



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

**Monday, 3 September 2012 at 6.30 p.m.
Civic Suite, Town Hall, Runcorn**

A handwritten signature in black ink, appearing to read 'David W R', positioned above a faint rectangular stamp.

Chief Executive

BOARD MEMBERSHIP

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

*Please contact Michelle Simpson on 0151 511 8708 or e-mail
michelle.simpson@halton.gov.uk for further information.
The next meeting of the Board is on Monday, 29 October 2012*

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

Part I

Item No.	Page No.
1. MINUTES	
2. DECLARATION OF INTEREST (INCLUDING PARTY WHIP DECLARATIONS)	
<p>Members are reminded of their responsibility to declare any personal or personal and prejudicial interest which they have in any item of business on the agenda, no later than when that item is reached and, with personal and prejudicial interests (subject to certain exceptions in the Code of Conduct for Members), to leave the meeting prior to discussion and voting on the item.</p>	
3. PUBLIC QUESTION TIME	1 - 3
4. EXECUTIVE BOARD MINUTES	4 - 11
5. SSP MINUTES	12 - 35
6. PERFORMANCE MONITORING	
(A) QUARTERLY MONITORING REPORTS	36 - 55
7. DEVELOPMENT OF POLICY ISSUES	
(A) CHILD IN NEED WORKLOAD	56 - 63
(B) TROUBLED FAMILIES UPDATE	64 - 71
(C) ANNUAL COMPLAINTS & COMPLIMENTS REPORT	72 - 88

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: 3 September 2012

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: 3 September 2012

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 attached at Appendix 1 for information.
- 1.2 The Minutes are submitted to inform the Policy and Performance Board of decisions taken in their area.

2.0 RECOMMENDATION: That the Minutes be noted.

3.0 POLICY IMPLICATIONS

- 3.1 None.

4.0 OTHER IMPLICATIONS

- 4.1 None.

5.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

5.1 Children and Young People in Halton

None

5.2 Employment, Learning and Skills in Halton

None

5.3 A Healthy Halton

None

5.4 A Safer Halton

None

5.5 Halton's Urban Renewal

None

6.0 RISK ANALYSIS

6.1 None.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 None.

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

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

APPENDIX 1

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

EXECUTIVE BOARD MEETING HELD ON 14 JUNE 2012

EXB23 – HALTON ADOPTION SCORECARD

The Board considered a report of the Strategic Director, Children and Enterprise, which set out Halton's position on the Adoption Scorecard 2012.

The Board was advised that, in October 2011, the Children in Care and Adoption performance tables were published and the Department for Education (DfE) announced their intention to use data from this as a means to focus on improving performance. It was noted that the Scorecard was supported by a set of performance thresholds which set out the Government's expectations of Local Authorities on two of the main timeliness indicators, as detailed in the report.

Halton's Scorecard, covering the three-year period 2008-2011 was attached at Appendix 1. Members noted that Halton had met its thresholds for both timeliness indicators, which were:

- The average time between a child entering care and moving in with its adoptive family; and
- The average time between a local authority receiving court authority to place a child and the Local Authority deciding on a match to an adoptive family.

RESOLVED: That

- 1) the Adoption Scorecard be received;
- 2) it be noted that Halton had met both its timeliness threshold indicators, as set by the Department for Education; and
- 3) a further report be submitted to the Children, Young People and Families Policy and Performance Board, detailing how the Scorecard and other changes will affect the Adoption Service.

EXB24 – A THREE LOCAL AUTHORITY YOUTH OFFENDING SERVICE - KEY DECISION

The Board considered a report of the Strategic Director, Children and Enterprise on the issues relating to the potential establishment of a three way Youth Offending Service (YOS) for Warrington, Halton and Cheshire West and Chester.

Members were advised that currently, there were two Youth Justice Teams covering Cheshire, both considered to be high performing by the Youth Justice Board. The Chief Executives of the four Cheshire authorities commissioned a feasibility study on the options for greater collaboration and efficiencies with a possible merger of each of their Youth Justice Services. A Project Board was established to develop proposals for a single YOS scenario that would provide all statutory partners with an analysis of how a single entity would improve performance, increase efficiencies and sustain localism.

It was noted that the basis for the establishment of the YOS was set out in the Crime and Disorder Act 1998. National consultation on the future of the Youth Justice Board had resulted in a decision to retain a national body with reduced functions and activity, and retaining a role in the monitoring of the work of local services against three National Indicators, detailed in the report.

The report outlined the model for a three Local Authority YOS and the options which had been considered. The proposed model and staffing structure had been developed to protect and enhance the delivery of Youth Offending Services to young people by maintaining all operational activity at the local level in Halton, Warrington and Cheshire West and Chester. This local work would be managed by dedicated senior managers with a lead role in each Local Authority, to provide a consistent approach and knowledge of crime and youth justice issues in each local area.

Reasons For Decision

The move to a three Local Authority YOS would secure and safeguard the high quality services for young people, embrace sub regional collaboration and deliver financial efficiencies.

Alternative Options Considered and Rejected

Consideration was given to a four Local Authority YOS including Cheshire East. Cheshire East had agreed separate arrangements.

Implementation Date

September 2012.

RESOLVED: That

- 1) Halton's engagement with, and delivery of, the three Local Authority Youth Offending Service be approved; and
- 2) delegated authority be given to the Strategic Director, Children and Enterprise, to manage the development and delivery of the three Local Authority Youth Offending Services, in consultation with the Portfolio Holder for Children, Young People and Families, the Section 151 Officer and the Operational Director, Legal and Democratic Services.

EXECUTIVE BOARD MEETING HELD ON 28 JUNE 2012

EXB37 – CONTRACTED SERVICES FOR EARLY HELP AND SUPPORT PROVISION - WAIVER OF TENDERING STANDING ORDERS

The Board considered an urgent item of business, reported by the Strategic Director, Children and Enterprise requesting the waiver of Standing Orders for the tender of the Contracted Services for Early Help and Support Provision.

The Board was advised that the Early Help and Support Provision contract, which encompassed three priority service areas, had a budget of £67,000. The current provider, Kings Cross Project had been approached to offer a six month extension, during which time the contract would be re-advertised on the Council's e-tendering system, 'The Chest'. The report detailed the temporary arrangements which resulted in the offer of a three month extension which the Council accepted.

The report advised that, following the closure of the tendering process, to ensure continuation of the three priority services, the preferred option would be to waive Standing Orders in order to grant the contract to a service nominated by the Council for a limited period while a further quotation process was progressed.

Members were advised at the meeting that, since the report was prepared, Officers had received confirmation of an agreement with Bridgewater Community Healthcare NHS Trust for them to provide the service for a period of 9 months, effective from 1 July 2012.

RESOLVED: That

- 1) in the light of the exceptional circumstances set out in the report, Procurement Standing Order 4.1 be waived on this occasion, in order to grant the contract for Early Help and Support Provision to a service

nominated by the Council for a limited period in order that delivery of a priority service is not disrupted while the contract is subject to the Advanced Request for Quotation process; and

2) that the period of contract does not exceed nine months.

