



**Children Young People and Families
Policy and Performance Board**

**Wednesday, 2 September 2015 at
6.30 p.m.
Council Chamber, Runcorn Town Hall**

Chief Executive

BOARD MEMBERSHIP

Councillor Mark Dennett (Chairman)	Labour
Councillor Geoffrey Logan (Vice-Chairman)	Labour
Councillor Lauren Cassidy	Labour
Councillor Pauline Hignett	Labour
Councillor Margaret Horabin	Labour
Councillor Kath Loftus	Labour
Councillor Angela McInerney	Labour
Councillor June Roberts	Labour
Councillor John Stockton	Labour
Councillor Andrea Wall	Labour
Councillor Bill Woolfall	Labour
Miss Elizabeth Lawler	Co-optee

*Please contact Ann Jones on 0151 511 8276 or e-mail
ann.jones@halton.gov.uk for further information.
The next meeting of the Board is on Monday, 19 October 2015*

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

Part I

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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.	
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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 2015

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 2015

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.

Extract of Executive Board Minutes relevant to the Children, Young Peoples and Families Policy and Performance Board

EXECUTIVE BOARD MEETING HELD ON 2 JULY 2015

13	BASIC NEED CAPITAL FUNDING – KEY DECISION
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The Board considered a report of the Strategic Director, Children and the Economy, which provided an update for the allocation and spending of Basic Need Capital Funding.

The Board was advised that the Basic Need allocation supported the capital requirement for providing new pupil places by expanding existing maintained schools, free schools or academies and by establishing new schools. Halton used pupil forecast data to determine the need to provide additional school places in order to meet demand. Basic Need capital funding had been used to carry out building works to provide additional school places at a number of primary schools listed in the report, to alleviate pressure for demand for school places in those areas. In addition, Basic Need funding had been used to provide vocational, 6th form and independent living facilities at Ashley School following the re-designation of the school.

It was reported that an extension for one additional classroom at Hale C.E. Primary School, would be funded by Basic Need capital funding, to alleviate the shortage of classroom space at the school by 2017. The balance of Basic Need capital funding would be retained to respond to any pupil place planning/demographic issues arising in either the primary or secondary sectors.

Reason(s) for Decision

The decision was required to deliver and implement the capital programme.

Alternative Options Considered and Rejected

Not applicable.

Implementation Date

July 2015 following agreement of full Council.

RESOLVED: That

- 1) The proposal to allocate Basic Need capital funding to Hale CE Primary School project be approved;
- 2) The position in respect of the balance of Basic Need capital funding be noted; and
- 3) Council be recommended to approve the Basic Need capital funding.

14	CONTRACTED SERVICES FOR HALTON DOMESTIC ABUSE FAMILY SUPPORT SERVICES – WAIVER OF PROCUREMENT STANDING ORDERS
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The Board considered a report of the Strategic Director, Children and the Economy, which sought a waiver of Procurement Standing Orders to enable the continuation of contracted services for Halton Domestic Abuse Family Support Services.

The Board was advised that in November 2013, Halton Borough Council commissioned Core Assets Children's Services to deliver a new domestic abuse service for children, young people and families. It was reported that the service also supported Halton's Children's Social Care with the Cheshire and Merseyside Local Authority Pre-Proceedings Protocol.

The Board noted that there continued to be a high level of identified need for the service. The current provider was a well-established organisation with extensive knowledge and understanding of the needs of the Halton local community. To ensure continuous care, it was proposed that the current arrangements be allowed to continue to avoid disruption to service provision and allow sufficient time to increase capacity of provision within the Borough.

RESOLVED: That

- 1) in the light of the exceptional circumstances set out in the report, Procurement Standing Order 1.8.3 (c) be used to waive Procurement Standing Orders 3.1 to 3.6 to extend the contract for the provision of Domestic Abuse Family Support Services, in order to ensure continuous care and support; and
- 2) the Strategic Director, Children and the Economy, be authorised, in conjunction with the Portfolio holder for Children, Young People and Families, to enter into the contract until 31 March 2016.

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

DATE: 2 September 2015

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 and Young People's 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.

**Minutes - Halton Children's Trust Executive Group Meeting
23 June '15**

Present:

Gerald Meehan	Strategic Director Children & Economy, HBC (Chair)
Gill Frame	Halton CCG
Anita Parkinson	Divisional Manager, 0-25 Inclusion, HBC
Debbie Houghton	Principal Policy Officer, Children & Economy, HBC
Catherine Johnson	Principal Performance Officer, Children & Enterprise, HBC
Simon Bell	Commissioning Manager, Public Health
Tracy Ryan	Assistant Policy Officer, Children & Economy, HBC (Minutes)
Lorraine Crane	Divisional Manager, IYSS, Commissioning & Troubled Families, HBC

Apologies:

Ann McIntyre	Operational Director, Education, Inclusion and Provision, HBC
Julia Rosser	Consultant, Public Health
Michelle Forder	Parent & Voluntary Lead Engagement Officer, HBC
Simon Clough	Divisional Manager, 14-19 (Post 16 Entitlement), HBC
Tracey Coffey	Operational Director, Children and Families Services, HBC
Lindsay Smith	Divisional Manager, Mental Health Communities, HBC
Michelle Bradshaw	Family Services Manager (Universal Services), Bridgewater

In Attendance:

Mark Grady	Performance, Governance & Planning Coordinator (Transformation Challenge Award – Complex Dependency Programme)
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Item		Action	Deadline
1.	Minutes and Matters Arising from 12.5.15 Accepted as a true record. Matters arising covered in the agenda.		
1.1	<u>One Halton Update</u> Action: <ul style="list-style-type: none"> Agenda item next meeting 4 August '15 – invite Leigh Thompson. 	TR	Actioned 25.6.15
1.2	<u>Child and Family Poverty Group</u> DH updated members that the merger of the Closing the Gap element with the group was agreed at the Child and Family Poverty Group meeting held on 16 June. The remit of the merged group, Terms of Reference and revised membership are being finalised.		
1.3	<u>Ofsted Action Plan</u> The Action Plan will be reviewed at the next Investing in Children and Young People Board on 8 September; members to discuss action plan at the next meeting of this group. Action: <ul style="list-style-type: none"> Agenda item next meeting 4 August '15 	TR/DH	4.8.15

<p>2.</p> <p>2.1</p> <p>2.2</p>	<p>INFORMATION/DISCUSSION ITEMS</p> <p>Troubled Families Update Report CM highlighted that by the end of the first three years Halton had achieved 100% PBR (Payment By Results) for the full 375 families worked with. Of these:</p> <ul style="list-style-type: none"> • 338 families have achieved the ASB, Youth offending and or Education Governmental targets. • 313 families were claiming benefits at the start of intervention (80%). 122 families (40%) during intervention have come off benefits and moved into continuous employment. <p>Nationally, the Troubled Families Programme has been extended until 2020. In Halton the Troubled Family Outcomes Plan has been developed to deliver on the expanded national programme. The Early Intervention Partnership Strategic Board is accountable for the delivery and outcomes of the programme. The expanded criteria now includes:</p> <ul style="list-style-type: none"> • Parents and Young People involved in crime or antisocial behaviour • Children who have not been attending school regularly • Children who need help • Adults out of work or at risk of financial exclusion, and young people at high risk of worklessness • Families affected by domestic violence and abuse • Parents and children with a range of health problems <p>Action:</p> <ul style="list-style-type: none"> • Agenda item at a future Health & Well Being Board <p>Transformation Challenge Programme Action Plan & Overview MG presented an overview of the programme which is a multi-agency across Pan-Cheshire partners for example:</p> <ul style="list-style-type: none"> • Cheshire East Council • Cheshire West and Chester Council • Health – CCG's • Halton Borough Council • Warrington Borough Council • Cheshire Police <p>The programme builds on the Troubled Families Programme which has been in place since April '15. Across the Pan-Cheshire sub-region there are 10,000 individuals affected by these complex dependencies. The Programme has five key priority areas:</p> <ul style="list-style-type: none"> • Integrated Front Door. • Locality Case Management. • Joint Commissioning. • Benefits Realisation and Performance Management. • Workforce Development, Communications and Engagement <p>The success elements of the programme are envisaged to be:</p> <ul style="list-style-type: none"> • Better outcomes for children and families affected by these complex dependencies 	<p>Amc</p>	<p>Sept '15</p>
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2.3	<ul style="list-style-type: none"> • The model being an exemplar that can be adopted in other areas across the country • Reduced costs for agencies and services • Projected savings over five years across partner agencies of £9.8m being achieved and exceeded. <p>Action:</p> <ul style="list-style-type: none"> • Programme update for the Halton element as Agenda item at next meeting 4 August '15 - invite Ali Stathers-Tracey <p>Transfer of 0-5 Commissioning Report SB provided an update on changes to the commissioning arrangements for the Health Visiting and Family Nurse Partnership Services effective from 1 October 2015. This will involve a “lift and shift” arrangement, where the Department of Health will transfer over what NHS England’s Area Teams are expecting to contract and spend on 0-5 services at the point of transfer. It is expected that the contract between NHS England and the provider will be transferred and novated to the Council. The following commissioning responsibilities will not transfer to local authorities:</p> <ul style="list-style-type: none"> • Child Health Information Systems • The 6-8 week GP check (also known as child health surveillance) <p>Historically, some Health Visiting teams have delivered/supported the 6-8 week check in GP practices however this is not part of the core offer of the service. Work is in progress to support the transition over to the GP contractual obligations over the next six months to reduce any impact on local services. Also, as part of the Healthy Child Programme which the Health Visiting teams provide, the Government have now confirmed that it will mandate five universal checks:</p> <ul style="list-style-type: none"> • the antenatal health promoting visits • new baby review • 6-8 week maternal mental health assessment • 1 year assessment • Integrated 2-2½ year review 	TR	4.8.15
2.4	<p>Sustainable Community Strategy Performance CJ informed members of the Quarter 4 Performance, this highlights some very positive health outcomes for Halton Families, concerns EYFS profile, Closing the Gap as failing to meet targets setting although have seen increase in attainment of 5 GCSE’s</p> <p>Action:</p> <ul style="list-style-type: none"> • CJ to include national figures to highlight the increase against the attainment levels against CYP009 (Reduce the attainment gap between FSM and Halton average KS4) • Quarter 1 Children’s Trust Report Card as agenda item September meeting, TR to note Forward Plan 	CJ CJ/TR	8.9.15 8.9.15

2.5	<p>SEND Reforms Update Report</p> <p>AP presented an update on the SEND Reforms, requests for new EHC Plans during April/May - 20 (5 were conversions from LDA's that Pettypool had ceased) and Conversions remain on target. The Governance will be managed through the SEND Strategic Group and 4 task groups:</p> <ul style="list-style-type: none"> ○ Personal Budgets ○ SEND Local Offer ○ Quality Assurance ○ Preparing for Adulthood. <p>Children and young people's involvement is being progressed through a variety of methods. For example, attendance at the INVOLVE Group, Bright Sparks, Community of Youth and Young Carers Forum-Spoken and Heard Group. Alternating timing of meetings will enable Plans are also in progress to work with students at Riverside College/SPARC and young people at Community of Youth.</p> <p>The Personal Budgets Policy almost finalised including a summary/overview and leaflet. Pilots will be undertaken from September '15. SEND Local Offer – every opportunity to promote the Local Offer being taken at local partnership and community events, with schools at recent SENCO Workshop and to engage parents, children and young people to obtain their feedback on the SEND Local Offer. POET – evaluation and benchmarking tool an application to be involved in this has been submitted which will help with the SEND Ofsted Inspection.</p>		
3. 3.1	<p>PRIORITY UPDATES</p> <p>Commissioning Partnership Action Plan (attached)</p> <p>The Commissioning Partnership Action Plan was circulated for information, SB highlighted the following:</p> <ul style="list-style-type: none"> • Pre-conception, Pregnancy, Birth and 0-5 Development - recently secured midwifery support around smoking cessation during pregnancy; infant nutrition strategy to reduce obesity is being developed and work progressing around the development of an action plan on maternal mental health. • Early Intervention (includes Troubled Families) - Troubled Families achieved 100% PBR achieved for 375 families; Action Plan being developed following the Early Intervention Partnership Board which will also link in with the Complex Dependency Transformational Programme. • Legal Highs – Safer Halton Partnership are looking to undertake a Scrutiny Review Group around these. 		
4.	<p>AOB</p> <p>None</p> <p><u>Date of future meetings (3-5pm):</u></p> <ul style="list-style-type: none"> • 4 August - Committee Rm 1, RTH • 8 September – Mersey Rm, Ground Floor, Municipal Building • 27 October - Committee Rm 1, RTH • 1 December - Willow Rm, Ground Floor, Municipal Building 		

REPORT TO:	Children, Young People and Families Policy & Performance Board
DATE:	2 September 2015
REPORTING OFFICER:	Strategic Director, Children & Economy
PORTFOLIO:	Children Young People and Families
SUBJECT:	SEND Reforms – Preparation for Inspection
WARD(S)	All

1.0 PURPOSE OF THE REPORT

1.1 The Board will receive a presentation from the Divisional Manager Inclusion 0-25 on SEND Reforms – Preparation for Inspection.

2.0 RECOMMENDATION: That:

i) **The Board recommend the report**

3.0 SUPPORTING INFORMATION

3.1 To date OFSTED have not issued the Framework for inspection but there are indications of what the Local Area Inspection would entail.

4.0 POLICY IMPLICATIONS

4.1 N/A

5.0 OTHER/FINANCIAL IMPLICATIONS

5.1 N/A

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children & Young People in Halton

As a Local Area we are addressing the needs of children and young people with SEND as required by the Children and Families Act 2014.

6.2 **Employment, Learning & Skills in Halton**

N/A

6.3 **A Healthy Halton**

N/A

6.4 **A Safer Halton**

N/A

6.5 **Halton's Urban Renewal**

N/A

7.0 **RISK ANALYSIS**

N/A

8.0 **EQUALITY AND DIVERSITY ISSUES**

N/A

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

None under the meaning of the Act.

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

DATE: 2 September 2015

REPORTING OFFICER: Strategic Director – Children and Economy

SUBJECT: Domestic Abuse Family Support Service
Update

WARDS: Borough wide

1.0 PURPOSE OF THE REPORT

- 1.1 To provide an update on the activity from the Domestic Abuse Family Support service during its first year. T

2.0 RECOMMENDATION: That

- i) The positive developments in the Domestic Abuse Family Support service are noted;**
- ii) To explore options to continue with the commissioned service for 2016 onwards.**
- iii) To note the potential cost effectiveness of the DA service in diverting children from care.**

3.0 SUPPORTING INFORMATION

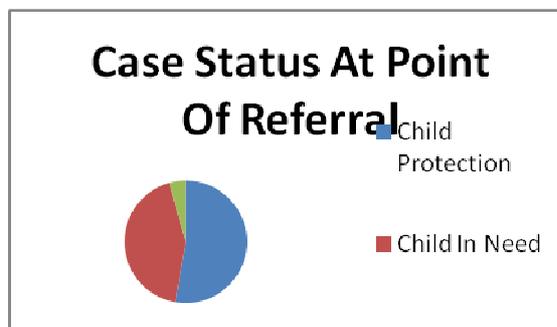
- 3.1 In November 2013, Halton Borough Council commissioned Core Assets Children's Services to deliver a new domestic abuse service for children, young people and families experiencing domestic abuse to ensure a co-ordinated approach for families.
- 3.2 The service provides information, advice and direct support to families in a variety of methods. It works directly with parents to reduce the impact of domestic abuse on parenting capacity, helping them to understand and address the impact on the child's behaviour, both individually and in groups. It affords children and young people who have lived/ or are living with domestic abuse opportunities to share their feelings in an environment which is safe, through a discreet Art Therapy service as well as within Child Safety Planning work. The service also supports HBC Children's Social Care with the Cheshire and Merseyside Local Authority Pre-Proceedings Protocol.

