reduction of just over 33% in the last 18 months.

The DfE is consulting (until 17 September 2013) on a number of changes to strengthen regulations covering children's homes and care planning, placement and review. The aim is to improve the quality of provision in children's homes and to make local authorities and children's homes more accountable for their decisions. (AMc)

2.5 Amalgamation of Key stage 3 (The Bridge School) and Key Stage 4 (KS4 Gateway) Pupil Referral Units

As part of the School Funding Reform 2013/14 Pupil Referral Units (PRUs) now have delegated budgets. Following public consultation the decision was made by Halton Borough Council's Executive Board to amalgamate both KS3 and KS4 PRUs to create one new school.

The Local Authority will work with the Management Committee of the amalgamated PRU to ensure high quality provision is available for excluded pupils from September 2013. (AMc)

2.6 School Forum

To ensure compliance with the new School Forum regulations the Education Funding Agency are visiting all School Forums. A representative from the Education Funding Agency attended the Halton School Forum on 18th June 2013 to assess practice in Halton. Her findings were based on assessing Halton's compliance with the criteria in the regulations. A summary of the findings is listed below:

- Agenda and papers being available on the website well in advance of the meeting
- Participation in discussions is compliant with the new regulations – most items were for open discussion – it was good to see interaction from different sections of members
- Chairing of the meeting which enables all who wish to contribute to do so and which is not dominated by local authority views – very much in evidence, LA contribution was to provide context and wider information, which appeared to support member understanding.
- Clearly set out recommendations or decisions by the forums – fully met with well laid out papers
- Voting on the formula which is compliant with the new regulations (AMc)

3.0 Emerging Issues

3.1 Ofsted New Framework for Children's Centres

Ofsted are now inspecting Children's Centres using the new inspection framework. On examining the initial reports that are coming through it is clear that the approach from Ofsted has significantly changed. Whilst Centres may have positive aspects, if they are not engaging families from the most

vulnerable groups, or have areas to develop further, they will not be graded as 'good'. Instead they will receive a 'requires improvement' grade.' The quality of data and the impact of targeted work will be crucial to Halton's next inspection. (TC)

3.2 Children & Families Bill (SEND Reforms)

Workforce development and culture change will be needed to implement the changes Services and professionals across education, health and care for children and adults need to work together closely, putting families and young people at the centre of commissioning, assessment and planning. Every area will therefore need to be considering the steps they need to take to implement the reforms successfully. (SN)

3.3 School Improvement Partners (SIP)

Since the cessation of the national school improvement partner programme (SIP) which ran in Halton until July 2011, there has been a loss of 'live' information provided by schools to the school improvement team. This situation is to be reviewed in the summer term to consider how we might improve the capacity of the school improvement team to ensure that all schools are allocated a link officer. Officers are not currently linked to the majority of good and outstanding schools. (SN)

3.4 Primary National Curriculum Changes September 2014

The implementation of the new primary curriculum in September will provide a challenge with respect to the associated training that will be required particularly subject specialist training and support. Previously the local authority had a team of national strategy consultants most of whom were subject specialists. However, there is likely to be a shortage of primary subject specialists for some of the recommended subjects for example, Mandarin, Latin or Ancient Greek. (SN)

3.5 Extended Free Entitlement

Officers continue to work on ensuring there are sufficient 2 year old places to deliver the extended free entitlement from September 2013. Currently the demand is anticipated at 493 children with a supply available of 586 places for September 2013, growing to a demand of circa 800 places by September 2014. (AMc)

3.6 Traineeships for 16-19 year olds

Traineeships are new programmes aimed at equipping young people with the skills and experience to compete for an apprenticeship or other job. They are for young people who are not in work and have been developed in response to employers reporting that young people applying for vacancies often lack work related skills and attitudes which they need to secure and sustain employment.