EXECUTIVE BOARD MEETING HELD ON 12 JULY 2012

(N.B The Councillors listed declared a personal interest in the following item of business for the reasons stated: Councillor Harris as Governor of The Bankfield School and of All Saints Upton C of E Primary; Councillor Jones as Governor of Wade Deacon High School and of Fairfield Infant School; Councillor J Stockton as a Governor of St Martin's Catholic Primary School; Councillor D Cargill as Governor of Windmill Hill Primary School.)

EXB39 – CAPITAL UPDATE - KEY DECISION

The Board considered a report of the Strategic Director, Children and Enterprise, which outlined the prioritisation process for the allocation of Basic Need Capital for 2012/13.

The Board was reminded that it had previously agreed that the 2011/12 Basic Need allocation be used to increase the capacity at the following schools in order to meet the demand for places in those areas:

- Lunts Heath Primary;
- Windmill Hill Primary;
- Weston Primary; and
- St Bede's Catholic Primary

In addition, the Board had agreed that £450,000 of the 2012/13 Basic Need allocation be used to address capacity issues at St Bede's Catholic Junior School, as a consequence of extending the infant school.

The Board noted that the model for Halton used to allocate the 2011/12 Basic Need funding had been applied again for 2012/13. The model had been developed in order to objectively prioritise schools, identifying those with the strongest case for Basic Need support. The three key elements of the model were detailed in the report. In addition, the schools with the highest priority, sorted into geographical areas of Widnes East, Widnes West, Runcorn East and Runcorn West, were considered individually and recommendations detailed in the report for Members' consideration.

It was noted that the Department for education had announced that the Heath (Academy) and Halebank C of E Primary School had been included in the

list of schools to be taken forward in the Priority School Building Programme, which was intended to address schools in the worst condition. Further details on timetabling and the procurement structure were awaited and this would be reported to a future meeting of the Board.

Reasons for Decision

To deliver and implement the basic need capital programme.

Alternative Options Considered and Rejected

Not applicable.

Implementation Date

Works at Weston Point Primary to commence as soon as possible.

RESOLVED: That

- 1) the prioritisation process outlined within the report be approved;
- 2) it be agreed that a capital project be developed to address a Basic Need issue at Weston Point Primary School;
- 3) the balance of the Basic Need funding for 2012/13 be retained for combining with the 2013/14 funds for use on the future Basic Need issues be agreed; and
- 4) the position in respect of the Priority School Building Programme and Modernisation Projects be noted.

EXB40 – SUSTAINABLE SCHOOL TRAVEL POLICY 2012 - KEY DECISION

The Board considered a report of the Strategic Director, Children and Enterprise, on the Sustainable School Travel Policy 2012.

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

The Board was advised that the Local Authority was required to provide assistance with transport to those pupils defined within the Education Act 1996

and the Education Inspections Act 2006. It was noted that there were no proposed changes to the eligibility criteria from the current policy and that the Travel Policy was aligned to the Council's School Admissions Policy.

Reason(s) for Decision

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

Alternative Options Considered and Rejected

None.

Implementation Date

September 2012 and reviewed annually.

RESOLVED: That the Sustainable School Travel Policy 2012 be approved for implementation.

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

DATE: 3 September 2012

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.



Halton Children's Trust

Minutes of Executive Group Meeting held on Tuesday 21st February 2012 1.00pm, Council Chamber, Runcorn Town Hall

Gerald Meehan	Strategic Director of Children's Services, HBC (Chair)
Ann McIntyre	Operational Director, Children's Organisation and Provision
Mark Grady	Children's Trust Principal Officer, HBC
Steve Nyakatawa	Operational Director, Learning and Achievement, HBC
Emma Taylor	Divisional Manager, Team Around the Family Runcorn, HBC
Katharine Evans	Lead Engagement Officer, CYP Voluntary Sector Partnership
Jane Lunt	Operational Director, Child & Family Health, Halton & St Helens PCT
Gareth Jones	Warrington & Halton Youth Offending Team
Karen Johnson	Connexions
Karen Worthington	Bridgewater Community Healthcare Trust
Denise Roberts	Complex Care and Commissioning, NHS Merseyside
Julia Rosser	Public Health Specialist Registrar, Halton & St Helens PCT
Michelle Vallance	Parent and Carer Engagement Coordinator
Karen Hickey	Assistant Policy Officer, HBC (minutes)

Apologies

Diane Sproson	Area Manager, Connexions
Michelle Bradshaw	Assistant Director, Child & Family Services, Halton & St Helens PCT
Nigel Moorhouse	Operational Director, Children & Families Services, HBC
Catherine Johnson	Principal Performance & Improvement Officer, HBC
Paula St Aubyn	Divisional Manager, Safeguarding, Quality and Review, HBC
Simon Clough	Divisional Manager, 14 – 19 Services
Lorraine Crane	Divisional Manager, IYSS, HBC

In Attendance

Hazel Coen	Divisional Manager, Performance and Improvement, HBC
John Gallagher	Principal Policy Officer, HBC
Steve Doore	Corporate & Organisational Policy Officer, HBC
Gary Nicholls	Volunteer, Corporate & Organisational Policy, HBC

Item		Action
1.0	MATTERS ARISING from 10.01.12	
	The minutes were agreed as a true and accurate record, with outstanding actions completed	
1.1	Troubled families Initiative: A partnership meeting is planned for the 2 nd March. A meeting has been held with Interface, who provided an update on what would be needed. A definition on what a troubled family is has not yet been issued, but key project measures will be crime, school attendance and worklessness. The possibility of creating a coordinating function within the local authority will be examined. A business plan will then be put in place and it is hoped that 40% of costs will return to the local authority. GM requested for Troubled Families to be standing item at future Executive Group meetings.	KH (agenda)