3.3 The staff team consists of a Manager/Contract Lead, 2.5 FTE experienced children and family support workers and a 0.4 FTE Art Therapist. In addition, male sessional staff have been utilised which has proved useful in being able to offer positive male role models to children and young people.

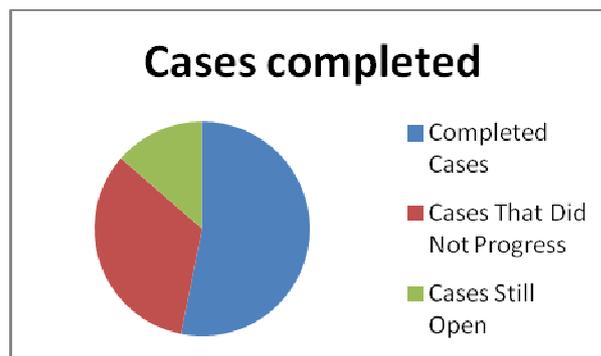
Overview of Activity

3.4 When the service started, cases were accepted at all levels – Pre-Proceedings, CP and CIN level. However, it was noted that some cases in pre-proceedings would benefit from more intensive interventions from the service. This led to adapting the service to meet this identified need and monitoring caseloads of the small team very closely.

3.5 The chart below highlights the case status at the point of referral since the service began. The majority of cases were open to Children’s Social Care at a CP level. 22 of those were in pre-proceedings. There were also a small proportion of families where the children were living with family members or foster carers temporarily due to the presenting concerns at that time.



3.6 To date the service has received **96 referrals**. Seven of the referrals did not progress due to not meeting the criteria of the service, for the following reasons: living out of area, when the presenting concerns are not domestic abuse related, the children being in foster care with no plan of returning them to the care of parents and when the intervention is inappropriate for the family at the time of referral.



3.7 The chart above indicates that **51** of the cases completed all actions on their Family Action Plan, which acts as a sub-plan to the statutory plan. **32** of the families failed to complete the full programme, however it must be highlighted that where parents may have failed to engage, where appropriate, work was still completed with the children or other family members. In one case where maternal grandmother had the care of the children, she was offered a place on

the parenting group where mum had failed to engage. **13** of the cases are still currently open to the service.

- 3.8 Due to the complexities and dynamics of an abusive relationship, the service often works with families who are challenging to engage. When this has been the case the service has made avid attempts to engage families through joint working with other agencies including children's social care, changing lives, health visitors and schools. By utilising an already established professional network, the service flexibly approaches service users to promote engagement. For example, the service has met victims whilst dropping the children off to school or nursery. This means service users can access the programme whilst still in relationships with abusive partners without any change to normal daytime routines which keeps the programme as discreet as possible.
- 3.9 One of the most significant factors for families who do not complete the programme is that when on high level statutory plans, there is an expectation that families will work with a wide range of services. This can often feel overwhelming for parents, especially as parents have previously had difficulties engaging with services. The work the service undertakes involves reflection on difficult experiences service users have faced and unfortunately it is not always an appropriate intervention at that time.
- 3.10 Currently the service has offered **608** direct sessions with **97** parents. 96 of these parents have been female. The service has worked with one male parent.
- **50** children/young people completed one to one support aged **3 to 17**
 - **228** sessions have been offered to children/young people on a one to one basis
 - **245** group sessions have been offered to parents.
 - **171** sessions of Art Therapy have been offered to parents and children providing direct recovery work to deal with the trauma of domestic abuse.
 - **2** court reports have been requested by social workers
- 3.11 The service has offered a flexible approach to its delivery, offering sessions at different times of the day (including early mornings, evening and weekends) allowing to meet the needs of families and to support routines and boundaries for children and young people.

Challenges to the service

- 3.12 Activity within the first quarter was slow. One of the main issues around this was an unclear communication pathway between social care and the service. To address this, the service attended Children's Social Care meetings to illustrate the referral process for social workers. This happened on a fortnightly basis over the two localities.
- 3.13 Early on the service found it was receiving a number of inappropriate referrals, mainly due to general parenting needs where no domestic abuse was present. To address this, a clear service criteria was devised whereas there must be:
- There must be either DA present or it has been present within the last 12 months, and/ or
 - There is an identified need that the family require both parenting and child safety planning support within the household.

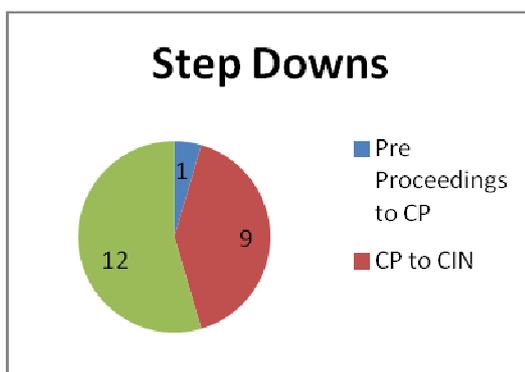
3.14 During 2014 and into 2015, the service has been working at capacity and has had to stop receiving referrals at times. The service does not hold a waiting list due to the levels of risk. As a result of the demand on the service, the criteria were further reviewed to work only with families who are open to Children’s Social Care at a pre-proceedings level. This change both gave the service some capacity back as well as offering more scope to be able to attend professional meetings and become a more integrated part of the professional network.

Performance and Outcomes

3.15 There is a clear performance framework in place that records all raw data and output activity as well as outcomes for individuals and families. This includes hard measures – e.g. number of step-downs, number of parents entering employment, education and training, as well as Distance Travelled measuring the use of strengths and difficulties questionnaires (SDQs), Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS) and the DASH as nationally recognised tools for measuring well-being and risk.

3.16 During the life of the service, **twenty two** step downs have been achieved. This reflects the positive outcomes of the service, and its contribution to both better outcomes for families as well as relieving pressure on public services.

3.17 **Appendix 1** demonstrates the potential cost effectiveness of the domestic abuse interventions from the service. This is based on ensuring that children and families are referred into the service to achieved particular outcomes which means that the children and families are more likely to ‘step down’ into less intensive , lower cost services. Further work on this needs to be developed to understand the needs of remodelling the service and the wider impact from a prevention angle.

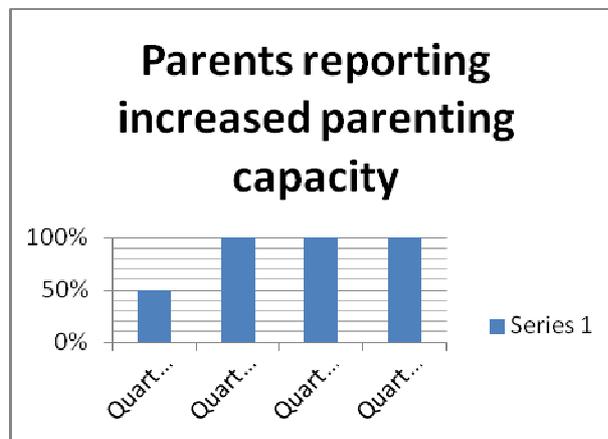


3.18 **100%** of children/young people who accessed one to one support reported feeling safer following completion of the work. **100%** of children/young people reported that they feel more able to live at home safer following the one to one work. **100%** of children/young people report that they feel that their home is a better and safer place to live following the involvement of the service. The service gave the children/young people who have lived with domestic abuse opportunities to share their feelings and have their voice heard in a safe environment.

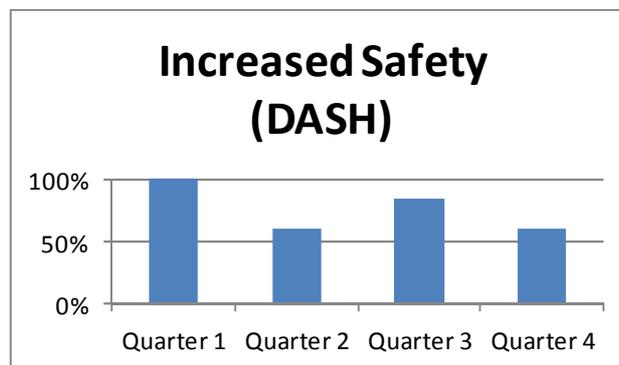
3.19 It is not uncommon for children where domestic abuse is a presenting concern to have low attendance or underachieve academically. The service promotes a safe and stable home life where children are able to attend school and feel safe doing so. There are 32 children the service has supported through safety planning who have closed to the service with improved attendance or attainment. This is monitored within statutory plans and alongside partners in education during network meetings.

3.20 The service has worked with more than one child from the following schools: Secondary Schools - St Peter and Paul's, The Heath, St Chad's and Primary Schools- Simms Cross, St Basil's, Halton Lodge, St Gerard's All Saints.

3.21 The graph below indicates the percentage of parents who have self-reported that following the completion of the work with Core Assets Children's Services, they feel more confident as a parent and feel that their parenting capacity has increased as a result of the intervention:



3.22 The graph below highlights the percentage of improvements in safety. The data was captured through the completion of the DASH risk assessment before the intervention and at the closure point of the case. This illustrates the families who closed in that quarter and the reported increase in safety levels using the DASH. Please note each quarter indicates a different cohort of families.



3.23 A positive working relationship has been built between the service and Changing Lives and a clear Information Sharing Policy has been agreed between the two services to allow appropriate safeguarding of the service users. **27** of the cases have been co-worked between the two services.

- 3.24 The service has become a regular contributor to Halton MARAC, supporting the safeguarding of high risks families in Halton and has built positive working relationships with the professional network.
- 3.25 At the beginning and end of each intervention, service users complete a wellbeing scale. The improvements are noted below:

Quarter 2 – 43%

Quarter 3 – 14%

Quarter 4 – 9%

Although improvements are not as high as the service would have liked to have seen, it has to be noted that all results are self-reported and given that in quarter 4, families were at a pre-proceedings stage, results are expected to be at a lower level due to the intervention being at a higher level and the needs of the families being more entrenched/complex.

- 3.26 **35** adult victims/survivors have self-reported that following the intervention with the service, they feel more confident to access employment, education or training, with **18** of those people actually returning to either employment, education or training, a very positive **51%** success rate.
- 3.27 To date **19** families have achieved a Criminal Justice outcome whilst working with the service, mainly related to charges being made against the perpetrator. This indicates an increase in a victim's confidence to report abusive behaviour and have the confidence to progress with the criminal justice system.

Feedback

“Social Worker - “Excellent communication between myself and staff, able to come together with clear objectives and how these can be met with a timely manner producing positive outcomes for the family and in this case the work completed assisted with the risks to the child being reduced as the child status went from Child Protection to Child In Need”.

Social Worker – “Thank you for all your help; mum has reported how much she has enjoyed her sessions”.

Social Worker – “The mother in this case is very complementary of the worker Michelle Grimshaw and reports an excellent working relationship. As a result of this she intends to maintain her involvement with the service. Excellent rapport between HBC and CACS staff, joint visit takes place once referral has been accepted and roles and objectives clearly implemented from the start, full engagement from staff at meetings and reports received when they have not been able to attend. Clear, time focused and meaningful interventions with families which assists in bringing about change”.

Parent – “I realise that nobody is out to get me or remove my children. I understand that people want to help me move forward”.

Parent – “Feel more confident and do not feel scared. Previously when he has hit me I have panicked, but now I know what to do and I feel more confident in doing it. Can see my child is happier”.

Parent – “They have helped me and my family in every way. I thought at the start I didn’t need it, but I have realised that I really did as I now know that domestic abuse has affected my child. But with help from Michelle and Becky I now have a relationship with my son again and enjoy our family time”.

During a parenting group, mum had taken the content of session 1 home to read over. She returned to session 2 and reported that after reading over the content, she had realised that her previous 9 year marriage (before the abusive relationship) had actually been an abusive relationship. She had realised this after looking at the characterising and behaviours of an abusive partner, which she had not realised before. She believed that an abusive relationship was all about the violence and not the coercive or controlling behaviour.

Young Person – “Taught me to keep safe and helped me”.

Young Person – “Yes I feel safe at home”.

Young Person – “Yes I will feel safer at home. I know if I feel unsafe I can grab my phone and dial 999. If someone is hurt or there is a fire or someone is fighting I can call 999. I feel safe at home and know what to do if I don’t”.

Young Person – “Now I will know what to do if anything happens in my house in the future”.

4.0 FINANCIAL IMPLICATIONS

4.1 The cost of the current contract is £148,500 per annum. Executive Board agreed to the extension of the current contract arrangements from November 2015 to the end of March 2016. The extension was agreed to avoid disruption and allow time to respond to the issues highlighted in the by OFSTED following the inspection in 2014.

5.0 IMPLICATIONS FOR THE COUNCIL’S PRIORITIES

5.1 Children and Young People in Halton

This service directly relates to improving the safety and wellbeing of children and young people. The service supports key elements within Halton’s Safeguarding and Children and Young People’s Plans.

5.2 Employment, Learning and Skills In Halton

A lack of sufficient service provision is likely to impact adversely upon children and young people with emotional health needs, which will subsequently impact upon their learning and future employment and skills development.

5.3 A Healthy Halton

The service support people to minimise reduce the risks of harm, and access relevant services to improve their physical and mental health and wellbeing.

5.4 A Safer Halton

The service provides support to vulnerable children, young people and families to assist them to access appropriate service provision within their local communities. This links to satisfaction with services and overall perception of the area in which people live.

5.5 Halton’s Urban Renewal

None

6.0 RISK ANALYSIS

6.1 Failure to have a service in place will lead to vulnerable children, young people and families and services being placed under increased pressure.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 The service contracts specified within this report relate to the needs of individuals and families with protected characteristics as defined within the Equality Act 2010.

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

Document	Place of Inspection	Contact Officer
Equality Impact Assessment (2011)	Contracts & Commissioning Team 2 nd Floor Rutland House,	Lorraine Crane Divisional Manager IYSS & Commissioning
Report to Executive Board – 2 nd July	as above	as above

Appendix 1 Examples of Cost Avoidance from diverting young people from Care

Case ID	Date referral received	Divert from care narrative	Care plan - drop down	Cost per year	Cost weekly	Number of weeks since referral	Avoided costs coming into care (max 52 weeks)
W004	17/02/2014	The case came to the service on a Pre-Proceedings level due to the risk towards the child due to domestic violence. One to one support was offered to mum over a 16 week period. The case then was de-escalated to a CIN level before being closed to Children's Services on 23/11/2014	Foster care	£18,827	£362	72.00	£18,824.00
R005	02/12/2013	The case was referred to the service at a pre-proceedings level. One to one support was offered to mum and the young person accessed one to one Child Safety Planning. The entire intervention lasted for a period of 19 weeks. The case was reduced to a CIN level before being closed to Children's Services on 25/09/2014	Foster care	£18,827	£362	83.00	£18,824.00
W016	01/04/2014	The case was referred to the service at a proceedings level. The case was subject to direction to court proceedings in respect to three children. Core Assets Children's Services worked with the family for a period of 25 weeks in total. This included one to one support with mum, Child Safety Planning with the young person and mum also accessed the parenting group element of the service. Core Assets Children's Services also supported Children's Services with the court report process. The case has now been reduced to a CIN level.	Foster care	£18,827	£362	65.86	£18,824.00

Appendix 2 Case Study

The family became open to the service following an incident where the perpetrator forced his way into the home, broke the mother's arm and caused damage to her skull. The children were in the property at the time of the assault. The perpetrator was charged for assault but continued to contact the mother, breaking the conditions of his bail and the non-molestation order. Both children were on a Child Protection plan under the category of Emotional Abuse.