Traineeships aim to create a progression route for young people who are motivated by work, providing them with a structured opportunity to develop skills and experience needed to be attractive to employers. The core offer of a Traineeship will cover;

- A high quality work placement, to give the young person meaningful work experience and develop workplace skills
- A focused period of work preparation training, focusing on CV writing, interview preparation, job searches
- English and maths, as these are crucial employability skills

Traineeships will be delivered from August 2013 for 16 to 19 year olds at eligible Schools and Academies or by training providers who have achieved an Ofsted inspection grade of Outstanding or Good. (AMc)

3.7 School Admissions September 2013

Applications for school places for the September 2013 intake have now been finalised. For admission to Primary School, 94% of parents' first preferences were met, and for admission to secondary school 98% of parents' first preferences were met. The management of In-Year admissions transfers from the Local Authority to schools from September 2013, however, the Local Authority retains a monitoring role. (AMc)

4.0 Risk Control Measures

Risk control forms an integral part of the Council's Business Planning and performance monitoring arrangements. During the development of the 2013/14 Business Plan, the service was required to undertake a risk assessment of all key service objectives with high risks included in the Directorate Risk Register.

As a result, monitoring of all relevant 'high' risks is undertaken during Q2 reporting.

5.0 Progress against high priority equality actions

The Council must have evidence that it reviews its services and policies to show that they comply with the Public Sector Equality Duty (PSED) which came into force in April 2011. The PSED also requires us to publish this information as it is available.

As a result of undertaking a Departmental Equality Impact Assessments no high priority actions were identified for the Directorate for Quarter 1 2013/14.

6.0 Performance Overview

The following information provides a synopsis of progress for both milestones and performance indicators across the key business areas that have been identified by each Directorate.

Integrated Commissioning

Key Milestones

Ref	Milestones	Q1 Progress
COPS1	Complete the Childcare Sufficiency Assessment (CSA) and implement the action plan to ensure sufficient provision in all areas and age groups	
COPS1	Ensure that priorities in capital spend are in line with the Government guidance and agreed by all representative bodies	
COPS2	Evaluate and monitor the sustainability of current school provision following the transfer of maintained schools to academies and the introduction of Free Schools, working in partnership with all schools to ensure diversity for parents by March 2014	

Supporting Commentary

COPS1 The CSA review has been completed and an action plan prepared. Key actions are to continue to identify 2 year old free entitlement places for 2013/14 and 2014/15 and to work with 3 and 4 year old free entitlement providers in the Upton Children's Centre reach area to increase provision. Officers continue to work with key stakeholders and partners on those actions to ensure sufficient provision in all areas and across all age groups (AMc)

COPS1 £355,916 of capital has been provided by the Department for Education to ensure that Halton has sufficient capacity to deliver the increase for eligible 2 year olds to receive their free early years entitlement. Early Years Providers have been asked to submit bids for expenditure to the Place Planning & Provision Division so that spend can be targeted appropriately in the highest areas of need. (AMc)

COPS2 An Academy Order was issued to the authority on 24th June 2013 notifying the authority that Cavendish would convert into an academy. On 18th June an Academy Order was received for The Park to become a sponsored Academy with The Heath Family Trust as the sponsor. Officers from Children's Services, Legal, Estates, Finance, Insurance, Health and Safety and Audit are now working on the conversion process.

The DFE are in discussion with the Local Authority and the Diocese of Shrewsbury on proposed academy conversions where there have been significant performance issues. Academies and Free schools within the borough continue to purchase a range of local authority services. (AMc)

Key Performance Indicators

Child's Journey through the Continuum of Need

Key Milestones

Ref	Milestones	Q1 Progress
CFS2	Further develop opportunities to integrate and co-locate teams by partner agencies by March 2014	
CFS2	Embed integrated services further within Department, Directorate and Halton Children's Trust by March 2014	
CFS2	Statement on new Level of Needs framework and family assessment programme to be implemented after the launch April 2012	
CFS3	Implement the new social work assessment and planning model in line with deadline required	
CFS3	Effectively implement the new Framework for the Assessment of Children in Need and the changes to Working Together to Safeguard Children	
CFS1	Evaluate the impact of the management trainee programme for aspiring managers, with the aim of increasing candidates by September 2012	

Supporting Commentary

CFS2 It is planned that a Health Visiting Team will be co-located at Kingsway Children's Centre. Work on this move is progressing and a date for the move should be set within the next three months. The Trust is also making progress on the 'Early Help Model - Next Steps' project. This is focussing on the next stages of development regarding Team Around the Family, and the development of multi-agency teams in particular. Different models have been discussed and a number of options are due to be presented to the Trust for further discussion.