<p>2.0</p> <p>2.1</p> <p>2.2</p> <p>2.3</p>	<p>DECISION MAKING</p> <p>Young Carer's Strategy Young carer's services have traditionally been provided by commissioned services, however services have now transferred within the local authority. A strategy and action plan have been developed, which a young carers participation group have contributed to. A new model for access to young carer's services has been developed, which has been agreed by the Children and Young People's Policy and Performance Board. The single point of entry to services will now be via the Carer's Centre, with strong links into IWST. It was suggested that links to services for adults could be highlighted within the access model. The Executive Group endorsed the strategy and model.</p> <p>Children's Trust/HSCB Joint Working Protocol The existing joint working protocol has recently been reviewed and updated to reflect new developments within Halton. The document will be re-written later in the year once the new Working Together guidance is issued. The Executive Group approved the new document.</p> <p>Children and Young People's Plan Review Although it is no longer a statutory requirement to review the Children and Young People's Plan, it was proposed that as good practice the plan should have a 12 month review. The review would be 8 pages long, focussing on progress made by priority groups, progress on promises and new policy. The Children's Trust Board has previously supported this proposal. JL proposed that the CYPP and review should be adopted as part of the Health and Wellbeing Strategy, as the strategic plan for children and young people. The group agreed with this proposal. JL to put forward at next HWB meeting. GM asked for the review to focus on outcomes rather than processes, with a focus on the journey of the child.</p>	<p>JL</p> <p>MG</p>
<p>3.0</p> <p>3.1</p>	<p>PRIORITIES</p> <p>Improve outcomes for children and young people through effective joint commissioning</p> <ul style="list-style-type: none"> • There has been a recent reduction in alcohol related behaviour, which is a direct result of the re-focussing of youth provision in Halton. • Breastfeeding targets have been achieved for the first time, and in addition a new Infant Feeding Coordinator post will soon be established within Health. • Dave Sweeney has delivered a presentation on future commissioning priorities within Health, and as a result a meeting has been arranged between Children's Trust and Health commissioning partners. A mapping exercise will be conducted of current commissioned services. GM queried the purpose behind the work that has been conducted in Health, JL to clarify this with Dave Sweeney and also to clarify the Children's Trust's position. • Short Breaks for disabled children: 4 contacts have been awarded which have achieved significant savings. A joint tender with Cheshire West and Chester is also being progressed. 	<p>JL</p>

3.2	<p>Improve outcomes for children and young people through embedding integrated processes to deliver early help and support</p> <ul style="list-style-type: none"> • Early Help Panel: a trial is being held next week with partners to see how this functions • Levels of Need framework: A lead still needs to be identified for this review, preferably from a non-HBC partner • Principles of Early Help have now been signed off • CAF training continues to go well with good attendance • The Early Help event took place on the 25th January and was successful with good attendance. Feedback from the event is available on the Children's Trust website: http://www.haltonpartnership.net/childrenstrust/index.php/news-and-events • Early Help z-cards are currently being developed and will be available at the Joint Event in March. 	
3.3	<p>Improve outcomes for our most vulnerable children and young people by targeting services effectively</p> <ul style="list-style-type: none"> • Development of Early Years Integrated Team: a visioning day has been held and 2 themes have been identified. Further work will be done on the 14th March. • The Strategy group membership has now been widened. A draft strategy has been developed and this should be signed off by April • The performance measure of free school meals cohort is currently being examined, to see if improvements can be made towards measuring vulnerability among children and young people. A variety of different measures are currently being explored. • SEN Green Paper: the evaluation of the recent pilot is due imminently, and it is hoped that implications for Halton can be identified from this. • Reduction of NEET: A system has been developed to measure risk of NEET, and this measures likelihood of children at primary school age who are likely to become NEET so that preventative measures can be put into place. • NEET figures for January are now down to 10.1%. This may be due to additional provision within the borough for this cohort. 	
4.0	<p>INFORMATION ITEMS</p>	
4.1	<p>Ofsted Inspection Reports; Ditton and Halton Lodge Children's Centres</p> <p>Halton Lodge was inspected on the 17th and 18th November. Overall outcome was Good. A new inspection framework had been introduced prior to this. Ability to engage with vulnerable groups was a focus, and access rates are measured. Rates were 72% at the time of the inspection. Stay Safe grading was Good, as were Enjoy and Achieve and Governance/Management. Parental engagement was highlighted as a positive point. Social/Economic wellbeing was satisfactory, and this will be improved by tracking where adult learning accessed at the centres leads on to employment. Also engagement of male parent/carers will be a future focus. A number of recommendations were made, and details as to how they will be addressed are included within the action plan.</p>	

Ditton Children's Centre was inspected during December. Outcomes were Good, with good feedback on data provided. Ditton demonstrated a higher rate of increase with hard to reach children. Positive features around economic wellbeing were highlighted as a result of work with Jobcentre plus working within and alongside children's centres. Care guidance and support was highlighted as having some outstanding features, which came from IWST. An Outstanding grade was given for Safeguarding; this is due to recording processes in place and also recent staff training. The community model at Ditton was felt to be a good approach, with seamless support. Recommendations and resulting actions are detailed within the action plan.

4.2 **IWST/CAF Quarter 3 Report**

- The number of CAFs undertaken on 0-5 year olds is still low, and needs greater focus
- Numbers of CAFs are now being recorded in relation to children's centre areas, and continue to differ between Runcorn and Widnes. There has been a drop in Q3, though this is due to the holiday period.
- The numbers of CAF reviews have dramatically increased over the past 12 months, indicating that follow-up has improved.
- A lot of investment has gone into consultations, and this is reflected in the statistics.
- Current CAFs reflect that the number of complex issues being dealt with is increasing
- The number of IWST consultations continues to rise, though this should eventually decrease as confidence grows within the workforce.
- The breakdown of lead professional roles by organisation showed that the majority were from schools and HBC staff. It was raised that CAF initiation by organisation also needs to be recorded.

4.3 **Volunteer Strategy**

A previous inspection within Adult Social Care highlighted an issue with the way volunteers are managed within Halton. A pilot study was conducted as a result of this, with recommendations to set up a volunteer database. This is currently being developed by the Corporate policy team and will cover all services across the local authority. A draft policy and procedures have been developed for volunteer management processes, which includes safeguarding guidance. Promotion of volunteer recruitment will be examined in the future. A volunteer development group has been established, with key members from a variety of services including children's centres. GM highlighted that strict screening processes would be needed for volunteers working with children and young people. The group discussed a number of issues around volunteering, and it was agreed that in order for volunteering to be successful within Children's Services, specific resource would be needed to coordinate this, including expenses coverage.

4.4 **Multi Agency Induction Programme**

This model has been developed based on the CWDC induction standards and also with consultation from other local authority areas. A training pool of trainers and facilitators is to be established, and staff volunteers are being sought for this, and the project will be largely dependent on this pool of volunteers. The programme will be flexible with 7 modules included. A

	task and finish group has been established to ensure that each of the modules can be delivered in a user friendly manner. It is anticipated that the programme could be run 4 times per year, though this is still to be agreed. JL identified several points within the project that Health services could link into. GM raised that Levels of Need would need to be highlighted within the first module. MV proposed that the Parents and Carers Forum could be involved in trials for the programme. This induction would be complimentary to existing induction processes with individual agencies. Commitment from agencies regarding volunteer trainers would be required, JG to draft letter to partners on behalf of GM requesting this.	JG
4.5	Children's Trust/HSCB Joint Event 2012 update The event this year will be led by the Trust, and will take place on the 8 th March. The event will be delivered in a more engaging way, with practical exercises and discussions for practitioners. Feedback from actions identified at last year's event will be provided. A video is being compiled by young people on engagement of staff with young people, which will enable them to have input in the event. Presentations from priority leads should focus on outcomes.	
4.6	Minutes from HSCB Board and Executive Meetings The minutes were circulated to the group for information.	
4.7	Sustainable Community Strategy – Mid-year Review Hazel Coen provided an update on the progress in achieving targets contained within the 2011- 2016 Sustainable Community Strategy for Halton. Progress has been made in many key areas, however there are some issues with a number of areas as highlighted within appendix 2 of the report. Measures for child and family poverty have now be agreed.	
5.0	Date and Time of Next Meeting Tuesday 17 th April, 1.00pm – 3.30pm, Civic Suite, Runcorn Town Hall	