The mother of the family had an extensive abusive relationship with the perpetrator and father of the children since her teenage years. There are two children aged 2 and 3 years old. The children reported confusion to the service and lacked an age appropriate understanding of the situation. The service equipped the mother to understand the impact of the abuse on the children and supported her to put in appropriate strategies to manage this sensitive subject. The mother then ended the relationship following many reports of domestic abuse.

The perpetrator continued to contact the mother following the relationship ending which included abusive and threatening messages. The mother was very low in confidence and found it hard to communicate with others, showing as withdrawn and made limited eye contact.

The mother reported rape, emotional abuse and infidelity. The perpetrator was said to be controlling and jealous. This had a huge impact on the mother's parenting capacity, so the maternal grandmother became her support network. Though the grandmother lacked an understanding of abusive relationships and encouraged her to get back with the perpetrator. The mother failed to engage with other professionals on many occasions.

The service worked with this family to increase the mother's understanding of domestic abuse and to help her understand how to keep the children safe. Direct work was also undertaken to support giving evidence in court and the service supported her to attend court. The service also became a key member of the professional network, contributing to Core Group meetings. The mother attended the parenting groups which covers the Freedom Programme and Triple P Positive Parenting. Therapy was also provided so that the mother could talk through her traumatic experiences and build confidence levels.

The service continued to support the mother and the family subsequently moved into a refuge. The mother built up key knowledge of the characteristics of an abusive partner, the impact domestic abuse can have on children and her parenting capacity increased. The mother started to input into parenting groups and even challenged others within the group at appropriate times when discussing characteristics of abusive partners, evidencing a firm understanding.

The mother was then supported to attend court following the adjournment and gave evidence in court against the perpetrator. This resulted in the perpetrator being found guilty of assault.

The maternal grandmother was also invited to attend the parenting groups as she was an important figure for this family, helping her understand what her daughter

and grandchildren had experienced would ensure she could support them appropriately. This illustrates the holistic, whole-family approach the service has.

The mother remains in contact with the service, following a closure from Children's Social Care due to the improvements made. She reports as confident and explains she and her family are thriving. The mother has started to re-build her network of support following this breaking down when in the abusive relationship. The mother and the children have also returned to the family home.

The perpetrator was charged with a 26 month custodial sentence that has been suspended for two years. He is required to report on a weekly basis to probation and complete all of the courses with them. The mother was given a two year restraining order, meaning that the perpetrator is not allowed to contact her or be within 100 meters of her home address.

During a one to one session, this comment was made:

"It's mad because if you look back to this time last year I never thought I would be as strong as I am now to deal with this"

This is significant because this comment was made with confidence, sustaining eye contact and whilst smiling. The mother now acts as a mentor to families who have just been referred to the parenting groups.

REPORT TO:	Children, Young People and Families Policy & Performance Board
DATE:	2 nd September 2015
REPORTING OFFICER:	Strategic Director, Children & Economy
PORTFOLIO:	Children, Young People and Families
SUBJECT:	Halton's Provisional Educational Attainment 2015
WARD(S)	All

1.0 **PURPOSE OF THE REPORT**

1.1 To provide a verbal presentation on the emerging picture of Halton's attainment based upon un-validated and provisional data.

2.0 **RECOMMENDATION: That:**

i) **the Board note the presentation.**

3.0 **SUPPORTING INFORMATION**

Not applicable

4.0 **POLICY IMPLICATIONS**

4.1 Not applicable

5.0 **OTHER/FINANCIAL IMPLICATIONS**

5.1 Not applicable

6.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

6.1 **Children & Young People in Halton**

To consider the un-validated 2015 educational outcomes of Halton's children and young people.

6.2 **Employment, Learning & Skills in Halton**

To consider the un-validated 2015 educational outcomes of Halton's children and young people.

6.3 **A Healthy Halton**

Not applicable

6.4 **A Safer Halton**

Not applicable

6.5 **Halton's Urban Renewal**

Not applicable

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 SECTION 100D OF
THE LOCAL GOVERNMENT ACT 1972**

There is no validated published data to accompany the presentation.

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

DATE: 2nd September 2015

REPORTING OFFICER: Strategic Director, Children and Economy

PORTFOLIO: Children Young People and Families

SUBJECT: Compliments (Service User Feedback) relating to Children and Economy Directorate

PERIOD: 1st April 2014 to 31st March 2015

1. PURPOSE OF REPORT

To provide Senior Management Team with an update, and feedback on Compliments made by clients and Positive feedback from workers/professionals relating to the Children and Enterprise Directorate. This report will demonstrate the positive impact and outcomes on the lives of people accessing services in this Directorate.

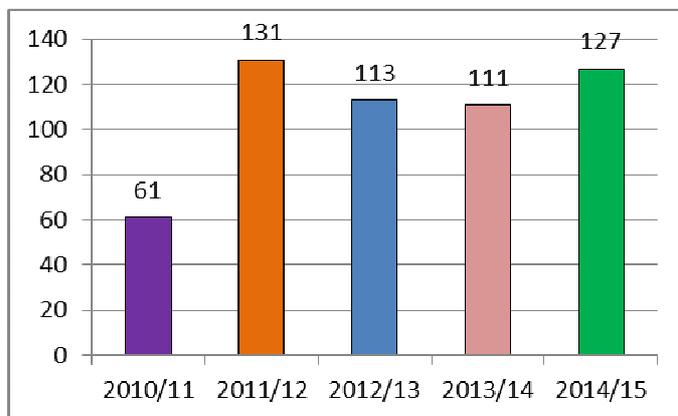
2. RECOMMENDATION: That

The report is accepted as the mechanism by which the Senior Management Team is kept informed and that this information is used to develop services.

3. SUPPORTING INFORMATION

The Customer Care Manager periodically provides training on Complaints, Comments and Compliments, included in this training is the process of recording compliments.

4. NUMBER OF COMPLIMENTS BY YEAR



Staff are reminded to forward any compliments or positive feedback to the Customer Care Manager but it is embedded into working practice and so more often than not, they are submitted without any reminders. Numbers have increased this year.

5. BREAKDOWN OF COMPLIMENTS AND POSITIVE FEEDBACK

Service Users providing a Compliment to the Children and Enterprise Directorate.

	11/12	12/13	13/14	14/15
Percentage	58%	53%	59%	69%
Number	76	60	65	88

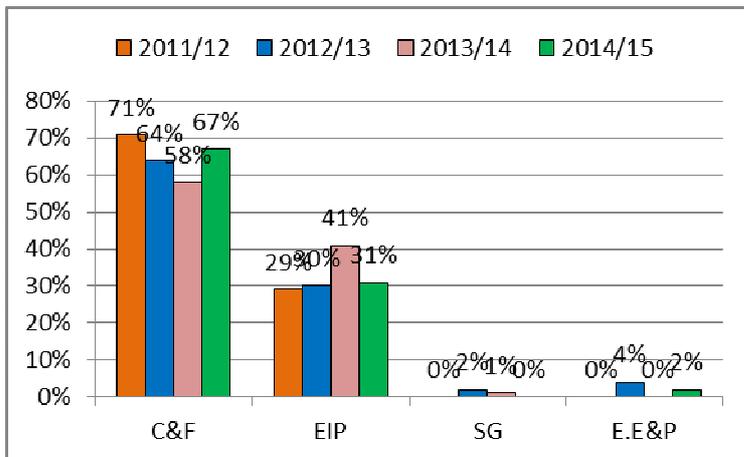
Workers/Professionals providing Positive Feedback to the Staff in the Children and Enterprise Directorate.

	11/12	12/13	13/14	14/15
Percentage	42%	47%	41%	31%
Number	55	53	46	39

This year we received the highest percentage of compliments from service users.

6. COMPLIMENTS BY OPERATIONAL DIRECTORATE

The Children’s Organisation and Provision Department and the Learning and Achievement Department merged to become the Education, Inclusion & Provision Department. For comparison I have merged the totals from both departments.

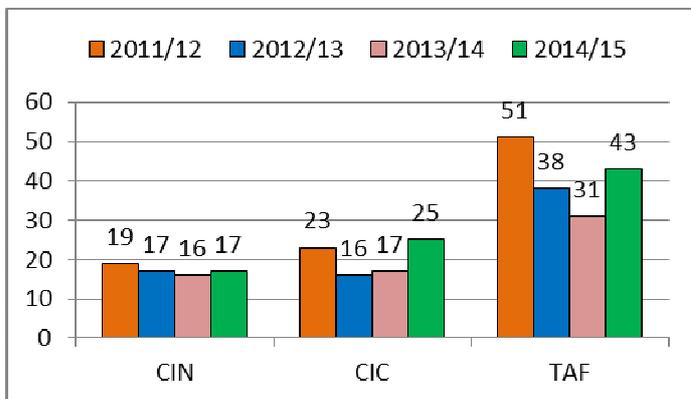


C&F- Children and Families (85)
 EIP - Education, Inclusion and Provision (40)
 E.E&P – Economy, Enterprise & Property (2)

10 compliments received from young people (less than 18 years), 2 more than last year. 2 were received from care leavers, same as last year.

6.1 CHILDREN AND FAMILIES

Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
2014/15	23	25	22	15	85
2013/14	16	14	19	15	64
2012/13	11	17	18	26	72
2011/12	27	25	32	9	93



	11/12	12/13	13/14	14/15
CIN	20%	24%	25%	20%
CIC	25%	22%	27%	29%
TAF	55%	53%	48%	51%

The higher number in the Team around the Family service reflects the type of work they do in the community. Providing support and being a visible party to improvements within the family instigates a higher number of compliments. It should be noted that these services can work in conjunction with other teams such as Children in Need.

Child Protection and Children in Need

- 1 Card- We certainly owe you a great debt of appreciation and gratitude, so delighted by how things went at court. I've sent you a photo of our boys taken over the weekend, the adventure is just about to begin. It's really quite sobering yet also incredible for us to get to reprise the parental role for a second time. Thanks for all your hard work on behalf of the boys and ourselves. (Service user)

- 2 Child- Letter- he is the best Social Worker ever, he has helped my mum, he supports us on whatever we do, he has a good relationship with us, we can always tell him how we are feeling.(Service user)
- 3 Text- Thank you so much, you have done more for us as a family in these last two months than anyone else has done in 10 years. I just put the "fml" system (increases child hearing) on her omg I want to cry. Something we have fought so long for and that look on her face she ran upstairs and could hear me, she came running down the stairs and said "Yes now you can shout me can't you mum and i can come down" I can't thank you enough to see my baby smile so much. (Service user)
- 4 Email- you hear to much about people talking bad about social workers well I've had a completely different experience. She has been absolutely wonderful, kept us informed, explained everything and always been there when I've needed her. My children really like her, her manner is brilliant, to conclude she is brilliant at her job and a really lovely lady, thanks. (Service user)
- 5 At review conference both parents were full of praise for the Social Worker, they feel as a direct result their circumstances have changed for the better. They advised she has been fantastic, supportive, always available, keeps them up to date and explains everything. I would like to echo these comments, the Social Worker presented well in conference with a clear understanding of the family, a focus on the plan and we were able to measure progress as a result.
- 6 Text - thank you for all the help and support you have given me throughout my pregnancy. Even though things never turned out the way I wanted them to, we really appreciate it. Thank you (Service user)
- 7 Many thanks for this thorough and rapid response to our referral. It all appears very reassuring and I will communicate the overall positive impression to the referring party.
- 8 Card- Thank you for helping me and supporting me and my children. (Service user)
- 9 I spoke to her and she wanted to pass on how impressed she was with the Social Worker whom she described as lovely. (Service user)
- 10 Card- Thank you ever so much for all the help you have given to our family. We as a family had hit a hard time and with you to help steer us we have come out the other side stronger and happier. Thanks again. (Service user)
- 11 Card- What are we going to do without you, thank you for holding our family together, you're the best, thanks a million. (Service user)
- 12 Card- You did something lovely and it really meant a lot, you've been an amazing social worker, your always there, thank you so much. (Service user)
- 13 Thank you for all your help with this case it made a huge difference to everybody and particularly the child.
- 14 I just wanted to say how impressed I was with your handling of this delicate situation. Against all the odds, your work ensured that not only was the section 20 signed but within the hour, the child was in a safe place with foster carers, all done calmly, professionally and with minimal trauma to the child. He has returned to school today beautifully turned out, with reading books and homework done. A transformation, good

work.

- 15 MP - This is a really helpful letter with sufficient information to give a good explanation of the case, please pass on my thanks.
- 16 Card - Thank you for your knowledge, support and for being a boss keyworker. You have supported and believed in me when I have no belief in myself at times. You have helped me grow and make valuable changes to my attitude towards life and people. You are a valuable person to Halton Social Services, keep up the brill work. (Service user)
- 17 Thanks for doing a brilliant job in supporting our family, we are glad of the involvement you gave us a much needed kick up the bum. (Service user)

Children in Care

- 18 Text- the children often talk about you fondly, you are especially in my thoughts at the moment, we have got our first special little people staying with us, we're delighted to have them, they are settling in well and getting us trained!!! It seems unbelievable that about a year ago we first spoke to you at that meeting, thanks for all your support, understanding and for just being you, here we are in the fostering world! Thank you for being such a lovely assessor and lovely person. (Service user)
- 19 I am not sure you know but it's always good to see how much your staff and yourself truly care about what happens to the young people who attend Inglefield, as a Cllr and as a person I am very proud of what you do...sometimes you know people like you humble people like me and I just wanted to say a very appreciative THANK YOU !!!
- 20 Letter- Thank you from the bottom of my heart for your wonderful support on Monday when I took my son for an xray. It went well especially because of the lovely staff with their professional care and understanding of his behaviour. (Service user)
- 21 Email- Just wanted to drop you a line to thank you for the response yesterday, they did an amazing job.(Service user)
- 22 Card- Thank you for all your support and hard work, we couldn't have done it without you. We can now have peace of mind knowing that he is safe and secure with us. (Service user)
- 23 Card- Taking this opportunity to say thank you for taking care of things. (Service user)
- 24 Letter- It only takes a moment to say thank you, but your thoughtfulness and support will be remembered a long time. The world is certainly a brighter place with people like you helping me to care for my beautiful and extra special son. (Service user)
- 25 Email- Just to say thank you for all the hard work you have done on my mum's behalf. I read the form and it was done very well. (Service user)
- 26 Card- Thank you so much for your help with my file, it's great to now have a gap filled and to understand. I couldn't have asked for any better response, it felt like nothing was too much trouble. I felt like Halton knew exactly what I was thinking and provided any support I needed. Many thanks (Service user)
- 27 Care leaver - Thank you for being there, I really appreciate it, I feel I have connected with you and you actually understand me and don't judge, that means a lot so thank you very much. (Service user)

- 28 Email- We would like to pass on our gratitude to our Social Worker. He kept in constant contact all the time we were at the hospital and he phoned the next day (Saturday) to check on us.(Service user)
- 29 She was full of praise for you, I thought this really important to pass on to you, the way you managed the cases meant they felt very well supported and valued.
- 30 Child - she's really kind to me and understands how I'm feeling, she's been really helpful.(Service user)
- 31 I went to see him the other day, he is a child who has been very reluctant over the years to engage. He really enjoyed attending and wishes to continue, thanks to her for taking the time to visit and encourage him to attend.
- 32 Card- Doing things for others is such a special art and it deserves a thank you, thank you for all your support. (service user)
- 33 Email- From mum with children on adoption plans - I just wanted to say thank you for everything, I can't tell you how much I appreciate it. you have ensured their happiness, health and safety. I could tell that you really do care. Thank you for the help you have given me. (Service user)
- 34 Email- Just wanted to pay a compliment for the excellent support she has offered, she gave up her own time to help with the children, many thanks.(Service user)
- 35 Just to say a big thanks to the staff present last night, he said he felt emotional at seeing how hard the staff were trying to make the event positive for the young people. (Service user)
- 36 Just wanted to provide some positive feedback, I am very impressed by her professional attitude towards the families she works with, her standard of work and her clear understanding of the plan and proactive approach to it. Children comment on her being lovely and a great social worker.
- 37 The emotions in the room were felt by all and it was a humbling experience and one I will never forget. We acted in the best interests of the children. Showing a multi-agency approach when conducted correctly can benefit the intended parties and satisfy those involved that they have done the right thing.
- 38 Her mum rang, she is not sure when her daughter is leaving and she might not be at Edinburgh Rd again, she asked me to pass on her thanks to the whole team for all their hard work, she stated that you have all done a great job and she was very appreciative for the support and care you have shown her. (Service user)
- 39 Letter- I was most impressed with the staff and procedure put in place by Halton Council. I felt the children were lucky in the continuity of care from the social workers, the support given and the determination of them in securing them an adoptive family. I was kept informed every step of the way and given advice if I asked for it. The preparation work was excellent and aided a seamless transition. Myself and my family would not be feeling as happy as we do for the boys if this process had not been managed so caringly. Thank you. (Service user)
- 40 It was lovely to see how much they have come along. So many children who have been looked after do not have answers and stories about their early life, but this day meant

they will be able tell them what they want/need to know. Halton LA have been a pleasure to work with from day one.