The 'Early Help Model- Next Steps' project group is looking at how systems and processes can become more integrated across the Trust, from universal to level two of Halton's levels of need framework. Further work is underway on this and proposals will be brought to the Trust for further discussion. Guidance on Halton's new levels of need has been published and sent to partners across the Trust. Individual presentations have been made to key stakeholders, for example, GPs. (TC)

CFS3 The single assessment working group continues to meet regularly, and has agreed a template for the single assessment that fits into Carefirst 6. The single assessment protocol will be published on the 1st September 2013. The new framework is on course to begin in the agreed timescales. (TC)

CFS1 This milestone needs to be revised. The Social Work Recruitment and Retention Strategy will be in place in the autumn and will also form part of the action plan for inspection preparation. (TC)

Improving opportunities for our most vulnerable young people

Key Milestones

Ref	Milestones	Q1 Progress
CFS4	Continue to implement the appropriate action plan from the multi-agency Children in Care strategy (2011-14) by March 2014	
LAS1	Review the performance of all schools and Early Years settings with a specific focus on those currently graded as satisfactory/requiring improvement by October 2013	
LAS1	Evaluate the outcomes of school inspection through the School Development Panel, and summarised within the Ofsted summary reports, to ensure that learning resulting from the inspection process is effectively shared with schools on an on going basis.	
LAS2	Conduct analysis of school performance data and ensure appropriate deployment of School Improvement support for identified schools and settings, including school to school support as appropriate	
LAS3	Through data analysis RAG rate schools with end of Key Stage attainment gaps between Free School Meals pupils and their peers and identify areas of need and support required by	

	December 2013	
LAS3	Analyse, evaluate and report on attainment and achievement outcomes for pupils identified as part of the Virtual School for Vulnerable Groups, including Children in Care, by December 2013	
LAS3	Analyse the levels of absence, including persistent absence, across all phases on a termly basis	
COPS1	Review and improve the quality of childcare provision, in particular child minders through targeted training and support by August 2014	

Supporting Commentary

CFS4 The new framework is on course to begin in the agreed timescales. (TC)

LAS1 Following the publication of 2013 test and assessment outcomes a detailed analysis of school performance will be undertaken. Ofsted outcomes will be included as part of the data set, as well as feedback from the Early Years Consultant Teachers and school improvement officers. (SN)

LAS1 The Operational Director for Learning and Achievement attends the regular meetings of the School Development Panel, providing an opportunity to carefully monitor schools' experience of the inspection process, areas for celebration and areas for development.

Head teachers of schools inspected under the new framework, share their learning and experiences with other heads at the Primary Head teachers' meeting. This has been particularly relevant recently with the introduction of a 'requires improvement' judgement. (SN)

LAS2 Following the publication of un-validated 2013 test and assessment outcomes a detailed analysis of school performance will be undertaken. Validated data will not be available until late in the Autumn term when further analyses will be completed. (SN)

LAS3 In order to support this development it has been identified that an IT business case will need to be submitted to ensure access to accurate and timely information. This task will be completed by end of September 2013. (SN)

LAS3 This activity will form part of the analyses of the 2013 data being undertaken in September/October. Target schools will be identified as a result of this analyses. Secondary schools have recently provided data that indicates positive predictions for GCSEs in 2013 and 2014 with a closing of the gap between FSM and non-FSM pupils. If achieved this would result in a significant improvement in this area. (SN)

LAS3 In order to support this development it has been identified that an IT business case will need to be submitted to ensure access to accurate and timely information. This task will be completed by end of September 2013. (SN)

LAS3 Absence analysis is completed for all school on a monthly basis. National comparison is completed on a termly basis when data is available. Absence is also benchmarked against Halton statistical neighbours. (SN)

COPS1 Level 2 Safeguarding Training has been delivered to all Childminders. Satisfactory Childminders have been targeted with support visits and additional training. A programme of Safeguarding and Welfare Audits has been targeted at after school clubs who had a satisfactory grade and is now being rolled out to all settings. (SN)