Outstanding Actions to date:

Item	Action Required	Who by
1.1	GM requested for Troubled Families to be standing item at future Executive Group meetings	KH (agenda)
2.3	CYPP Review: JL proposed that the CYPP and review should be adopted as part of the Health and Wellbeing Strategy, as the strategic plan for children and young people. The group agreed with this proposal. JL to put forward at next HWB meeting. GM asked for the review to focus on outcomes rather than processes, with a focus on the journey of the child	JL MG
3.1	Health Report: GM queried, JL to clarify with Dave Sweeney the purpose behind the work that has been conducted in Health, and also to clarify the Children's Trust's position	JL
4.4	JG to draft letter to partners on behalf of GM requesting commitment from partners to training volunteers for multi-agency induction	JG



Halton Children's Trust

Minutes of Executive Group Meeting held on Tuesday 17th April 2012 1.00pm, Civic Suite, Runcorn Town Hall

Nigel Moorhouse	Operational Director, Children & Families Services, HBC (Chair)
Ann McIntyre	Operational Director, Children's Organisation and Provision
Steve Nyakatawa	Operational Director, Learning and Achievement, HBC
Emma Taylor	Divisional Manager, Team Around the Family, HBC
Katharine Evans	Lead Engagement Officer, CYP Voluntary Sector Partnership
Jane Lunt	Operational Director, Child & Family Health, NHS Merseyside
Michelle Vallance	Parent and Carer Engagement Coordinator
Christine Whittaker	Interim Divisional Manager, Bridgewater Community Healthcare Trust
Diane Sproson	Area Manager, Connexions
Marie Fairbrother	Lead Health Nurse for Safeguarding, NHS Merseyside
Catherine Johnson	Principal Performance & Improvement Officer, HBC
Mark Grady	Children's Trust Principal Officer, HBC
Simon Clough	Divisional Manager, 14 – 19 Services
Hazel Coen	Divisional Manager, Performance and Improvement, HBC
Karen Hickey	Assistant Policy Officer, HBC (minutes)

Apologies

Gerald Meehan	Strategic Director of Children's Services, HBC
Julia Rosser	Public Health Specialist Registrar, Halton & St Helens PCT
Gareth Jones	Warrington & Halton Youth Offending Team
Paula St Aubyn	Divisional Manager, Safeguarding, Quality and Review, HBC
Michelle Bradshaw	Assistant Director, Child & Family Services, Halton & St Helens PCT


In Attendance

Katy Rushworth	Policy Officer, Adult Services, HBC
John Gallagher	Principal Policy Officer Corporate and Organisational, HBC

Item		Action
1.0	MATTERS ARISING from 21.02.12	
1.1	The minutes were agreed as a true and accurate record, with outstanding actions completed	
1.2	The Young Carers Strategy is now available on the HSCB website (www.haltonsafeguarding.co.uk)	
2.0	DECISION MAKING	
2.1	Positive Behaviour Support Service (PBSS) The PBSS is aimed at service users who have a learning disability who present challenging behaviour. The service is open to both adults and children and young people. A policy and procedure has now been developed, which provides practical guidance as to eligibility, referral pathways and how to access the service. The policy will be reviewed	

2.2	<p>after 12 months to examine progress of the service. A stakeholder group for the service will also monitor progress. The service is being promoted within the NHS. The group endorsed the policy and procedure.</p> <p>Children and Young People’s Plan (CYPP) review 2012 The first draft has now been produced. Sections within the review include introduction, priorities, key achievements of the Trust, and key areas of work for the next year. A diagram of the Levels of Need framework is included, plus a map of where services fit within each level. Progress to date on each of the promises with the CYPP is detailed, and also success stories from several areas. Partners were asked to forward all feedback directly to MG (mark.grady@halton.gov.uk) by the 2nd May</p>	ALL
3.0 3.1 3.2	<p>PRIORITIES</p> <p>Improve outcomes for children and young people through effective joint commissioning</p> <ul style="list-style-type: none"> • Action plans have recently been reviewed to reflect evidence of progress. Key achievements to date are: <ul style="list-style-type: none"> ○ Mapping of all Children in Care from Other Local Authorities (CiCOLA’s) in Halton undertaken and impact of commissioned services evaluated. ○ Evaluation of 25 nationally recommended early intervention programmes undertaken and mapped against provision in Halton. ○ Redesign of youth provision to ensure improved, targeted provision by splitting into three elements ○ Progress on five agreed joint commissioning priorities for Halton Children’s Trust constantly monitored and evaluated. • Breastfeeding targets have been achieved for the first time during quarter 3 • New arrangements within Health will impact on the partnership over the coming months. A new director of Public Health has been appointed, Eileen O’Meara, and discussions are now taking place on future developments • Allen report programmes: only 1 of the 25 programmes is currently being delivered, however other work is taking place which addresses the same issues as the key programmes. <p>Improve outcomes for children and young people through embedding integrated processes to deliver early help and support.</p> <ul style="list-style-type: none"> • Key achievements to date are: <ul style="list-style-type: none"> ○ Principles of Early Help and Support have been developed and adopted by all Halton Children’s Trust agencies ○ Early Help/CAF procedures reviewed and updated. ○ Performance Framework and reporting mechanisms established ○ Early Help event held and attended by over 120 multi-agency frontline practitioners ○ Co-location of multi-agency staff at Warrington Road Children’s Centre working within Early Help & Support model. ○ A new package of Early Help training provision for all Halton Children’s Trust agencies has been launched. 	

	<ul style="list-style-type: none"> ○ Early Help Panel launched to add additional capacity and link to other multi-agency panels in Halton. ○ Research undertaken into existing Halton Levels of Need Framework, with agreement given for the framework to be revised. ○ Redesign of Team Around the Family structures <ul style="list-style-type: none"> ● Funding for 2 full-time Community Development Worker posts has been agreed by the Clinical Commissioning Group, to focus on Early Help. They will be based within Health Centres and GP surgeries. <p>3.3 Improve outcomes for our most vulnerable children and young people by targeting services effectively</p> <ul style="list-style-type: none"> ● An analysis of Children in Care is on-going, further updates will be provided at next meeting ● Initial draft of Early Years strategy has been produced, and it is hoped that this will link into the Early Help Strategy. Final document is expected by end of June. ● A peer challenge process is currently underway, with a theme of Narrowing the Gap within Early years and key stage 2. Further updates to be provided at next meeting. ● SEN Green paper pilot project in Halton: Information from central government is still awaited before further developments can take place. ● The Young People’s Learning Agency has now transferred to the Education Funding agency ● The new plan for Information, Advice and Guidance (IAG) for young people has now been agreed, and this will be carried out in stages. ● The Connexions contract is now more targeted and will focus on vulnerable young people. Schools will now be responsible for universal IAG provision. <p>It was proposed that decision making process across the Children’s Trust groups for cross-priority issues needs to be clarified. MG to meet with NM, SN, AMc and JL to discuss further and map out relationships. Proposals, including proposed amended action plan to be brought to next Executive Group meeting.</p>	<p>MG / NM / SN / AMc / JL</p>
<p>3.4</p>	<p>Early Help Frontline Event</p> <p>MG outlined the key outcomes of the event. Findings from a question asked at the event about workforce requirements indicated that support around training and CAF processes would be welcomed, and also an improved directory of services. As a result of this work is currently underway to update the Help4Me website. More detail on the event is available via the Children’s Trust website</p> <p>The relationship between the Early Help event and the Joint Event was discussed, and it was agreed that in future both events would be integrated, with additional short locality workshops provided tailored to each area of Halton.</p>	