- 41 Care leaver- Young person - Thank you so much for your support over the last few years. Without your support I would not be where I am now and as strong as I am now, I will never be able to thank you enough. Everything I have ever asked you to do you have done straight away and never let me down. You deserve an award, I really do appreciate it and one day I hope I have the same effect on people the way you do. (Service user)
- 42 Newspaper article- A care package funded by Halton Council has now given the family support and a fresh start. This gives us time to be us again and spend time with our eldest child. This care has made a massive difference. I'm more positive about the future now because we don't feel we are on our own. (Service user)

Team around the Family

- 43 Things are great, actually never been better. Without your involvement we would never have got this settled, everybody knows their boundaries, we have a good routine in place and people have noticed the change in us. (Service user)
- 44 Card- Thanks for all your help and support in working with our family. (Service user)
- 45 His behaviour has improved dramatically, it has improved my life and made things easier for us both. (Service user)
- 46 I just wanted to say a huge thank you, you are amazing and so good at your job.
- 47 Card- Thank you so much for your help and kindness which I really appreciated. (Service user)
- 48 It has made a big difference, she has helped me with my stress levels and helps me manage my kids, she has been a big help to me. (Service user)
- 49 We understand more, do more things together, it was good to have her help. (Service user)
- 50 Her support has changed my family, my confidence has grown as well. Whenever I have needed her she has always been there to help. (Service user)
- 51 We are doing more as a family, he is more independent and we are working together more with the children's behaviour. We have happy, fun family time. (Service user)
- 52 I attended an initial child protection case conference whereby she attended in her professional role. I wanted to compliment her work as she stood out as being very professional. She was child centred, her presentation skills regarding the sharing of information were relevant, succinct and clear. It was clear that she understood all the issues for the children and was able to make a positive contribution in a constructive and professional manner.
- 53 Text- Just to let you know, I have moved, finally and the boys are good and happy, I'm happy and the boys are in new school and they love it. I just wanted to say a big thank you for all your support, I was happy with you and the boys ask about you, you were brilliant. (Service user).

- 54 I do not know how I'd have got through that without her, she was my saviour. She has fantastic people skills and a way of making light out of the darkest situation. (Service user).
- 55 Text - Just thought you should know how fab and confident she was, thank you for your hard work I'm so proud of how far she's come and that's down to what you have done. I don't know how I could ever repay you for that. (Service user).
- 56 The family has become stronger, the expert advice and support has been amazing, I can only thank her for her journey with us and for the wonderful approach.(Service User)
- 57 Having the CAF meetings have helped, I feel like it's progressing and we are getting the help I need.(Service user).
- 58 She was able to listen, understand what problems he have and get the relevant agencies involved. She was able to motivate me to support my family. The children now feel in a secure environment and we have a stable home. The children are a lot more relaxed, calm and living in a stress free environment.(Service user).
- 59 Young person - happy that there's no more drama, CAF has helped me in lessons and to get along with people better.(Service user).
- 60 I just wished to compliment her on her work, the work she is doing is having a significant impact upon the child's development and she has an excellent relationship with her mother who has taken on board advice and guidance given. Her verbal feedback in meetings is always accurate and concise, she always presents as very positive and child focused.
- 61 Her work has brought me closer to my kids in a positive way.(Service user)
- 62 Just wanted to say thanks very much for the support. It has been so successful to work together for the best interests of this little boy and his mum. Without your support it would have taken much longer to provide the support.
- 63 She has always been there when I needed her, she has helped me straight away. Thank you for all your help over the months.(Service user)
- 64 I can only thank you for the wonderful journey with us and for the wonderful approach dealing with family issues. Your guidance has made us a more functional family, stronger as a result and the expert advice and support has been amazing.(Service user)
- 65 Email- I would like to say how pleased I am with the activities available, she really enjoyed them all. The staff were really lovely helping the children and explaining the services of the children centres, nothing was too much trouble. An excellent opportunity to take the children somewhere local definitely taking her again.(Service user)
- 66 Card- Thanks for everything you have done for us over the last few years, you have been a great help. You really helped our mummy through some difficult times, we will miss you lots. (Service user)
- 67 Card- Thank you so much for all the help, support and advice, you made such an overwhelming situation easier for us to get through. (Service user)
- 68 I just wanted to let you know, If it wasn't for you and your support I wouldn't be the

person I am today. (Service user)

- 69 We are very grateful for the help and support, it has made a great improvement with my family the kids have become lovely with her help.(Service user)
- 70 Letter- She has helped me a lot over the last year, I was in a really dark place before the support came. She gave me strategies to help and home has become a much happier place. I just want to say I felt like I had nowhere to turn until she came in, even though I feel strong enough now, I will miss the support from her. (Service user)
- 71 It has made a massive difference, we can now control the kids behaviour, there is less tension, we don't argue like we used to, I have more confidence to do stuff. Our life is 100% better now she has done a fab job with us so THANK YOU.(Service user)
- 72 Child - we are all happier, we have a new house, we are so warm I would feel a bit sad if she was not there because she helps our family. (Service user)
- 73 Text- I just wanted to say thank you for all your help, this time last year I couldn't imagine him doing as well as he is, you obviously made a big impact on him and we are very grateful. Fingers crossed he will keep up the good work and continue to make us proud. (Service user)
- 74 I just wanted to thank you and your staff for your hard work and generosity - thank you so much for thinking of us.
- 75 I really appreciate the work you have done, your help, support and positivity with the family and at CAF meeting has been invaluable.
- 76 I just wanted to say, what good, thorough reports you have undertaken. Thanks again
- 77 I found the CAF training great, it was so well delivered, you're a natural, really useful for me to run through it again.
- 78 Card- Thank you for helping me since I have been at my nans. I am grateful for all the help gave us in the past year. (Service user)
- 79 It's a fantastic service, been a real godsend. It's such a good scheme - I would recommend it to all parents.(Service user)
- 80 It has made a massive impact, I fully understand that what you put in is what you get out. It has made me realise that in order for my family to flourish, it all starts with me! I am a mum, I'm the adult, I can do this.(Service user)
- 81 Email- The family wanted me to make you aware that your support has been really helpful, he likes engaging with you and wants this to continue, the family state there has been a marked improvement which is down to you supporting the family. It was lovely to hear such positive comments about colleagues in what can sometimes be a challenging role.(Service user)
- 82 Card- Thank you so much for all you have done over the past few years. You have truly put your heart and soul into this job and gone above and beyond. We will miss you greatly. (Service User)
- 83 Card- Thank you for everything you have done for us this past year, it means a lot to us.

(Service user)

- 84 Baby and me has been a fantastic group, making new friends, sharing information and ideas, opportunities for the babies to explore different senses. A well run group thank you so much for the experience.(Service user)
- 85 Text- I have every faith in the new SENCO and the support they are putting in. I was really happy with how the CAF review meeting went yesterday, thanks very much, you are a star for our family. (Service user)

6.2 SAFEGUARDING UNIT

Year	Q.1	Q.2	Q.3	Q.4	Total
2014/15	0	0	0	0	0
2013/14	1	0	0	0	1
2012/13	0	1	1	0	2

No compliments have been recorded this year

6.3 EDUCATION , INCLUSION & PROVISION DEPARTMENT

The Children's Organisation and Provision Department and the Learning and Achievement Department merged to become the Education, Inclusion & Provision Department. For comparison I have merged the totals from both departments.

Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
2014/15	7	18	3	12	40
2013/14	18	13	8	8	46
2012/13	2	8	11	13	34
2011/12	8	11	15	4	38

LEARNING AND ACHIEVEMENT					
Year	Q.1	Q.2	Q.3	Q.4	Total
2013/14	10	6	4	4	24
2012/13	0	6	7	6	19
2011/12	1	2	9	1	13

ORGANISATION AND PROVISION					
Year	Q.1	Q.2	Q.3	Q.4	Total
2013/14	8	7	4	4	22
2012/13	2	2	4	7	15
2011/12	7	9	6	3	25

- 86 Very happy, she reviewed our complaint, kept her word as agreed at our meeting. (Service user)
- 87 Card- I would just like to say a great big thank you for sorting it out and for your prompt response and care. (Service user)
- 88 Big thanks, great articulation of the work underway, its clear you are all very comfortable under pressure and totally in tune with your vision, very well done.
- 89 This Children and Young Peoples Plan is great, so well set out and I can tell how much you have been involved. Brilliant.
- 90 Child - nana said, just keep up the good work. (Service user)
- 91 Card- Thank you so much for helping our son progress in activities. With your help he has developed a lot, you are doing a good job. (Service user)
- 92 This is the day I have been waiting for what seems like forever! Anyway I just wanted to say a big thank you because you were a massive support at the start of our journey

more than you will ever know. Without your help and support I do not know where I would be today or have been prepared for what the future held, i will always be extremely grateful, you do a fantastic job and should be proud of yourself, thank you.
(Service user)

- 93 Email- Just wanted to pass on my thanks in relation to the event, the children and parents had a wonderful time and certainly gained a lot from the experience. They were extremely positive about it and would welcome other opportunities such as this.(Service user)
- 94 Thank you for all your hard work, they thoroughly enjoyed the day and I know my year 6 will remember their year of support.
- 95 Email - Thank you for a thoroughly good night. They had a wonderful, memory making experience and enjoyed every second.(Service user)
- 96 Email- Thank you so much! I have really appreciated all of your help and support, looking forward to many happy years. (Service user)
- 97 Email- A big thank you for all your hard work, it's been fantastic, a great opportunity for my daughter to experience new things.(Service user)
- 98 Email- Had a great time, enjoyed it so much, made some new friends, it was a great experience and he would never have had this fabulous opportunity if this service was not available.(Service user)
- 99 We had a pupil on work experience, extremely polite, punctual and hardworking, a joy to have. We will definitely consider being part of the work experience again in the future.
- 100 Email- I don't know what my kids would do without the group, they love going and it gives me peace of mind as a parent knowing where the kids are and that they are not walking the streets causing trouble. All the staff are fantastic, the club means the world to me, she struggles with her needs, yet the club does not discriminate in any way, I can't thank you enough for all you do for my kids. (Service user)
- 101 Email- Thanks for your help this morning, so much advice and support over the phone, finally I feel like I am getting somewhere for my boy.(Service user)
- 102 Email- I can't recommend this service enough, they have really helped and guided me through a difficult and frustrating time and now I have a glimmer of light at the end of a long tunnel. (Service user)
- 103 Email- The officer was extremely helpful, not only by the advice she gave but by telephoning the next day with more helpful information.(Service user)
- 104 Email- I must thank you for all your help this year, it was good to feel you were on my side and gave me the confidence to carry on. (Service user)
- 105 Card - Thank you for all your help over the years.
- 106 I have just looked at your SEND site and wanted to say 'Well done' getting all that information on as simply as possible. Not an easy task. You have worked so hard developing Halton's Offer and keeping everyone up to date, I hope you are pleased with the results.

- 107 Just a note to say thank you for your support, the problems are now resolved.
- 108 Email- Thank you so much for opening the new footpath from the back of the school leading to the juniors, primary and nursery. Email- This makes life so much easier, I have children in primary school one in reception and next year one in nursery. Previously it was so difficult managing steps with the pram, the traffic and going all the way around. I am sure lots of other parents are grateful.(Service user)
- 109 On behalf of all of us, we would like to say a big thank you for your help and support, we have made huge progress and feel so much more positive.
- 110 She wishes me to pass on her thanks for the work you have undertaken in supporting her and I would also like to thank you.
- 111 That's excellent, thanks ever so much for supporting him, I know he is really thriving off these opportunities and it's great that he and all other young people involved are getting so much support.
- 112 Have to say this is a fantastic example of quality communication, it is such a pleasure to be able to access information swiftly and easily.
- 113 Email- Thank you for all your support during my application for an EHCP, throughout the process you kept me informed and were only a phone call away if needed to ask questions. You made me feel that I was a valued parent and supported my enthusiasm to be involved. I know it was unsuccessful but I felt the panel listened to me and my concerns and the recommendations to his current school were valuable.(Service user)
- 114 Just wanted to say, the new style briefing note looks great, well done.
- 115 Well done on being voted in to represent the group in national meetings. You must be very pleased to be suggested by peers within the group: many of whom are veterans, taking on this role will mean that Halton has direct communications nationally that will influence good practice for Halton SEND Partnership. Well deserved.
- 116 The high turnout was evidence that she has made a dramatic impact on the levels of engagement, I have watched 5 previous post holders and VCS engage workers fail to achieve this year on year. For me the greatest impact was that adults were communicating, sharing, laughing and moving freely at the well attended event. They have worked long and hard at bringing about change this particular event demonstrated this and to observe all collaborating to maximise benefit for young people deserve special recognition.
- 117 Stark and heart-warming reminder of how much is happening for young people in the borough. It was a great night.
- 118 Card- Just to say a 'big thank you' for the continuous help and support you have given me, it was very much appreciated, I don't think I would have got through it without you. (Service user)
- 119 Email- Thank you for all the great work you do, she has been given lots of brilliant opportunities to meet other young people and carry out projects teaching and encouraging her to support and help the community. They have been great fun and developed her confidence in meeting new people and trying out new things. it is

important that children are encouraged to develop and appreciate the skills they have and use them to the best of their ability. Thanks again.(Service user)

- 120 On behalf of the strategic group and Cheshire wide partnership, a huge thank you for the hard work you have done in producing an excellent document that will drive this critical area of safeguarding over the next few years. The support you provide to the partnership is excellent and very much appreciated by us all.
- 122 Email- Thank you for allocating my son a place at that school, without your advice I would have move to far away. I have a very happy 10 year old son.(Service user)
- 123 Email- I just wanted to thank you for the advice and the listening ear in relation to the appeal, it was heard today and successful so we are extremely pleased. Thanks again.(Service user)
- 124 The Heads were singing your praises as a champion of all schools across our authority, we were saying we were blessed in our authority to have you always looking to protect schools budgets with the utmost professionalism and dedication.
- 125 Thank you for the presentation, the members engaged in the discussion and it was great to see the young people ask questions about the new bridge and opportunities for work. Thanks again.