7.0 Financial Summaries

1. CHILDREN & FAMILIES DEPARTMENT

SUMMARY FINANCIAL POSITION AS AT 30 JUNE 2013

	Annual Budget £'000	Budget to Date £'000	Expenditure to Date £'000	Variance to Date (overspend) £'000
<u>Expenditure</u>				
Employees	8,017	1,978	1,967	11
Premises	418	95	85	10
Supplies & Services	1,316	69	56	13
Transport	34	0	0	0
Agency Related Expenditure	390	58	58	0
Commissioned Services	320	28	28	0
Out of Borough Placements	1,600	424	494	(70)
Out of Borough Adoption	80	20	38	(18)
Out of Borough Fostering	414	74	60	14
In House Adoption	387	143	193	(50)
In House Foster Carer Placements	1,695	477	464	13
Care Leavers	316	46	46	0
Family Support	128	9	8	1
Capital Financing	11	2	2	0
Total Expenditure	15,126	3,423	3,499	(76)
Fees & Charges	-113	-17	-18	1
Adoption Placements	-42	0	0	0
Transfer to/from Reserves	-1,726	-1,160	-1,160	0
Reimbursements & Other Grant Income	-222	0	0	0
Total Income	-2,103	-1,177	-1,178	1
NET OPERATIONAL BUDGET	13,023	2,246	2,321	(75)
Premises Support Costs	347	87	87	0
Transport Support Costs	88	12	12	0
Central Support Service Costs	3,090	764	764	0
Asset Rental Support Costs	46	0	0	0
Total Recharges	3,571	863	863	0
Net Expenditure	16,594	3,109	3,184	(75)

Employee expenditure is slightly below budget, which is mainly due to a number of vacancies across the Department or vacancies being filled part way through Q1. The under spend from these vacancies has offset some of the areas that are only partially, or in some cases not achieving their staff savings targets.

Supplies and Services expenditure is below budget. This is due to staff making every effort across the Department to reduce the overall demand for Supplies and Services. This is expected to stay within budget for the year.

Expenditure relating to Out of Borough placements is over budget and this is expected to be the trend for the year. Even though every effort is made to utilise in house services, this is not always possible. This is a volatile budget due to unexpected or emergency placements occurring in year and some placements projected for the whole year. This will be closely monitored throughout the year.

In House Adoption is currently over budget. This is due to an increase in demand for this service, particularly around Special Guardianship and will need to be closely monitored throughout the year.

In House Fostering is currently below budget and is expected to stay within budget for the year.

In overall terms it is anticipated that net expenditure will be in line with the overall Departmental budget by year-end, primarily by making an effort to limit non-essential controllable spend.

2. CHILDREN'S ORGANISATION & PROVISION DEPARTMENT

SUMMARY FINANCIAL POSITION AS AT 30 JUNE 2013

	Annual Budget £'000	Budget to Date £'000	Expenditure to Date £'000	Variance to Date (overspend) £'000
<u>Expenditure</u>				
Employees	3,629	755	736	19
Premises	440	12	12	0
Supplies & Services	1,034	317	299	18
Transport	5	1	1	0
Agency Related Expenditure	1,954	138	138	0
Commissioned Services - Youth Serv.	900	338	338	0
Commissioned Services	1,562	230	230	0
Connexions	1,123	110	110	0
Capital Financing	11	3	3	0
Nursery Education Payments	2,216	904	904	0
Schools Contingency Costs	354	0	0	0
NQT Contingency	230	0	0	0
Schools Non Delegated Support	99	0	0	0
Schools Transport	866	110	120	(10)
Special Education Needs Contingency	1,129	16	16	0
Total Expenditure	15,552	2,934	2,907	27
Fees & Charges	-363	0	0	0
Transfer to / from Reserves	-533	-449	-449	0
Dedicated Schools Grant	-10,926	-2,731	-2,731	0
Reimbursements & Other Income	-144	-43	-43	0
Schools SLA Income	-527	-479	-489	10
Total Income	-12,493	-3,702	-3,712	10
NET OPERATIONAL BUDGET	3,059	-768	-805	37
Premises Support Costs	167	44	44	0
Transport Support Costs	282	3	3	0
Central Support Service Costs	1,139	233	233	0
Asset Rental Support Costs	6,854	0	0	0
Total Recharges	8,442	280	280	0
Net Expenditure	11,501	-488	-525	37

Employee expenditure is below budget to date due to vacancies within Integrated Youth Support Services Division and Place Planning and Provision. Further underspends have been achieved within Place Planning Provision due to maternity savings. In addition vacancies are contributing towards the Department's staff turnover savings target.