4.0	<p>INFORMATION ITEMS</p>	
4.1	<p>Children’s Trust Report Card: Q3, 2011-12</p> <ul style="list-style-type: none"> • Data for previous reports on admissions to hospital for substance misuse has been called into question recently and is currently under investigation as recent data indicates that there was a lower rate of admissions than previously understood. Data has now improved and Q4 figures should be accurate. • Vulnerable groups: stability of placements for children in care was previously high, however this has now lowered • New Children’s Services assessment guidance will be released in the near future • Teenage Pregnancy rates have increased again according to latest data, which is a major challenge for Halton. • Level 3 performance has come out higher than predicted, which means that for the next quarter the figure for the borough could be above the national average 	
4.2	<p>Ofsted Inspection Framework</p> <p>The new framework will be in place from May 2012 and will be in place for one year, to be replaced by a joint inspectorate framework to include other inspectorates (such as Care Quality Commission, HMI Constabulary, HMI Probation). The inspection will consider key aspects of a child’s journey through the child protection system, and although a lot of focus will be made on the social care arrangements for child protection, effectiveness of multi-agency arrangements around Early Help will also form part of the inspection.</p> <p>It is likely that Halton will be inspected within the new joint inspection framework which will start next year, and this is likely to be much tougher than previous inspections. Partners are therefore urged to attend the meetings that they have recently been invited to, taking place in June and September. The new inspection framework is attached below.</p> <p></p> <p>Framework for the inspection of local aut</p>	
4.3	<p>Troubled Families Initiative</p> <p>A strategy group has now been established, with 3 subgroups focussing on data, development of an action plan and development of a proposal for additional support. More information on Troubled Families criteria has now been received from central government, and funding for 313 troubled families in Halton will be provided on a payment by results method. Work with one-third of the families will start in year 1, with the majority in the second year. Payment will be front-loaded with the bulk received once work begins with a family who agree to be part of the process. Data sharing difficulties have been experienced, particularly around DWP data and this has been addressed by central government so that information will be shared with local authorities in future. The HBC Chief Executive will confirm with DCLG that Halton wish to proceed with the project, and work with Interface is taking place to establish what help they can offer. Written report to come to next Executive Group meeting.</p>	AMCI

4.4	<p>Halton Child Health Profile</p> <p>The report highlights the profile of children and young people in Halton in a number of areas, including childhood obesity, young people and alcohol, teenage pregnancy, breastfeeding initiation and MMR immunisation. The report shows comparisons with other areas in the northwest, and also nationally. Statistically a number of areas of concern are highlighted, however programmes are currently in place to address many of the issues which will impact on results in the future. Many of the areas of concern are within the Sustainable Community Strategy performance indicators, therefore more recent updates on data can be provided locally. CJ to lead on pulling relevant information together on each indicator.</p>	CJ	
4.5	<p>CAF Audit Report</p> <p>Overall outcomes from the recent audit were good. Improvements have been made in action planning. Further improvements need to be made in recording, and also with including the wishes and feelings of the child where younger children are involved. An action plan has been developed to address issues in the future.</p>		
4.6	<p>Children's Social Care Audit of Practice Feb 2012</p> <p>Key findings from the report were that all children were appropriately safeguarded with timely decision making, moving appropriately up and down the continuum of need. The importance of the continued commitment from all staff across Children and Families Services to the auditing process was also noted. Issues to be addressed are detailed within the action plan included within the report.</p>		
4.7	<p>Multi Agency Audit of Practice</p> <p>The Multi-Agency Auditing of Practice is an integral part of quality assurance systems for all partner agencies that deliver services for children in Halton, and provides information for HSCB and the Children's Trust focussing on the quality of front-line practice, multiagency working and the outcomes for children and families. A total of 6 cases were selected, and key learning points are detailed within the report. An action plan also details issues to be addressed in the future.</p>		
4.8	<p>Feedback from Joint Event 2012</p> <p>Over 200 delegates attended the event. A variety of workshops and presentations were used during the sessions which covered a wide range of issues. Feedback from delegates has been positive, and key themes that came out of the event are detailed within the report.</p>		
4.9	<p>Team Around the Family Operational Model and Structure</p> <p>Item deferred until next meeting</p>		
4.10	<p>Windmill Hill Ofsted Report and Action Plan</p> <p>Overall rating was good. It was noted that it was a positive point that we have a good quality Children's Centre in an area which has been highlighted within the JSNA as the most deprived in the borough</p>		
4.11	<p>Integrated Workforce Strategy: Year 1 Progress Report</p> <p>Strategy has been in use for a year. Key achievements include acquisition of key workforce data, introduction of an Equality & Diversity Scheme, completion of a CT Recruitment & Retention Charter,</p>		

	<p>introduction of a number of Leadership & Management Schemes and formulation of a multi-agency Induction Programme. Other planned workforce initiatives include the design and introduction of a Children`s Trust Skills Analysis, design and introduction of a Children`s Trust Competency Framework and introduction of a Children`s Trust Recruitment & Retention Charter.</p> <p>It was requested that links could be made to the Apprenticeships strategy, JG to raise this at next Workforce meeting. Also equipping early help staff with the necessary skills to deliver targeted early help will be a future training priority. This issue to be raised at next EHAS group meeting</p>	<p>JG</p> <p>ET</p>
4.12	<p>After the riots: The final report of the Riots Communities and Victims Panel</p> <p>A national report has recently been published, containing 63 recommendations where different agencies can be involved. MG has been developing a piece of work detailing the current Halton position, with a view to work being taken forward later in the year, and will be contacting individuals for further information. Report to come to next meeting</p>	<p>MG</p>
4.13	<p>Minutes from HSCB Board and Executive Meetings</p> <p>The minutes were circulated to the group for information.</p>	
5.0	<p>Date and Time of Next Meeting</p> <p>Tuesday 29th May, 1.00pm – 3.30pm, Marketing Suite, Municipal Building Widnes</p>	

Outstanding Actions to date:

Item	Action Required	Who by
2.2	CYPP - Partners to forward all feedback directly to MG (mark.grady@halton.gov.uk) by the 2 nd May	ALL
3.3	<p>MG to meet with NM, SN, AMc and JL to map out relationships between Trust priority groups</p> <p>Proposals, including proposed amended action plan to be brought to next Executive Group meeting.</p>	<p>MG/NM/SN/AMc/JL</p> <p>MG</p>
4.3	Troubled Families initiative: Written report to come to next Executive Group meeting.	AMc
4.4	Child Health Profile: CJ to lead on pulling relevant information together on each indicator.	CJ
4.11	<p>Workforce Strategy: It was requested that links could be made to the Apprenticeships strategy, JG to raise this at next Workforce meeting.</p> <p>Also equipping early help staff with the necessary skills to deliver targeted early help will be a future training priority. To be raised at next EHAS group meeting</p>	<p>JG</p> <p>ET</p>
4.12	After the Riots: report to come to next Exec meeting	MG



Halton Children's Trust

Minutes of Executive Group Meeting held on Tuesday 29th May 2012 1.00pm, Marketing Suite, Municipal Building, Widnes

Gerald Meehan	Strategic Director of Children's Services, HBC
Gareth Jones	Warrington & Halton Youth Offending Team
Michelle Bradshaw	Assistant Director, Child & Family Services, Bridgewater CHT
Nigel Moorhouse	Operational Director, Children & Families Services, HBC (Chair)
Ann McIntyre	Operational Director, Children's Organisation and Provision
Steve Nyakatawa	Operational Director, Learning and Achievement, HBC
Emma Taylor	Divisional Manager, Team Around the Family, HBC
Katharine Evans	Lead Engagement Officer, CYP Voluntary Sector Partnership
Denise Roberts	Head of Child and Family Commissioning, NHS
Michelle Vallance	Parent and Carer Engagement Coordinator
Diane Sproson	Area Manager, Connexions
Catherine Johnson	Principal Performance & Improvement Officer, HBC
Mark Grady	Children's Trust Principal Officer, HBC
Simon Clough	Divisional Manager, 14 – 19 Services
Hazel Coen	Divisional Manager, Performance and Improvement, HBC
Karen Hickey	Assistant Policy Officer, HBC (minutes)

Apologies

Christine Whittaker	Interim Divisional Manager, Bridgewater CHT
Paula St Aubyn	Divisional Manager, Safeguarding, Quality and Review, HBC

Item		Action
1.0	MATTERS ARISING from 17.04.12	
1.1	Apologies from Lorraine Crane and Denise Roberts to be noted.	KH
1.2	Team Around the Family Operational Model: strategy is being developed first, model is deferred until this is complete	
1.3	After The Riots: report has been to SMT and COMT and will now go to the LSP and YOT Management Boards. Relevant parts will come back to a future Executive Group meeting.	MG
1.4	The minutes were agreed as a true and accurate record, with remaining outstanding actions completed	
2.0	DECISION MAKING	
2.1	Children's Trust Structure: Functions and Reporting Mechanisms Reporting into Children's Trust structures and reporting between groups has been examined, as the way that the Trust functions has changed since its launch in 2008. The subgroups have changed and now function far more effectively, and the Executive and Board have become more similar in role. 3 possible options for future functions of the Trust were presented to the group	

	<p>It was decided that the Executive should continue, but with a more structured approach. Also the Trust needs to develop a mechanism of measuring progress against priorities within the Children and Young People's Plan. Future agendas will consist of core business, Scrutiny topic areas, decision making and exceptions reporting, with information items to be presented at Subgroup meetings. Terms of Reference will need to be revised once new reporting mechanisms are finalised.</p> <p>MG/KH to start work on Forward Plan, to enable structured agendas for future meetings. MG will also draft a new scrutiny reporting template for the Trust, to ensure focus for future reporting.</p>	<p>MG/KH</p> <p>MG</p>
3.0	<p>PRIORITIES</p>	
3.1	<p>Improve outcomes for children and young people through effective joint commissioning</p> <p>The business plan for 2012-13 has been drafted. A number of achievements have been made which are detailed within the plan, and areas of focus have been identified for the coming year. Achievements within the plan will need to reference integrated commissioning work with Cheshire West. It was proposed that Sarah Kline should be invited to join the Commissioning Partnership, to assist with a more integrated approach to commissioning. Links with Health have been identified, though further detail may need to be included later in the year as structures develop. Future reporting to the Executive Group will be more focussed on relevant areas.</p>	<p>MG</p> <p>AMcl</p>
3.2	<p>Improve outcomes for children and young people through embedding integrated processes to deliver early help and support.</p> <p>The business plan for 2012-13 has been drafted, with achievements for 2011-12 and areas of focus for 2012-13 detailed. Actions for the coming year have been reviewed and are detailed within the plan. Some social care referrals are still being received whereby previous intervention hasn't been received, and this is now an area of focus. The Early Help Integrated Services model is currently being examined, with a view to making improvements, and the group had a discussion around this. The current model with co-location of services is working well, and Troubled Families support will be included in this. Links with Adult services need to be strengthened, and also links with CCGs. Sue Wallace Bonner to be invited to next Executive meeting to discuss development of Early Help model, and a representative for Adult Services needs to be identified for the EHAS Group. The lead for Youth Support is Lorraine Crane, and this needs to be reflected within the plan</p>	<p>MG</p> <p>MG</p>
3.3	<p>Improve outcomes for our most vulnerable children and young people by targeting services effectively</p> <p>The peer challenge will look at schools that have been effective in narrowing the gap at key stage 2, what strategies they have been using, and what local authorities can do to support this. Future focus will be on measuring value, and how this can best be done.</p> <ul style="list-style-type: none"> • The Early Years Integrated Team referenced within the action plan needs to be re-named to a strategy group. • Analysis and validation 2011 school results to be given deadline of 2012 within action plan. 	<p>MG</p> <p>MG</p>