6.4 ECONOMY AND ENTERPRISE

- 126 I would just like to say how lovely it is to enter the CRMZ on a Saturday morning with a lovely clean smell, parents comment on it. The lady who cleans is lovely she works hard and is very friendly.
- 127 He has been absolutely great whilst he has been here and we would welcome him back at any opportunity

6.5 Service User Compliments received by:

percentage	2011/12	2012/13	2013/14	2014/15
Card	32	28	27	17
E-Mail	16	30	32	48
Evaluation	26	12	12	17
Letter	7	12	3	4
Telephone	4	12	5	3
Verbal	15	6	15	4
Text	0	0	6	6
Newspaper				1
	100	100	100	100

Electronic communication may be making it more accessible to provide positive feedback, this with heightened staff awareness in terms of recording compliments may account for the small increase this year.

6.7 Learning from compliments

Staff benefit from being the objects of compliments, knowing that they are noticed and that they are valued is powerful in motivating continued efforts. People strive to do more of what brings praise from others.

Compliments are also a measure of awareness from our Service Users; it is their acknowledgment of the good developments and the positive effects on them.

There are staff who are unsure as to what a compliment is and when to forward it to be recorded as such, it is viewed by them as “just doing their day job”. Providing staff with the training and empowering staff to listen to and act upon the suggestions of the people they work with will ensure that individuals are given the help they need to have their voice heard.

That Service Managers ensure they record any Compliments and forward them to the Customer Care Manager.

7 POLICY IMPLICATIONS

“Compliments, Comments and Compliments” is the guidance intended to detail the policy and procedure, this remains under review and will be amended when changes in legislation or procedure occur.

Where identified through the compliments process, policies can be amended to improve service delivery.

8 OTHER/FINANCIAL IMPLICATIONS

None identified

9 IMPLICATIONS FOR THE COUNCIL’S PRIORITIES

9.1 Children & Young People in Halton

The learning taken from compliments ensures the ongoing development of services to provide better outcomes for children, young people and their families.

9.2 Employment, Learning & Skills in Halton

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

9.3 A Healthy Halton

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

9.4 A Safer Halton

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

9.5 Halton’s Urban Renewal

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

10 RISK ANALYSIS

Feedback from Children Social Care is included within the Ofsted Inspections, failure to meet the standards as prescribed in the Children Act 1989 Representations Procedure and the Guidance “Getting the Best from Complaints” can potentially impact on the overall findings of the Inspection.

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

Document	Place of Inspection	Contact Officer
Representation Procedure 1989	Rutland House	Dorothy Roberts Customer Care Manager

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

DATE: 2nd September 2015

REPORTING OFFICER: Strategic Director, Children & Economy

PORTFOLIO: Children, Young People and Families

SUBJECT: Annual Report - Comments, Complaints and Compliments relating to Child Social Care Services 1st April 2014 - 31st March 2015.

WARDS: All

1. PURPOSE OF REPORT

- 1.1 To meet the 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. 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 for Children Social Care.**
- 2.2 **The Annual Report will evidence how feedback from service users has been used to improve service delivery.**

3. SUPPORTING INFORMATION

- 3.1 The aim of The Children Act 1989 Representations Procedure is for Children and Young People to 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. These will often be as complex and take as much time as a statutory complaint and are recorded as Customer Care issues.
 - iii. Customer Care issues – can also include advice and guidance, signposting, problem solving and early resolution to prevent complaint escalation.
 - iv. Compliments – positive feedback
- 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).

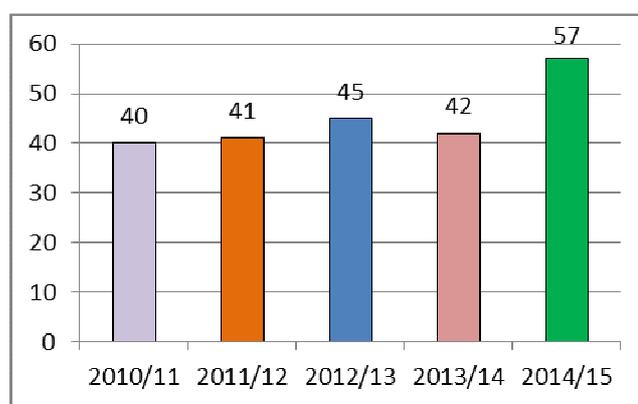
Stage 3: If still dissatisfied, a request can be made for a Review Panel to consider whether the complaint has been dealt with adequately. The Review Panel is made up of 3 independent people and should be held within 30 working days of request.

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 Children Social Care complaints liaising with relevant services across the Children and Economy Directorate, parents and families in working to resolve children’s social care complaints.

4.0 Annual Report 1st April 2014 – 31st March 2015 – Numbers of Complaints

a. 57 Statutory Complaints were made to the Council in 2014/15; this is a 36% increase from the previous year. Regionally colleagues report increased numbers and, the complexity of complaints as being more challenging.



b. From 1st April 2014, the Customer Care Manager moved from the Adult and Communities Directorate into the Children and Economy Directorate enabling the complete focus to be on Children Social Care complaints, this may also be attributed to the increased numbers. The process is promoted both to and by individual workers and teams and by the availability of information on the Councils webpage, this and the public information which informs on how to make a complaint was updated this year.

c. During an Ofsted inspection staff resources are diverted and following this there is a higher degree of staff absenteeism due to accrued flexi, annual leave and sickness. The Ofsted inspection took place in November and December and was followed by the Christmas office closure. This was certainly a challenging period and the increased numbers of complaints in Quarter 4 may demonstrate the impact on the service.

d.

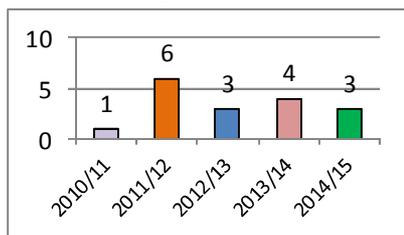
	Q1	Q2	Q3	Q4	Total
2014-15	14	11	13	19	57
2013-14	6	12	8	16	42
2012-13	12	9	12	12	45
2011-12	12	12	10	7	41
2010-11	10	7	11	12	40

The increased numbers identify that it continues to be accessible to those using services and that they feel able to express their views, which is positive.

4.1 Complaints were made by:

- a. • No complaints have been received from care leavers in the last 2 years.
- 3 (5.3%) Young People made a complaint, 1 less than last year where the percentage was 9.5%. All the young people used an advocacy service, NYAS (National Youth Advocacy Service), who provide mediation and advocacy service

for children and young people in Halton. Children and young people are informed on how to make a complaint when they first become 'looked after' and receive a child friendly leaflet which explains clearly what to do if they are unhappy.



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

- 1 complaint used an advocacy service, the Halton Autistic Family Support (HAFS)
- The remainder were made by parents or relatives.

A focus report published in March 2015 by the Local Government Ombudsman Office "Are we getting the best from Children Social Care Complaints?" suggests this is the picture nationally where only a small proportion of complaints are from young people or those acting on their behalf. The majority are from parents, family or friends. This means that children's interests are sometimes not central to the complaint – they can be unaware of one being made – and the process can be used to further personal interests, like settling family disputes.

b.

4.2 How complaints were made

	2014-15		2013-14		2012-13	
a. Complaint Form	12	21%	11	26%	14	31%
E-mail	14	25%	6	14%	4	13%
Letter	10	17%	7	17%	11	27%
Telephone	21	37%	18	43%	12	27%
Meeting	0	0%	0	0%	0	2%

- b. It is felt that complainants prefer to correspond in writing, either by letter, complaint form or email. The number of complainants using email has risen this year both in making a complaint and with general correspondence regarding it. This form of written communication has its benefits and may be another reason why complaints have increased. Sending emails on mobile phones is instantly gratifying if out of normal working hours and it can reduce their anxiety by not having to speak to someone. It does however increase the work involved as clients can scrutinise and challenge every detail of a response making the complaint more complex and generating further correspondence often of length. The clarification of detail and verbal communication remains essential.

4.3 Types of Statutory complaints made

a. Main categories	2014-15	2013/14	2012/13	2011/12	2010/11
Staff	7 (12%)	3 (7%)	1 (2%)	3 (7%)	17
Service (i.e. quality, lack of, over provision and client expectations)	27 (48%)	22 (52%)	30 (67%)	25 (61%)	19
Assessment / Review Process	23 (40%)	17 (41%)	14 (31%)	13 (32%)	3
Other	0	0	0	0	1
Total	57	42	45	41	40

- b. We categorise complaints at closure instead of upon receipt as the complainant will often state they wish to complain about the 'Social Worker'. Complaint investigations often conclude that staff were undertaking their statutory duties or acting within the

required policies and procedures and this is often the root cause of their complaint. Identified themes from complaints received in the year include:

- * Communication issues accounted for the majority of complaints around quality of service. This includes late or missed social work visits, non-return of phone calls or unanswered letters.
 - * Families of children who have been assessed as either a Child in Need or have been placed on a Child Protection Plan often dispute the reasons for the Council's intervention. As a result of this, relationships between the social worker and family members can often be strained. It is also very difficult for workers to liaise effectively with all significant family members, especially when information given may be misunderstood. This information may then be shared with other family members who may have interpreted the information differently. This may mean that any resulting disputes are then reflected back on the worker concerned.
 - * A number of complaints were around the quality of the support provided by Social Workers. Relatives of children receiving a service may sometimes misunderstand their relationship with the worker and can feel that the social work involvement is provided to the parent on behalf of the child or young person. It is important in these situations to make it clear that it the worker is acting on behalf of the child or young person themselves. However, despite this, Social Workers always try to ensure that family views and wishes are taken into account before any decisions are made.
 - * Another area of dissatisfaction is the initiation of Child in Need enquiries by Social Workers as the reasons for this involvement is often strongly disputed by parents and extended family members. As a result of this, complaints are raised regarding the quality or the detail of assessments as well as the timeliness of receiving them. These types of complaints are very difficult to resolve as they are regarding professional social work opinion during the assessment which often conflicts with how the complainant sees the situation at the time, adding the issue of delays reinforces their perception of injustice.
 - * There were a number of complaints in respect of families having a number of Social Workers. It is recognised that consistency is essential however staff do leave to pursue their careers and so in order to ensure services are provided whilst posts are recruited, agency staff were temporarily appointed. This made complaint handling difficult as once a Social Worker left complaints were raised by families and so the reliance was on the recorded data as this evidence supports complaint findings, in some instances this evidence was lacking.
- c. In terms of outcomes, every complainant received a full explanation about the alleged action or inaction in both a policy and procedural context. Where complaints were fully or partially upheld, the complainant received a full written apology.

4.4 The outcome of closed Stage 1 complaints

a.

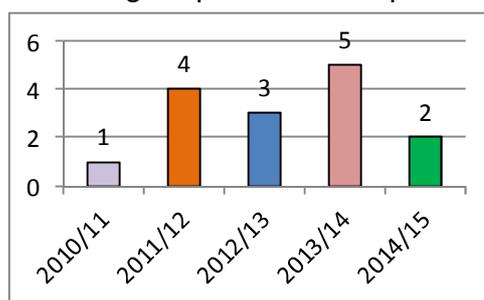
Stage 1	Upheld	Partially upheld	
2014-15	9	19	52%
2013-14	16	7	62%
2012-13	4	12	36%
2011-12	8	7	39%
2010-11	6	4	13%

Not upheld	Totals
26	54
14	37
29	45
23	38
25	35

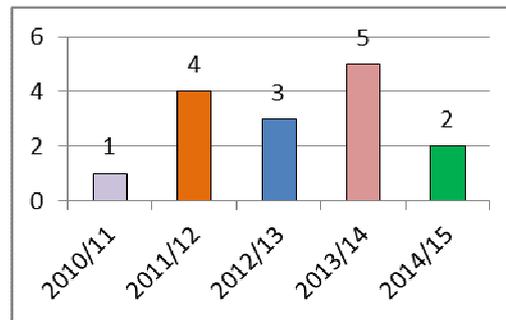
- b. A decision about whether a complaint is fully or partly upheld is based on the circumstances of the case, a decision to partly uphold a complaint normally results from a multi-strand complaint where we have upheld some but not all. This rise can evidence the increased complexity of complaints, letters detailing comprehensive complaints are also more difficult and time consuming to investigate and respond to.
- c. Overall, numbers of complaints received is small in comparison to the number of contacts Children’s Services staff have with families, however the number of contacts have increased which may also be a factor in increased complaints. Caution does need to be exercised in using complaints data to draw conclusions about overriding themes, the complaints upheld were single incidents.

4.5 Stage 2 Complaints

- a. The aim is to resolve complaints as early as possible; where this is not achievable a formal complaint investigation under stage 2 of the complaints procedure is undertaken by an Independent person who will determine if all that could be done has been done and whether it is in line with policy, procedures or statutory requirements.
- b. Two Stage 2 complaint investigations were commissioned in this financial year, there were five in the previous year and so although the overall number of complaints has increased; those progressing to Stage 2 have decreased. Ensuring a thorough investigation and response at Stage 1 prevents complaints escalating to Stage 2.



- c. A Stage 2 that commenced was from a young person who wanted to move residential home and was supported by NYAS (National Youth Advocacy Service). The complaints process has an emphasis on resolving problems quickly and effectively, an effective complaints procedure will ensure that the child’s voice is heard and when they are facing problems and challenges they should be well supported to overcome them, this complaint was withdrawn very early in the process.
- d. The other Stage 2 was in relation to a child who was assessed by the Occupational Therapy Service and it was a dispute over the offered service provision. A child with a disability is a Child in Need and so complaints of this nature also fall under ‘The Children Act 1989 Representations Procedure (England) Regulations 2006’. This complaint was upheld and resulted in a reassessment to determine the level of service provision.



4.6 Stage 3 Review Panel

There has been no stage 3 Review Panels this year. Since 2009/10 there has only been one Stage 3 Review Panel which was held in June 2013, this continued to Stage 4 and was investigated by the Local Government Ombudsman.

4.7 Local Government Ombudsman (LGO)

From 1 April 2013 the LGO changed the process to consider complaints. This is now a three-stage process; Intake, Assessment and Investigation.

- a. The Ombudsman has only just concluded the investigation mentioned above (4.6), this is one that has been ongoing for a number of years and was also linked to a complaint being investigated by the Health and Parliamentary Ombudsman in relation to CAMHS (Child and Adolescent Mental Health Services). Fault was identified with both the Council and the 5 Boroughs Partnership NHS Foundation Trust (the Trust), in respect of the council they found fault in:
 - b.
 - the completion of a CAF
 - the loss of some respite provision
 - responding to referrals from CAMHS in March 2011, January and February 2012
 - the absence of its Children's Services daily records from 2010 to part of 2012
 - the delays in the Core Assessment process
 - a failure to have a joint working protocol with the Trust for young people with extreme and challenging behaviour
 - some of the Council's communication with the Trust
 - failure to establish a lead body and respond to the complaint jointly with the Trust
 - c. The LGO found that the injustice caused as a result of these identified faults was that of general distress and did not warrant the significant sums being sought, the LGO made a recommendation for a financial remedy. The Council had following the Stage 3 in 2013 agreed to apologise and offered £1,000 for the time and trouble spent pursuing their complaint, the offer was not to remedy any failings in the processes it had followed. The LGO in addition to this recommended an additional £150 to acknowledge the 15 hours of respite lost in 2010 and £750 to acknowledge the distress, anxiety and frustration caused to the family. The Council has accepted this recommendation.
 - d. There are also recommendations in respect of adhering to process and procedure, this is a complaint in relation to events that occurred in 2010 and 2012 and inevitably things have since moved on in terms of practice, processes and working relationships. The LGO stipulates that all service improvements should be started within three months of the final decision, and that they are updated on progress monthly thereafter until they are completed and so evidence of this will need to be provided.
 - e. Another enquiry was received by the LGO as the Council declined a request to

progress a complaint to Stage 2 of the process. The LGO found there to be no injustice to warrant an investigation by them. A further complaint is currently with the LGO as it was felt that by progressing it to Stage 3 would not change the outcome and this would ultimately prolong the process for a vulnerable client.