Supplies & Services expenditure is below budget as there has been a conscious effort to limit spends on controllable budgets.

School Transport is showing an overspend to date due to increased costs in relation to the need to provide additional transport provision, resulting in increased contractual costs and recharges.

With Schools SLA Income there has been an overachievement of income to date as extra provision has been offered and bought back within Place Planning Provision across Technical Support budgets and Governor Support. Some of these monies will be used to offset additional costs for buy back of Services to lead and procure Governors Learning and Development.

In overall terms it is anticipated that net expenditure will be in line with the overall Departmental budget by year-end

3. LEARNING & ACHIEVEMENT DEPARTMENT

SUMMARY FINANCIAL POSITION AS AT 30th June 2013

	Annual Budget £'000	Budget to Date £'000	Expenditure to Date £'000	Variance to Date (overspend) £'000
<u>Expenditure</u>				
Employees	3,865	751	696	55
Premises	10	0	0	0
Supplies & Services	985	42	37	5
Agency Related Expenditure	91	28	28	0
Commissioned Services	34	0	0	0
Independent School Fees	1,584	409	409	0
Inter Authority Recoupment	811	43	43	0
Speech Therapy	120	0	0	0
Total Expenditure	7,500	1,273	1,213	60
<u>Income</u>				
Fees & Charges	-153	-3	-3	0
Inter Authority Income	-578	-15	-15	0
Reimbursements & Other Income	-117	-22	-22	0
Schools SLA Income	-39	-33	-33	0
Total Income	-887	-73	-73	0
NET OPERATIONAL BUDGET	6,613	1,200	1,140	60
Premises Support Costs	112	28	28	0
Transport Support Costs	19	3	3	0
Central Support Service Costs	666	166	166	0
Asset Rental Support Costs	4	1	1	0
Total Recharges	801	198	198	0
Net Expenditure	7,414	1,398	1,338	60

There is currently a staffing underspend as there are a number of vacancies within the Department. There is an Early Years Consultant and a Primary Support & Intervention Lead vacancy within the 0-19 Division. There are also various vacancies within the Inclusion Division relating to Education Psychologists. In addition vacancies are contributing towards the Department's staff turnover savings target.

Supplies & services budget is showing a slight underspend due to a conscious effort by staff to limit non-essential controllable spend. This budget will be monitored throughout the financial year and is expected to remain within budget.

In overall terms it is anticipated that net expenditure will be in line with the overall Departmental budget by year-end

8.0 Appendix – Explanation for use of symbols

Symbols are used in the following manner:

<u>Progress</u>	<u>Objective</u>	<u>Performance Indicator</u>
Green 	Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	<i>Indicates that the annual target is <u>on course to be achieved</u>.</i>
Amber 	Indicates that it is <u>uncertain or too early to say at this stage</u> , whether the milestone/objective will be achieved within the appropriate timeframe.	<i>Indicates that it is <u>uncertain or too early to say at this stage</u> whether the annual target is on course to be achieved.</i>
Red 	Indicates that it is <u>highly likely or certain</u> that the objective will not be achieved within the appropriate timeframe.	<i>Indicates that the target <u>will not be achieved</u> unless there is an intervention or remedial action taken.</i>

Direction of Travel Indicator

Where possible performance measures will also identify a direction of travel using the following convention

Green 	<i>Indicates that</i> performance is better as compared to the same period last year.
Amber 	<i>Indicates that</i> performance is the same as compared to the same period last year.
Red 	<i>Indicates that</i> performance is worse as compared to the same period last year.
N/A	<i>Indicates that the measure cannot be compared to the same period last year.</i>

Key for Operational Director lead:

AMc – Ann McIntyre, Operational Director, Children’s Organisation and Provision Service (COPS)

SN – Steve Nyakatawa, Operational Director, Learning and Achievement Service (LAS)

TC – Tracey Coffey Operational Director, Children and Families Service (CFS)