	<ul style="list-style-type: none"> • A performance indicator around unauthorised absences needs to be included • Development of an Early Years Integrated Team will be as a virtual team, with coordination through the Strategy Group. Action plan to be updated accordingly. 	<p>CJ</p> <p>MG</p>
4.0	INFORMATION ITEMS	
4.1	<p>Troubled Families Initiative AMC updated the group on progress. 171 families have been identified and information has been shared with key partners. The total number of families to be funded is 375 and the majority will be dealt with in the first 2 years of the programme. Detailed criteria has been provided, including crime, education and worklessness. Local discretionary criteria can also be included, and in Halton this indicator will be alcohol and domestic violence. Partners have been asked to return the ISA by the 1st June.</p>	
4.2	<p>Children's Trust Q.4 Performance Report 2011-12 Hospital admissions data is currently being investigated as it is believed there may be discrepancies. Work is on-going with Health and Research & Intelligence to identify accurate figures. Projects currently being measured need to be examined for next business plan, to identify new measures that may need to be included. Also CHIMAT areas of focus may need to be included. If members have any areas not currently being measured on the report card that should be included, please discuss with CJ by end June. CJ proposed that future scrutiny should focus on areas which have not progressed, and for these to be reported back to the subgroups. The group agreed this proposal. Future performance reporting to be included within Priority Updates on the agenda.</p>	<p>ALL</p> <p>CJ</p> <p>KH</p>
4.3	<p>Sustainable Community Strategy Q.4 Performance Report 2011-12 The report was presented to the group for information. Progress for individual areas is detailed within the report. AMC proposed that future reporting should cover only areas which are not covered by the reports for priority groups. The group agreed this proposal.</p>	HC/CJ
4.4	<p>CHIMAT Update on Progress A mapping exercise has been completed around the CHIMAT data. A number of areas of concern were highlighted in the report, which puts Halton at a worse than national average placing. CJ presented a report on these areas which reflects the true position within Halton. Members are asked to feed back to CJ any additional information that they can provide, ensuring that details on persons to contact and what information they can provide is included. GM requested a comparison to key statistical neighbours. Data will be further examined by the Commissioning Partnership to identify which areas can be addressed and improved. CJ will continue to update, liaising with relevant Health contacts, and will do undertake comparison work with statistical neighbours on some indicators. Further updates on progress will be presented to the Commissioning Partnership.</p>	<p>ALL</p> <p>CJ</p>
4.5	<p>Children's Centre Business Plans The business plans were presented to the Executive Group for formal sign-off. Borough-wide targets need to be localised, but otherwise the</p>	

--	--	--



Halton Children's Trust

Minutes of Executive Group Meeting held on Tuesday 10th July 2012 1.00pm, Marketing Suite, Municipal Building, Widnes

Nigel Moorhouse	Operational Director, Children & Families Services, HBC (Chair)
Michelle Bradshaw	Assistant Director, Child & Family Services, Bridgewater CHT
Lorraine Crane	Divisional Manager, Integrated Youth Support Services, HBC
Steve Nyakatawa	Operational Director, Learning and Achievement, HBC
Emma Taylor	Divisional Manager, Team Around the Family, HBC
Katharine Evans	Lead Engagement Officer, CYP Voluntary Sector Partnership
Michelle Vallance	Parent and Carer Engagement Coordinator
Diane Sproson	Area Manager, Connexions
Mark Grady	Children's Trust Principal Officer, HBC
Simon Clough	Divisional Manager, 14 – 19 Services
Hazel Coen	Divisional Manager, Performance and Improvement, HBC
Christine Whittaker	Interim Divisional Manager, Bridgewater CHT
Paula St Aubyn	Divisional Manager, Safeguarding, Quality and Review, HBC
Karen Hickey	Assistant Policy Officer, HBC (minutes)

Apologies

Gerald Meehan	Strategic Director of Children's Services, HBC
Ann McIntyre	Operational Director, Children's Organisation and Provision
Gareth Jones	Warrington & Halton Youth Offending Team
Denise Roberts	Head of Child and Family Commissioning, NHS
Catherine Johnson	Principal Performance & Improvement Officer, HBC

Item		Action
1.0	MATTERS ARISING from 29.05.12	
1.1	Lorraine Crane was in attendance – minutes to be updated	KH
1.2	Item 4.3 SCS: HC to discuss further with AMC to establish reporting requirements	HC/AMC
1.3	Item 4.4 CHIMAT: HC/CJ continuing work on data for this. Work is on-going with Public Health to look at performance information that can be used. Progress report to go to Children's Trust subgroups and Executive Group in late August / early September.	CJ/HC
1.4	After the Riots: Report to be presented to Executive Group in Autumn	MG
1.5	3.1 Commissioning update: LC is meeting with Paul Boyce and Sarah Cline next week to discuss integration	LC
1.6	3.2 EHAS update: MG has been informed that Paul McWade is the named representative for the group. MG contacted Paul McWade and is awaiting response	MG
1.7	4.8 Public Health Transition: A group is meeting on a regular basis to look	

	at the commissioning model	
2.	SCRUTINY TOPICS	
2.1	<p>NEET</p> <p>SC provided an overview of the scrutiny report. The desired outcome is to eliminate NEET to achieve full participation in implementing the Raising of the Participation Age (RPA) to academic age 17 in 2013 and to age 18 in 2015. Actions proposed in the report are:</p> <ul style="list-style-type: none"> • Enabling and supporting all partners engaging with young people to share data on people aged up to academic age 18. • Employment Learning and Skills Division to conduct research into clients aged 25+ who have engaged with provision and have been NEET previously to explore reasons for becoming NEET and the trigger to engage with education or training. • Explore funding to support the purchase of resources for example Personal Protective Equipment and to enable travel to work prior to the first month's wage on an Apprenticeship. • Explore the viability of offering Alternative Provision as a compliment to maths and English GCSE for 14 to 16 year olds that leads into vocational or apprenticeship provision post-16. • Explore the resource implications of expanding the RONI Intervention pilot to a greater number of schools. • Track and centralise feedback on successful projects. • Ensure that good quality independent IAG is delivered following the change in duty. <p>LC updated that information sharing agreements may be a challenge, and also the level of detail of the information to be shared. DS highlighted that information sharing between the college and careers service is good, however sharing with DWP has been more problematic. In addition the tracking of 'not knowns' has been difficult.</p> <p>SC proposed setting out the minimum criteria needed for data sharing, and asking for a formal request to be made on behalf of the Children's Trust to agencies that are not currently fully engaging in data sharing. LC will draft a letter which can be sent out to commissioned service providers.</p> <p>NM proposed a promotional campaign on this subject, to make frontline workers aware of the need to ask young people who are NEET their permission to share their data with agencies who can help. A strapline would be needed for this, SC will draft a proposal and take this to the Children's Trust Board for agreement in September.</p> <p>Regarding additional funding to support young people in taking up job offers, MG offered to approach External Funding Team to see if they can help. LC and SC will also discuss this issue further.</p> <p>MG proposed using the Help 4 Me website for service directory requirements. MG will speak to Shaun Smith to see if a specific area or tab for NEET support services can be created.</p> <p>Progress to be discussed at Executive meeting in November.</p>	<p>LC</p> <p>SC</p> <p>MG LC/SC</p> <p>MG</p> <p>SC</p>