4.8 Timescales

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

The Ofsted Inspection commenced on Tuesday 18th November, the below table gives a measure of the improved performance between 1st April 2014 to 18th November 2014.

	% within 10 days	% within 20 days	% over 20 days
01.04.2014 to 18.11.2014	45%	90%	10%
2013-14	43%	79%	21%

- c. The below table demonstrates the impact the Ofsted Inspection had on complainants receiving responses to their complaints due to the diversion of resources during the inspection and staff absence following it.

	% within 10 days	% within 20 days	% over 20 days
2014-15	35%	75%	25%
2013-14	43%	79%	21%
2012-13	71%	96%	4%

- d. The number of complaints has risen at a time when there are increased time pressures on Children’s Services Managers. Whilst operational pressures of child protection take priority, the complaint timescales are a statutory requirement and this has not been met in 25% of the Stage 1 complaint responses. When complaints are received regarding communication and timeliness then further delays in the complaint responses can reinforce the complainant’s perceptions and undermine the work to resolve their complaint.

To increase timeliness of responses and in line with the reconfiguration of the Principal Manager and Practice Lead roles, the Practice Leads are now also undertaking Stage 1 complaint investigations and responses. The pool of staff to respond to complaints has gone from four to twelve and with this comes different challenges for the Customer Care Manager. Practice leads are new to this and so require additional support, the more staff involved can bring variance in styles of responses and so there needs to be quality assurance to ensure compliance with timescales and consistency in responses.

- f. Of the completed Stage 2 investigations all were completed within statutory 65 working days timescale.

4.9 Other Customer Care Contacts

- a. “Customer Care Contacts” are those that do not fall within the statutory complaints procedure, but where time is spent communicating with clients to resolve issues, this can include sign-posting to other services, mediating between parties or liaising with Corporate Complaints Team.
- b. Of these Customer Care Contacts: Three Representations were made to the Local

Authority, with all having progressed to Stage 2 of the Corporate Complaint Procedure for independent review. Although 9 less than the previous year this is the first time they have progressed this way with each one being complex and time consuming as a statutory complaint. Due to the complexity one was investigated by an external independent officer, there were 3 elements investigated, none were upheld.

- c. There has been a further increase in the recorded customer care contacts in relation to Children Social Care. These are contacts, which are resolved at point of contact (e.g. liaising with Social Workers, provision of information, signposting). These contacts provide an early resolution, and can prevent a formal complaint.

2014-15	71
2013-14	48
2012-13	25

- d. 24 MP enquiry responses have been facilitated slightly more than the previous year but consistent. Councillors and MP's write to the Director of Children's Services on behalf of their constituents. The Customer Care Manager helps co-ordinate responses to these enquiries.

2014-15	24
2013-14	21
2012-13	27

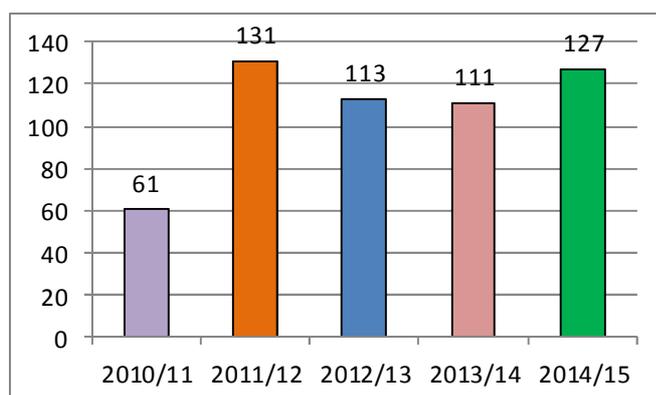
- e. Whilst customer satisfaction surveys are sent to complainants, none were returned in the last year.

4.10 Complaints Handling Training

There were a number of new Managers within Children's Social Services, complaint training was provided to those Principal Manager and Practice Leads but also offered to long standing staff to refresh their investigation skills. This was a joint venture with Cheshire West and Chester with both Local Authorities organising and funding a course provided by the Local Government Ombudsman Office. This facilitated the course being fully attended, the service being adequately covered and the sharing of experience and good practice. The Customer Care Manager provided briefings on the complaint process via team meetings for Social Workers.

4.11 Compliments received in the Children & Economy Directorate.

- a. Numbers have increased. There were 127 compliments this year; a separate compliments report has been compiled. Staff are reminded to forward compliments or positive feedback to the Customer Care Manager but it is embedded into working practice and so more often than not, they are submitted without any reminders.



b. Children and Families Compliments (Children's Social Care only)

Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
2014/15	23	25	22	15	85
2013/14	16	14	19	15	64
2012/13	11	17	18	26	72
2011/12	27	25	32	9	93

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

1) *Things are great, actually never been better. Without your involvement we would never have got this settled, everybody knows their boundaries, we have a good routine in place and people have noticed the change in us. (Service user)*

2) *Text- the children often talk about you fondly, you are especially in my thoughts at the moment, we have got our first special little people staying with us, we're delighted to have them, they are settling in well and getting us trained!!! It seems unbelievable that about a year ago we first spoke to you at that meeting, thanks for all your support, understanding and for just being you, here we are in the fostering world! Thank you for being such a lovely assessor and lovely person. (Service user)*

3) *Child- Letter- he is the best Social Worker ever, he has helped my mum, he supports us on whatever we do, he has a good relationship with us, we can always tell him how we are feeling.(Service user)*

4) *Young person - happy that there's no more drama, CAF has helped me in lessons and to get along with people better.(Service user)*

5) *Email- you hear too much about people talking bad about social workers well I've had a completely different experience. She has been absolutely wonderful, kept us informed, explained everything and always been there when I've needed her. My children really like her, her manner is brilliant, to conclude she is brilliant at her job and a really lovely lady, thanks. (Service user)*

6) *I can only thank you for the wonderful journey with us and for the wonderful approach dealing with family issues. Your guidance has made us a more functional family, stronger as a result and the expert advice and support has been amazing. (Service user)*

7) *Card- Thank you so much for your help with my file, it's great to now have a gap filled and to understand. I couldn't have asked for any better response, it felt like nothing was too much trouble. I felt like Halton knew exactly what I was thinking and provided any support I needed. Many thanks (Service user)*

8) *Care leaver - Thank you for being there, I really appreciate it, I feel I have connected with you and you actually understand me and don't judge, that means a lot so thank you very much. (Service user)*

9) *Care leaver - Thank you so much for your support over the last few years. Without your support I would not be where I am now and as strong as I am now, I will never be able to thank you enough. Everything I have ever asked you to do you have done straight away and never let me down. You deserve an award, I really do*

*appreciate it and one day I hope I have the same effect on people the way you do.
(Service user)*

10) Newspaper article- A care package funded by Halton Council has now given the family support and a fresh start. This gives us time to be us again and spend time with our eldest child. This care has made a massive difference. I'm more positive about the future now because we don't feel we are on our own. (Service user)

4.12 Learning and service improvement

- a. 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. Managers responding to complaints identify any learning from a complaint in an action plan and monitor progress and actions required.
- b. Individual issues identified through complaints are followed up by managers in staff supervision to inform individual learning and also where appropriate within team meetings. More widely, learning from complaints is used to inform generic training and service development through the Operational Leadership Team.
- c. The majority of complaints received in 2013/14 were around low-level issues that did not require any significant changes to service. Improvements this year influenced by learning from complaints include:
 - * Workers were reminded of the importance in maintaining good working relationships with family members or significant others who are involved in children or young people's lives. It is acknowledged that relationships are often strained, given the situation, but workers should be mindful of how their manner may impact on others and how their behaviour or language may be mistakenly interpreted as well as the phrasing used in documentation.
 - * Staff have been reminded of the timeliness in providing assessments and minutes to families and the recording of information on electronic systems.
 - * Training for staff in respect of complaint handling and information handling (Data Protection).
 - * As a result of complaint received from a young person in care it was identified that the standards around basic pocket money had been interpreted differently, this matter was investigated and staff liaised with the Children's Rights Office. The standards were reviewed and young people were consulted, this resulted in a review of their pocket money and behaviour management plans.
 - * 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. Where there are elements of the complaints that are upheld the required remedies were adhered to but there were no key policy recommendations.
 - * We receive notifications from the Local Government Ombudsman of cases they have investigated elsewhere in the country; they provide an opportunity to reflect on the consequences of processes not being applied, learn from them and develop our own practice. These reports are shared with the Senior Management Team to cascade to appropriate staff.
 - * Compliments are also a measure of awareness from our Service Users; it is their

acknowledgment of the good developments and the positive effects on them. Staff benefit from receiving compliments, knowing that they are noticed and that they are valued is powerful in motivating continued efforts. People strive to do more of what brings praise from others.

5 **Action Plan 2014-15**

- a. The following actions were identified as areas of work for 2014-15
 - Explore ways of communicating and publicising the complaints and representations procedure to Young People, staff within Halton Council.
 - Raise the profile of the Customer Care Manager and complaints within the Directorate.
- b. After review, publicity was updated, the Customer Care Manager attended team meetings and moving in to the Directorate has allowed a visible presence. Links were made with the Participation and Inclusion Officer for Looked after Children who visits every child in care and has ensured each is aware of the complaints process and how to access it. Links remain good with NYAS and Independent Reviewing Officers. The Single Assessment Pack includes information on how to make a complaint.
- c. An area for future consideration is in relation to the recording of complaints at service level, commissioned services and feedback about services received via the intelligence unit.

6 **POLICY IMPLICATIONS**

- a. "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 remains under review and will be amended when changes in legislation or procedure occur.
- b. Where identified through the complaints process, policies can be amended to improve service delivery.
- c. Halton Council is a member of the North West Regional Complaints Managers Group. The aim of the regional groups, which meet bi-monthly, is to provide a forum in which peer professionals can discuss and learn about regional and national issues. Here there are opportunities to develop local practice standards, discuss performance and problem solve. The group also discuss proposed changes to legislation and procedures and prepare consultation responses where necessary.

7 **OTHER/FINANCIAL IMPLICATIONS**

Investing in a timely and thorough complaint investigation and a written response at Stage 1 identifies potential savings for the Local Authority as this can prevent the complaints progressing to Stage 2. Costs are incurred in commissioning Stage 2 complaint investigations and in releasing staff to participate in these.

8 **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 RISK ANALYSIS

- a. 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 wellbeing.
- b. Children Social Care Complaints are included within the Ofsted Inspections Handbook: Inspections of Services for Children in Need of Help and Protection, Children Looked After and Care Leavers. Failure to meet the standards as prescribed in the Children Act 1989 Representations Procedure and the Guidance "Getting the Best from Complaints" can potentially impact on the overall findings of the Inspection.
- c. 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.

10 EQUALITY AND DIVERSITY ISSUES

- a. No matter who complains they receive the same equality of access and provision.
- b. Children and young people under the age of 18 made 3 complaints. The ethnicities of these complainants were White British (source Carefirst) with 2 being female and 1 being a male.
- c. Of the adults over the age of 18 years, 15 were male and there was an increase in female complaints to 38 percentage increase from 58% to 72%. None declared a disability.
- d. Complaints from ethnic minorities remains low which reflects the demographics of the borough. (Information sourced from Carefirst or complaint form).
 - 1 was white and black Caribbean
 - 1 was other mixed background
 - 1 white Irish
 - 2 complainants did not state ethnicity
 - the remaining 52 were White British

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

Document	Place of Inspection	Contact Officer
Representation Procedure 1989	Rutland House	Dorothy Roberts Customer Care Manager

REPORT TO:	Children, Young People and Families Policy and Performance Board
DATE:	2 September 2015
REPORTING OFFICER:	Strategic Director Children & Economy
SUBJECT:	Performance Management Reports for Quarter 1 of 2015/16
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 2015
- 1.2 Key priorities for development or improvement in 2015-18 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
 - Education, Inclusion and Provision

The report details progress against service objectives and 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

Priority Based PPB Report

Directorate: Children and Enterprise

Reporting Period: Quarter 1, 01 April 2015 – 30 June 2015

1.0 Introduction

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

1.2 Please note initials have been provided to indicate which officer 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 1 (section 8).

2.0 Key Developments

2.1 Complex Dependency (TC, AMc)

Following a successful bid to the Department for Communities and Local Government, all four Cheshire Local Authorities and key partner agencies Cheshire Police and Cheshire Fire and Rescue and others were awarded £5 million to transform public services. The bid has a number of strands, with an integrated single front door to be the single point of access for the public and multi-agency locality based teams to deliver services key to working together more effectively and to reduce costs. This work is now beginning in earnest to reconfigure and re-design services.

2.2 Participation of Halton 16 & 17 year olds in Education & training (AMc)

The proportion of Halton 16 and 17 year olds participating in education and training continues to increase. Figures from June 2015 identify 90.9% of Halton 16 and 17 year olds were participating through either, Full time education and training, an Apprenticeship, Work based learning provision or in employment combined with training. This is a 1.6% increase compared to performance in June 2014.

2.3 Two Year Old Free Early Years Entitlement (AMc)

The number of 2 year olds receiving entitlement to early year's provision continues to increase. In 2014 the Local Authority provided, on average, 537 children per term with the entitlement. Currently 525 children are placed (as at the Spring Term which is traditionally a lower figure) and it is anticipated that the number will increase on average throughout the year. The Government's current target for Halton will increase place provision for up to 759 funded children.

2.4 Troubled Families (AMc)

In May 2015 Halton submitted the last Payment by Results (PBR) claim which has been verified by the local authority audit team. This has highlighted Halton has achieved 100% PBR for the full 375 Troubled families.

After three years of the Troubled Families programme in Halton, 375 families were worked with, of these:

- 338 families have achieved the Anti-Social Behaviour (ASB), Youth offending and or Education Governmental targets set.
- 313 families were claiming benefits at the start of intervention (80%). A total of 122 families (40%) have, during intervention, come off benefits and moved into continuous employment.
- 85 families achieved both the ASB / Education targets and obtained full time sustained work for more than 13 weeks (26 weeks if claiming Job Seekers Allowance)
- 37 families have achieved the back to work element only.

2.5 Common Inspection Framework (AMc)

Ofsted will be implementing a Common Inspection Framework (CIF) from September 2015. The CIF replaces the separate frameworks for maintained schools and academies, Further Education (FE) and Skills providers, Non-association Independent schools and Early Years providers.

From September 2015 Ofsted will contract directly with new Ofsted inspectors for schools and FE and Skills. The aim is that:

- Seven of 10 Ofsted inspectors will be current practitioners who lead good or outstanding schools / provision.
- There will be improved the quality and consistency of inspections.
- Ofsted inspectors and Her Majesty's Inspectors (HMI) will work together in Ofsted's regions and will train together and inspect together.

In evaluating the overall effectiveness of schools and providers inspectors will make four key judgements:

- Effectiveness of leadership and management
- Quality of teaching, learning and assessment
- Personal development, behaviour and welfare
- Outcomes for children and learners

And will state clearly whether safeguarding is effective.

There will be short inspections of good schools, academies and FE and skills providers. These will take place approximately every three years, and will last for one day in schools (or up to two days for FE & Skills). There will be two judgements made during the inspection visit:

- Is the school / provider still good?
- Is safeguarding effective?

Please use the link below to access more information:

<https://www.gov.uk/government/publications/common-inspection-framework-education-skills-and-early-years-from-september-2015>

3.0 Emerging Issues

3.1 National Child Protection Taskforce (TC)

The Government has announced a new child protection taskforce designed to help professionals protect vulnerable children. Education secretary Nicky Morgan will chair the taskforce which is designed to lead improvements across children's social services, police and other relevant agencies. Members of the taskforce will include the home secretary Theresa

May, the children's minister Edward Timpson and the justice secretary and former education secretary Michael Gove.

The taskforce's main goals will be to extend and accelerate reforms to the quality of children's social work practice and leadership, promote innovative models of delivery and tackle child sexual exploitation. No timescale has yet been announced for the conclusion of its work. Please use link below for further information:

<https://www.gov.uk/government/news/pm-announces-new-taskforce-to-transform-child-protection>

3.2 Regionalising Adoption (TC)

The Department for Education has issued a paper giving more information about the proposal to move to regional adoption agencies. It sets out the Department's case for change and early thinking about regional adoption agencies with the aim of stimulating ideas and discussion about the proposal at a local level. Work will now commence within the North West region on addressing the issues the paper raises and considering possible options for future service delivery. Please use the link below for further information:

<https://www.gov.uk/government/publications/regional-adoption-agencies-programme>

3.3 Supporting Schools to Deliver Careers Information, Advice and Guidance (CEAIG) (AMc)

Halton Borough Council Education and Business Partnership (EBP) are investigating the realignment of existing EBP Services to support schools with their CEIAG duties.

3.4 Hospital Admissions due to Substance Misuse (AMc)

Halton continues to be challenged in a range of areas. This year's health profile indicates we are behind the national average figure for hospital admissions due to substance misuse in children aged 15-24. However, admissions relate mainly to young people over the age of 18 and the number of admissions for under 18yrs remains low.

3.5 Special Educational Needs (AMc)

We have volunteered to be part of a national evaluation of the impact of our progress to date. This has been instigated by the DFE and rolled out by a charity called 'In Control'.

'The Personal Outcomes Evaluation Tool' or POET will indicate the impact of the move towards more personalisation in Halton It should also provide us with information on where we could improve and further develop our approach.

Please use the link below to access more information:

<https://www.gov.uk/government/policies/special-educational-needs-and-disability-send>

4.0 Risk Control Measures

4.1 Risk control forms an integral part of the Council's Business Planning and performance monitoring arrangements. As such, Directorate Risk Registers were updated in tandem with the development of the 2015-17 Directorate Business Plans. Progress concerning the implementation of all Directorate high risk mitigation measures relevant to this Directorate will be reported at quarter two.

5.0 Progress against high priority equality actions

- 5.1 Equality issues continue to form a routine element of the Council’s business planning and operational decision making processes. Additionally the Council must have evidence to demonstrate compliance with the Public Sector Equality Duty (PSED) which came into force in April 2011.
- 5.2 The council’s latest annual progress report in relation to achievement of its equality objectives is published on the Council’s website.

6.0 Performance Overview

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

Priority: Integrated Commissioning of Services to meet the needs of children, young people and families in Halton

Key Milestones and Measures

SCS CYP05: Percentage of 16-18 year olds not in education, employment or training				SCS SH04: Reduce the number of Young People who repeatedly run away in Halton				SCS CYP15: Under 18 conception rate, rolling quarterly average			
Current progress	Target	Quarterly Progress	Direction of Travel	Current progress	Target	Quarterly Progress	Direction of Travel	Current progress	Target	Quarterly Progress	Direction of Travel
6% (May 2015)	8.5%			33 MFH 24 CIC 11 CICOLA	Total of 216 notifications from 68 individuals			44.4	54.7		

Ref	Milestones	Quarterly progress
CED02a	Early Years Childcare sufficiency undertaken annually and action plan implemented, and ensure a range of support for the growing population of funded vulnerable two year olds is appropriate within Early Years Foundation Stage settings.	
CED02b	Basic needs analysis undertaken for school place provision in primary and secondary sector, and appropriate capital funding streams determined to support any required investment.	
CED02c	Review of Specialist provision available for Halton children and young people.	
CED02d	Review and evaluate the commissioning statement to take account of the changing post 16 landscape and LEP priorities.	
CED03a	Review, implement and evaluate the joint commissioning of a Missing from Home and Child Sexual Exploitation Cheshire service by March 2016.	
CED03b	Review the function of the CSE team and effectiveness of the protocol.	
CED03c	Identify opportunities for joint commissioning SEN support and provision.	
CED03d	Strengthen the capacity of commissioned services to provide direct work to children and adult victims of domestic abuse.	
CED04a	Evaluate outcomes of current interventions (e.g. Teens and Tots, C-Card schemes, and identify actions, including new ideas and interventions required to meet targets, related to reductions in teenage conceptions	
CED04b	With Public Health, ensure young people are aware of sexual clinics and how to access them	
CED04c	Ensure the most vulnerable young people, (e.g. Children in Care, Young Offenders, disengaged young people) are aware of the risk associated with substance misuse	
CED04d	Further develop and evaluate substance misuse treatment pathways between hospitals and community services	

Ref	Measure	14/15 Actual	15/16 Target	Current	Direction of Travel	Quarterly progress
SCS CYP07	Rate of CYP admitted to hospital for substance misuse	17.62	24.6	7.9		
CED005	Take up of Early Years Entitlement for vulnerable 2 year olds	500	550	525		
SCS CYP13	Percentage of young people progressing to Higher Education	27% (2012/13 latest data available)	25%	N/A	N/A	N/A
CED010	Timeliness of return interviews conducted with those missing from home/care	Available at end of Quarter 2				
CED011	Domestic Abuse/Violence placeholder measure	Definition and current figure available after MARAC meeting in August 2015				
CED012	Percentage of referrals to Children's Social Care identifying CSE as a concern where the CSE screening tool has been used (where referrer be a professional)	N/A	N/A	0%	N/A	N/A
CED013	Percentage of young people who have received direct work to reduce risks of CSE report feeling safer	Available at end of Quarter 2				
CED014	Percentage of social workers and managers attending basic awareness CSE training	One CSE basic awareness course held in quarter, with 2 social workers and 1 Principal Manager attended.				
CED030	Percentage of Principal Manager and Practice lead posts filled by permanent staff	N/A	95%	100%	N/A	
CED031	Social Work vacancy rate for FTE	10.6	5	N/A	N/A	N/A

Ref	Measure	14/15 Actual	15/16 Target	Current	Direction of Travel	Quarterly progress
CED032	Agency rate for Social Work for FTE	17.1	2	N/A	N/A	N/A

Supporting Commentary (key measures and notable exception reporting)

Halton's latest data in relation to young people not in education, employment or training is presenting an improvement on previous years at 6% which is better than the target set. The first internal review of post 16 provision was undertaken in July 2015. The next step includes consultation with stakeholders.

Halton jointly commission the Missing from Home/Care service across the 4 Cheshire local authority areas, and Catch 22 have been awarded the contract adding in a Child Sexual Exploitation element to the work. Performance reported at quarter 1 indicates that 216 notifications were received in relation to 68 individuals. Timeliness of the return interview being held will be reported in quarter 2.

Whilst the performance on the teenage conception measure has shown a slight increase in the rate, performance is still presenting as good and better than target. At present the Teens and Tots programme is currently being evaluated and findings will be reported in quarter 2.

Sufficiency assessments and needs analysis have been undertaken in respect of Early Years provision and school place provision. Currently the local authority operates with circa 9% surplus in the Primary sector and 12% surplus in the Secondary sector. It is anticipated that this will change to 8% and 18% respectively for 2015/16. In terms of early years take up a multi-agency promotional campaign to increase the take-up of the 2 year old free entitlement is being rolled out.

Priority: Effectively supporting the child through the Halton Levels of Need framework when additional needs arise

Key Milestones and Measures

CED033: Social Work Assessments completed within 45 working days				CED036: Children subject to Child Protection Plan for 2 nd or subsequent time				CED047: Children in Care stability, 3+ placements																																																																																			
<table border="1"> <caption>CED033: Social Work Assessments completed within 45 working days</caption> <thead> <tr> <th>Year</th> <th>Halton</th> <th>Target</th> <th>England</th> <th>Statistical Neighbour</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>82%</td> <td>90%</td> <td>82%</td> <td>85%</td> </tr> <tr> <td>2014/15</td> <td>72%</td> <td>90%</td> <td>82%</td> <td>85%</td> </tr> <tr> <td>2015/16</td> <td>85%</td> <td>95%</td> <td>82%</td> <td>85%</td> </tr> </tbody> </table>				Year	Halton	Target	England	Statistical Neighbour	2013/14	82%	90%	82%	85%	2014/15	72%	90%	82%	85%	2015/16	85%	95%	82%	85%	<table border="1"> <caption>CED036: Children subject to Child Protection Plan for 2nd or subsequent time</caption> <thead> <tr> <th>Year</th> <th>Halton</th> <th>Target</th> <th>England Average</th> <th>SN comparator Average</th> <th>North West Average</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>2</td> <td>10</td> <td>15</td> <td>14</td> <td>15</td> </tr> <tr> <td>2013/14</td> <td>17</td> <td>10</td> <td>16</td> <td>14</td> <td>16</td> </tr> <tr> <td>2014/15</td> <td>19</td> <td>10</td> <td>16</td> <td>14</td> <td>16</td> </tr> <tr> <td>2015/16</td> <td>0</td> <td>10</td> <td>16</td> <td>14</td> <td>16</td> </tr> </tbody> </table>				Year	Halton	Target	England Average	SN comparator Average	North West Average	2012/13	2	10	15	14	15	2013/14	17	10	16	14	16	2014/15	19	10	16	14	16	2015/16	0	10	16	14	16	<table border="1"> <caption>CED047: Children in Care stability, 3+ placements</caption> <thead> <tr> <th>Year</th> <th>Halton</th> <th>Target</th> <th>England Average</th> <th>SN comparator average</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>9.5</td> <td>5.4</td> <td>11</td> <td>9.5</td> </tr> <tr> <td>2012/13</td> <td>10.5</td> <td>5.4</td> <td>11</td> <td>10.5</td> </tr> <tr> <td>2013/14</td> <td>8</td> <td>5.4</td> <td>11</td> <td>10.5</td> </tr> <tr> <td>2014/15</td> <td>9.5</td> <td>5.4</td> <td>11</td> <td>10.5</td> </tr> <tr> <td>2015/16</td> <td>1.8</td> <td>5.4</td> <td>11</td> <td>10.5</td> </tr> </tbody> </table>				Year	Halton	Target	England Average	SN comparator average	2011/12	9.5	5.4	11	9.5	2012/13	10.5	5.4	11	10.5	2013/14	8	5.4	11	10.5	2014/15	9.5	5.4	11	10.5	2015/16	1.8	5.4	11	10.5
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2013/14	82%	90%	82%	85%																																																																																							
2014/15	72%	90%	82%	85%																																																																																							
2015/16	85%	95%	82%	85%																																																																																							
Year	Halton	Target	England Average	SN comparator Average	North West Average																																																																																						
2012/13	2	10	15	14	15																																																																																						
2013/14	17	10	16	14	16																																																																																						
2014/15	19	10	16	14	16																																																																																						
2015/16	0	10	16	14	16																																																																																						
Year	Halton	Target	England Average	SN comparator average																																																																																							
2011/12	9.5	5.4	11	9.5																																																																																							
2012/13	10.5	5.4	11	10.5																																																																																							
2013/14	8	5.4	11	10.5																																																																																							
2014/15	9.5	5.4	11	10.5																																																																																							
2015/16	1.8	5.4	11	10.5																																																																																							
Current progress	Target	Quarterly Progress	Direction of Travel	Current progress	Target	Quarterly Progress	Direction of Travel	Current progress	Target	Quarterly Progress	Direction of Travel																																																																																
86%	95%	?	↑	0%	10%	✓	↑	1.8%	5.4%	✓	↑																																																																																

Ref	Milestones	Quarterly progress
CED01a	Develop, implement and monitor the action plan in response to the Ofsted inspection of children’s services in November 2014.	✓
CED01e	Through the annual conversation, ensure that the performance of all children’s centres is in line with expectations. This will need to take into account any changes as a result of changes to Ofsted frameworks.	✓
CED07a	Monitor and review effectiveness of marketing, recruitment and retention strategy.	✓
CED08a	Evidence of reducing referrals to Children’s Social Care and improved outcomes for children and young people evidenced in performance outcomes.	✓
CED08b	Improve outcomes for families involved in Troubled Families project, as evidenced by maximising the payment by results income	✓
CED08c	Develop Halton’s offer in line with the Complex Dependency bid.	✓
CED08d	Continue to develop Halton’s Early Intervention through multi-agency processes and teams at a locality level.	✓
CED08e	Implement and roll out of the e-CAF system.	✓
CED08f	Effectively use the performance information to ensure that Early Intervention is responsive to the trends of those being referred to Children’s Social Care.	✓

Ref	Measure	14/15 Actual	15/16 Target	Current	Direction of Travel	Quarterly progress
CED034	Social Work Assessments completed within 15 working days	N/A	N/A	20%	N/A	N/A
CED035	Child Protection (CP) Plans lasting 2 years or more	0%	0%	0%		
CED037	Child Protection cases reviewed in timescale	Available at end of Quarter 2				
CED038	Children in care cases reviewed in timescale	Available at end of Quarter 2				
CED039	Pre-proceedings diversions: Percentage of cases where pre-proceedings work diverted children in care	New measure: Currently HBC Legal services have a tracker that collates this information. This will be moved to CIN Services who will collate and retain oversight and tracking system of all pre-proceedings work.				
CED040	Average caseload per social worker	Available at end of Quarter 2				
CED041	Timescales for cases in court, within 26 week timescale	New measure: Currently HBC Legal services have a tracker that collates this information. This will be moved to CIN Services who will collate and retain oversight and tracking system of all pre-proceedings work.				
CED042	Number of multi-agency interventions (e.g. CAF) which are in place and operating	224	350	228		
CED043	Number of children involved in early intervention (e.g. CAF) during the year	455	N/A	245	N/A	N/A
CED044	Rate of referrals to Children's Social Care per 10,000 0-18 yr olds	525	N/A	113 Q1 only	N/A	N/A
CED045	Number of parents who have received a package of targeted parenting support (through a parenting course or 1:1 Support)	Available at end of Quarter 2				
CED048	Stability of Children in Care: long-term placements	67%	78%	71%		
CED051	Percentage of Children in Care under section 20	35%	18%	15%		
CED052	Percentage of Children in Care placed with parents	15%	8%	9%		
CED053	Timeliness around permanency arrangements for children in care (adoption, SGO, other permanency arrangements)	Timely decisions on adoption plans are made in line with Court processes. Work is underway on developing systems to measure timeliness on other permanency decisions.				
CED054	Percentage reduction of external provision for children in care to reduce spend	Predicted spend on external provision has slightly reduced in the past quarter although the budget remains overspent.				
CED055	Timeliness of placements for Children in Care for adoption	Available at end of Quarter 2				

Supporting Commentary (key measures and notable exception reporting)

Whilst the performance around assessment timescales is a significantly improved position from quarter 4 2014/15, performance is adrift from the target and presents a challenge to the local authority. In particular, the proportion being completed within 15 working days will be an area of focus to ensure assessments are closed where appropriate at the earlier stage. Reducing referrals to social care should improve caseloads and numbers of assessments to be carried out, and the recruitment of all Principal Manager and Practice lead posts alongside ongoing Social Worker recruitment should lead to further improvements.

Monthly Senior Leadership team meetings for all Principal Managers, including those in Early Intervention enables joint discussions of trends and any emerging themes in performance. Re-referrals are discussed enabling scrutiny of any cases where early intervention services could have been better used. It is anticipated that this learning will be fed into service redesign in line with the next phases of the locality intervention teams, alongside the One Halton and the Cheshire Complex Dependency work streams.

Priority: Improving achievement and opportunities for all through closing the gap for our most vulnerable children and young people

Key Milestones and Measures

SCS CYP03: Proportion achieving 5+ GCSE A*-C including English and Maths				SCS CYP: Early Years Foundation Stage percentage achieving a good level of development				SCS CYP11: Achievement gap at KS4 5+GCSE A*-C including English and Maths Free school meals and peers			
Available at end of Quarter 3				Available at end of Quarter 3				Available at end of Quarter 3			
Current progress	Target	Quarterly Progress	Direction of Travel	Current progress	Target	Quarterly Progress	Direction of Travel	Current progress	Target	Quarterly Progress	Direction of Travel
N/A	65%	N/A	N/A	N/A	55%	N/A	N/A	N/A	22%	N/A	N/A

Ref	Milestones	Quarterly progress
CED01b	Complete RAG categorisation process for all EYFS settings by October 2015 and identify actions, including levels of support and intervention, required to improve inspection outcomes.	
CED01c	Based upon data analysis and feedback from the Cross Service Monitoring Group undertake categorisation process for all schools by October 2015 and identify actions, including levels of support and intervention, required to improve inspection outcomes.	
CED01d	Instigate a dialogue with Ofsted and LEP leads to inform commissioning statement priorities.	
CED05a	Undertake a review of outcomes for Early Years.	
CED05b	Conduct the annual analysis of school performance data for all primary, secondary and special schools during September to December 2015 (with further reviews undertaken at key points in the performance data release cycle).	
CED05c	Ensure appropriate deployment of school improvement support for identified schools and settings, including school to school support as appropriate.	
CED05d	Develop a post 16 monitoring framework that evaluates the breadth and quality of post 16 provision with Greater Merseyside leads.	
CED06a	Analyse, evaluate and report end of Key Stage achievement outcomes, including success in closing the gap by December 2015, and identify areas of need and support for Children in Care, Free school meals and non-free school meals.	
CED06b	With schools, monitor the impact of the Pupil Premium in closing the gap between Free school meals pupils and non-free school meals pupils nationally.	
CED06c	Refine and evaluate the education and health care plan process with a report and recommendations produced by September 2015.	
CED06d	Analyse the levels of absence, including persistent absence, across all phases on a termly basis.	
CED06e	Analyse the outcomes for children who have accessed the 2 year old entitlement to ensure this provision is closing the gap between the most vulnerable children and their peers.	
CED09a	Monitor the implementation of the Care Leaver Action plan.	
CED09b	Monitor the implementation of the multi-agency strategy for Children in Care (CIC).	

Ref	Milestones	Quarterly progress
CED09c	Achieve improved outcomes for children in care and care leavers.	

Ref	Measure	14/15 Actual	15/16 Target	Current	Direction of Travel	Quarterly progress
SCS CYP02	Proportion achieving L4+ KS2 Reading, Writing and maths	Available at end of Quarter 3				
SCS CYP16	Percentage of children in care achieving expected outcomes	Available at end of Quarter 3				
SCS CYP12	Identification of SEN at 'School Support'	Information is available on the Local Offer website for schools to help with identification of pupils requiring additional support. This is under review from specialist staff.				
CED001	Percentage of maintained schools with overall effectiveness of Good or Outstanding	81%	82%	87%		
CED002	Percentage of Children's Centres with overall effectiveness of Good or Outstanding	86%	100%	86%		
CED003	Proportion of children living in 10% most deprived LSOA engaging with Children's Centre services	87%	100%	87%		
CED004	Percentage of Early Years settings (day care and childminder) with overall effectiveness of Good or Outstanding	83%	83%	84%		
CED006	Achievement of Level 2 qualification at 19	88%	88%	84% (provisional)		
CED007	Achievement of Level 3 qualification at 19	52%	53%	52% (provisional)		
CED008	Inequality gap in achievement at L3 by age of 19 FSM	24%	26%	24% (provisional)		
CED009	Inequality gap in achievement at L2 by age of 19 FSM	17%	16%	17% (provisional)		
CED015	Percentage of primary schools below the floor standard	Available at end of Quarter 2				
CED016	Percentage of secondary schools below the floor standard	Available at end of Quarter 2				
CED017	Increase the percentage of pupils making at least expected progress in English from KS2 to KS4	Available at end of Quarter 3				
CED018	Increase the percentage of pupils making at least expected progress in Maths from KS2 to KS4	Available at end of Quarter 3				
CED019	Progress by 2 levels at KS2 Reading	Available at end of Quarter 3				
CED020	Progress by 2 levels at KS2 Writing	Available at end of Quarter 3				
CED021	Progress by 2 levels at KS2 Maths	Available at end of Quarter 3				
CED022	Achievement gap at KS4 5+ GCSE A*-C including English and Maths FSM and peers	Available at end of Quarter 3				
CED023	SEN/non-SEN achievement gap at KS2 Reading, Writing and Maths	Available at end of Quarter 3				
CED024	SEN/non-SEN achievement gap at KS4 5+ GCSE A*-c including English and Maths	Available at end of Quarter 3				
CED025	Secondary school persistent absence	2.5%	5%	2.5%		

Ref	Measure	14/15 Actual	15/16 Target	Current	Direction of Travel	Quarterly progress
CED026	Rate of permanently exclusions from school	0.05%	0.35%	0.05%		
CED027	Absence of Children in Care	Available at end of Quarter 3				
CED028 a	Absence of Children in Need	N/A	10%	14%	N/A	
CED028 b	Absence of Children subject to Child Protection Plan	N/A	5%	9%	N/A	
CED029	Close the gap in achievement between those previously in receipt of 2 year old early years entitlement and their peers at EYFSP	Available at end of Quarter 3				
CED046	Emotional and behavioural health of Children in Care	13.9	14	N/A Measured annually at end of Q4	N/A	N/A
CED049	Care Leavers in suitable accommodation at 19, 20, 21	83%	90%	93%		
CED050	Care Leavers in Education, Employment or Training	50	65%	49%		
CED057	Percentage of pupils placed in KS1/KS2 Resource Base for a year that have made 2 sublevels progress in Reading, Writing and Maths is over 60%	0.22%	0.35%	0.05%	N/A	

Supporting Commentary (key measures and notable exception reporting)

The majority of measures around school attainment are not available until end of quarter 3.

Provisional performance identifies that achievement of a Level 2 qualification at 19 and Level 3 qualification at 19 have failed to meet the targets set, however both performance either slightly above (level 2) or in line (level 3) with statistical neighbour comparators. A discussion paper has been produced to identify goals and priorities for post 16 monitoring, to be presented to the Local Enterprise Partnership, through the Liverpool City Region Partnership & Skills Strategy Group (PaSS).

Of the Care Leavers considered in the outcome measure around Education Employment and Training (EET), 22 are not in EET. Some of these are not EET due to health problems, disability and pregnancy. Improving outcomes for children and care leavers continue to be the focus of work and are being addressed through the Care Leaver action plan and the Children in Care multi-agency strategy.

7.0 Financial Summaries

EDUCATION INCLUSION & PROVISION DEPARTMENT

SUMMARY FINANCIAL POSITION AS 30th JUNE 2015

	Annual Budget £'000	Budget to Date £'000	Expenditure to Date £'000	Variance to Date (overspend) £'000
<u>Expenditure</u>				
Employees	6,913	1,610	1,520	90
Premises	444	13	12	1
Supplies & Services	2,892	515	489	26
Transport	5	1	0	1
School Transport	919	14	14	0
Commissioned Services	2,127	306	291	15
Agency Related Expenditure	53	11	5	6
Independent School Fees	1,541	400	400	0
Inter Authority Special Needs	252	0	0	0
Nursery Education Payments	2,949	1,065	1,065	0
Schools Contingency	517	160	160	0
Special Education Needs Contingency	1,141	453	453	0
Capital Finance	3	0	0	0
Early Years Contingency	191	0	0	0
Total Expenditure	19,947	4,548	4,409	139
<u>Income</u>				
Fees & Charges	-425	-22	-18	(4)
Rent	-100	-8	-8	0
HBC Support Costs	-79	0	0	0
Transfer to / from Reserves	-593	-496	-496	0
Dedicated Schools Grant	-9,551	-571	-571	0
Government Grant Income	-24	-24	-24	0
Reimbursements & Other Income	-525	-50	-47	(3)
Sales Income	-46	-2	0	(2)
Inter Authority Income	-578	0	0	0
Schools SLA Income	-246	-227	-229	2
Total Income	-12,167	-1,400	-1,393	(7)
NET OPERATIONAL BUDGET	7,780	3,148	3,016	132
<u>Recharges</u>				
Premises Support Costs	205	54	54	0
Transport Support Costs	296	5	5	0
Central Support Service Costs	1,851	411	411	0
Asset Rental Support Costs	5,017	0	0	0
Total Recharges	7,369	470	470	0
Net Expenditure	15,149	3,618	3,486	132

Comments

Employees expenditure is below budget to date due to vacancies across various divisions including Post 16 (14-19 Entitlement); IAG (Information & Guidance) service provision; Policy and Provision, and Inclusion. Some of these posts may potentially be offered up as savings in 16-17. The remaining underspend is due to reduction in staff hours and staff on maternity across Divisions.

Supplies & Services expenditure is below budget to date as there has been a conscious effort to limit spends on controllable budgets. Commissioned Services is below budget to date within contracts expenditure, due to recommissioning of contracts which have resulted in reduced costs.

Budgets will be monitored closely throughout the year and it is expected that net spend will remain below budget overall at year end.

EDUCATION INCLUSION & PROVISION DEPARTMENT

SUMMARY FINANCIAL POSITION AS AT 30th JUNE 2015

	2015/16 Capital Allocation £'000	Allocation To Date £000's	Expenditure to Date £'000	Variance to Date (overspend) £'000
Asset Management (CADS)	5	1	1	0
Capital Repairs	1,015	96	96	0
Fire Compartmentation	62	0	0	0
Asbestos Management	20	0	0	0
Schools Access Initiative	75	4	4	0
Education Programme General	70	3	3	0
St Edwards - Basic Need	35	0	0	0
Inglefield – Basic Need	12	0	0	0
Fairfield - Basic Need	1,518	0	0	0
Responsible Bodies Bids	475	0	0	0
Halebank	40	0	0	0
St Bedes Junior – Basic Need	28	4	4	0
School Modernisation Projects	460	0	0	0
Ashley School -ASD Provision	31	0	0	0
Two Year Old Capital	183	5	5	0
Universal Infant School Meals	2	0	0	0
Grand Total	4,031	113	113	0

Comments

Asset Management (CADS) works will continue on an Ad hoc basis as will the Education Programme (General Works) with any Emergency Health & Safety issues.

For Capital Repair projects, tenders have been returned and works are expected to be completed by the end of the current financial year.

Ashley, Inglefield and St Bedes infants and Universal Infant School Meals projects have been completed and await final accounts.

For Accessibility, Modernisation and Responsibility Bodies projects all bids have been received and schools are procuring works.

Fairfield Primary is at detailed design stage and St Edwards's feasibility study is under way.

CHILDREN & FAMILIES DEPARTMENT

SUMMARY FINANCIAL POSITION AS AT 30 JUNE 2015

	Annual Budget £'000	Budget to Date £'000	Expenditure to Date £'000	Variance to Date (overspend) £'000
<u>Expenditure</u>				
Employees	8,617	2,211	2,262	(51)
Premises	339	172	173	(1)
Supplies & Services	955	157	162	(5)
Transport	18	12	13	(1)
Direct Payments / Individual Budgets	252	23	92	(69)
Commissioned Services	342	38	48	(10)
Residential Placements	2,703	555	926	(371)
Out of Borough Adoption	80	0	0	0
Out of Borough Fostering	414	139	188	(49)
In house Adoption	195	69	90	(21)
Special Guardianship	527	122	271	(149)
In House Foster Carer Placements	1,763	436	432	4
Care Leavers	125	18	29	(11)
Family Support	113	5	20	(15)
Capital Financing	6	0	0	0
Total Expenditure	16,449	3,957	4,706	(749)
<u>Income</u>				
Adoption Placements	-43	0	0	0
Fees & Charges	-114	-7	-9	2
Dedicated Schools Grant	-75	0	0	0
Reimbursements & Other Income	-254	-32	-32	0
Transfer from Reserves	-80	-80	-80	0
Total Income	-566	-119	-121	2
NET OPERATIONAL BUDGET	15,883	3,838	4,585	(747)
<u>Recharges</u>				
Premises Support Costs	288	72	72	0
Transport Support Costs	72	12	12	0
Central Support Service Costs	2,446	612	612	0
Asset Rental Support Costs	44	0	0	0
Total Recharges	2,850	696	696	0
Net Expenditure	18,733	4,534	5,281	(747)

Comments

Employee expenditure is above budget to date, which is in the main due to agency staff being utilised within Child Protection and Children in Need Division. It is expected use of agency staff to reduce considerably by the end of the second quarter of the current financial year, due to vacancies having now been filled and the new final staffing restructure taking effect.

Direct Payments / Individual Budgets expenditure is above budget to date, which in the main relates to the Individual Budgets for Children with Disabilities. We have seen increased demand in this area with less joint funding from the Halton Clinical Commissioning Group (CCG). During this financial year the high cost packages will be looked at to see if any costs can be reduced, but still being mindful of the level of support required for individual children.

Expenditure relating to Residential Placements is above budget to date, which is expected to be the trend for the whole financial year. This is a volatile budget, which is influenced by a number of uncontrollable factors, such as, emergency placements (either long or short term) and some placements continuing longer or ending sooner than originally anticipated. It is not always possible to utilise in house services, which results in Out of Borough Residential placements being utilised at a much higher cost.

Expenditure relating to Out of Borough Fostering is above budget to date, which is expected to be the trend for the whole financial year. As with Residential Placements, every effort is made to utilise in house foster carers, but depending on the needs of the child, this is not always possible, which results in Out of Borough placements being sought at a much higher cost.

Expenditure relating to in house Adoption and Special Guardianship is above budget to date, which is expected to be the trend for the whole financial year. This is due to increased demand around Special Guardianship and Residence Orders.

Expenditure relating to Care Leavers is above budget to date. This is in the main relates to accommodation and education/training costs for a number of young people who have left care, but continue to need a package of support until they reach their 18th Birthday.

Expenditure relating to family support is above budget to date. This is due to the increased demand around Section 17 expenditure. The Council has a duty to safeguard and promote the welfare of children in need within the borough and to promote the upbringing of those children by their families. There are a number of services that can be provided under Section 17, such as advice and counselling, supervised activities, occupational, social, cultural and recreational activities, financial help, home help and maintenance of family home.

Managers will continue to try and reduce the impact of budget pressure areas by utilising in house services and keeping controllable expenditure to a minimum. Based on service use throughout Q1 it is envisaged the net expenditure for the Department as a whole to exceed annual budget by approximately £2.9m based on current projections.

8.0 Appendix 1 – Explanation for use of symbols

8.1 Symbols are used in the following manner:

Progress	Milestone	Measure
Green 	Indicates that the milestone is on course to be achieved within the appropriate timeframe.	Indicates that the annual target is on course to be achieved.
Amber 	Indicates that it is uncertain or too early to say at this stage whether the milestone will be achieved within the appropriate timeframe.	Indicates that it is uncertain or too early to say at this stage whether the annual target is on course to be achieved.
Red 	Indicates that it is highly likely or certain that the objective will not be achieved within the appropriate timeframe.	Indicates that the target will not be achieved unless there is an intervention or remedial action taken.

8.2 Direction of Travel Indicator

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

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

8.3 Key for Operational Directors

- AMc** Ann McIntyre, Operational Director, Education, Inclusion and Provision Service (EIP)
- TC** Tracey Coffey, Operational Director, Children and Families Service (CFS)