	ET, MB, PSA and Domestic abuse services to meet to discuss further. Update to be brought to October Executive meeting.	ET/ MB/ PSA/ DA services
3.	PRIORITIES	
3.1	<p>Improve outcomes for children and young people through effective joint commissioning</p> <p>A report has been produced following a mapping exercise of the Early Help programmes recommended within the Allen report. Further work is taking place around identifying commissioning options for these services, and a further report will come to a future Executive Group meeting. Substance misuse treatment systems are to be looked at as there has been a slight increase in cocaine use in the area. The Help4Me site has now been updated. Commissioning structures within health were discussed at the last meeting, and there are currently some concerns regarding commissioning for children and young people.</p>	
3.2	<p>Improve outcomes for children and young people through embedding integrated processes to deliver early help and support.</p> <p>Updates were provided within the action plan circulated with the agenda.</p>	
3.3	<p>Improve outcomes for our most vulnerable children and young people by targeting services effectively</p> <p>The peer challenge process is being done in local authority clusters and they have looked at Key Stage 2 and schools who are narrowing the gap. This work will inform future schools strategy documents.</p>	
4.0	INFORMATION ITEMS	
4.1	<p>Troubled Families Update</p> <p>A Strategy Board, Operational Group and Business Planning Group are now in place. The criteria for Troubled Families have been defined by central government. Families to be prioritised within the first year are based on those with a higher proportion of school absence. There are currently issues with data, as a third of families are not on benefits according to current data and so this is currently being re-examined. An alternative name for the initiative is being sought, which reflects a more positive approach. Suggestions to be forwarded to LC</p>	ALL
4.2	<p>Early Help Mapping Exercise</p> <p>The report outlines progress to date on the assessment of anticipated costs related to the implementation of the recommended Early Help programmes. Where possible costs per family have been provided, and where there are variable factors, indicative costs have been given.</p>	
4.3	<p>Teenage Pregnancy</p> <p>Quarter 1 for 2011 showed a 60% reduction. This quarter was the most improved in the last 10 years. Targeted provision on the streets has been increased. There are now 4 schools delivering the Teens and Toddlers programme. Public Health Clinic opening times are being reviewed with the aim of being more accessible.</p>	
4.4	<p>Audit of CAF</p> <p>The report was presented to the group for information. All the CAFs were</p>	

	<p>considered to be appropriate to Halton's Levels of Need Framework, with good evidence of SMART targets embedded within each of the CAFs audited alongside Lead Professionals adopting 'Think Family' working practices. The audit group felt that overall the quality of CAF assessments and content of supporting documentation has dramatically improved over the previous two years and felt that the children's workforce has higher expectations in terms of what professionals and families can experience from the CAF process.</p> <p>Audit of Practice</p> <p>4.5 The report was presented to the group for information. There continues to be evidence of good quality practice, particularly evidenced in the conversations with staff who clearly know the children with whom they are working, are clear about their purpose of involvement. They were able to articulate either the positive outcomes being achieved for children or those being worked towards and were clear about contingency planning if outcomes cannot be achieved. In terms of the child's journey, there was evidence of timely decision making and the cases moving appropriately up and down the continuum of need.</p>	
5.0	<p>Date and Time of Next Meeting Tuesday 4th September, 1.00pm, Civic Suite, Runcorn Town Hall</p> <p>Forward Plan:</p>	

Outstanding Actions to date:

1.1	LC to be added to minutes of last meeting	completed
1.2	Item 4.3 SCS: HC to discuss further with AMC to establish reporting requirements	HC/AMC
1.3	Item 4.4 CHIMAT: HC/CJ continuing work on data for this. Work is ongoing with Public Health to look at performance information that can be used. Progress report to go to Children's Trust subgroups and Executive Group in late August / early September.	HC/CJ
1.4	After the Riots: Report to be presented to Executive Group in October	MG
1.5	3.1 Commissioning update: LC is meeting with Paul Boyce and Sarah Cline next week to discuss integration	LC
1.6	3.2 MG to contact Paul McWade again re Adult Services representative	MG
2.1	<p>NEET: Formal request to be made on behalf of the Children's Trust to agencies that are not currently fully engaging in data sharing. LC will draft a letter which can be sent out to commissioned service providers</p> <p>NM proposed a promotional campaign to make frontline workers aware of the need to ask young people who are NEET their permission to share their data with agencies who can help. SC will draft a proposal and take this to the Children's Trust Board for agreement in September.</p>	<p>LC</p> <p>SC</p>

	<p>Regarding additional funding to support young people in taking up job offers, MG offered to approach External Funding Team to see if they can help. LC and SC will also discuss this issue further.</p> <p>MG proposed using the Help 4 Me website for service directory requirements. MG will speak to Shaun Smith to see if a specific area or tab for NEET support services can be created.</p> <p>Progress to be discussed at Executive meeting in November.</p>	<p>MG</p> <p>MG</p> <p>SC</p>
2.2	<p>Early Help Integration: SN proposed that CSWs currently working within Education Support Services could be involved. PSA also proposed that the Safeguarding in Education officer could be involved. HC proposed involvement of the Domestic Abuse Coordinator, ET to contact Angela McNamara. Other people to be involved are Primary CAMHS, Mental Health and Drug and Alcohol Services</p> <p>The group supported that the IWST core team should expand to include suggested additional staff. ET will develop a core statement to reflect this.</p> <p>Actions to be reviewed at September Executive Group meeting</p>	<p>ET</p> <p>ET</p> <p>ET</p>
2.3	<p>CAVA protocol: ET proposed that the work being done around the Early Help Integration model could incorporate CAVAs, so that a multi agency response can be developed. ET, MB, PSA and Domestic abuse services to meet to discuss further. Update to be brought to October Executive meeting.</p>	<p>ET, MB, PSA and Domestic abuse services</p>
4.1	<p>Troubled Families: An alternative name for the initiative is being sought, which reflects a more positive approach. Suggestions to be forwarded to LC</p>	<p>ALL</p>

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

DATE: 3rd September 2012

REPORTING OFFICER: Strategic Director Policy & Resources

SUBJECT: Performance Management Reports for Quarter 1 of 2012/13

WARDS: Boroughwide

1.0 PURPOSE OF REPORT

1.1 To consider and raise any questions or points of clarification in respect of performance management of the Children and Young People's Directorate for the first quarter to June 2012. The report details progress against service objectives/ milestones and performance targets, and describes factors affecting the service.

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 Policy and Performance Board.**

3.0 SUPPORTING INFORMATION

3.1 Departmental objectives provide a clear statement on what the 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.

3.2 In line with the revised Council's Performance Framework for 2012/13 (approved by Executive Board in 2012/13), the Policy and Performance Board has been provided with a Children and Young People's Priority Based report; which identifies the key issues arising from the performance in Quarter 1. This has been structured using the below priorities and common areas of focus, as stated in the Directorate Plan for 2012-15:

- Commissioning
- Early Help and Support
- Narrowing the Gap

- Common Areas of Focus: Workforce Planning and Development, Asset management , Resources

3.3 The full Departmental quarterly reports are available on the Members' Information Bulletin to allow Members access to the reports as soon as they have become available within six weeks of the quarter end. This also provides Members with an opportunity to give advance notice of any questions, points or requests for further information that will be raised to ensure the appropriate Officers are available at the PPB meeting. The three Departmental quarterly monitoring reports are also available via the following link

<http://srvmosswfe1:40000/sites/Teams/PerformanceandImprovement/Pages/QuarterlyMonitoringReports.aspx>

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 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. Three common areas of work that transcend these priorities have been agreed for workforce, planning and development, asset management and resources.

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

Document	Place of Inspection	Contact Officer
-----------------	----------------------------	------------------------

Not applicable

Children & Young Peoples Priority Based Report

Reporting Period: Quarter 1, Period 1 April 2012 – 30 June 2012

1.0 Introduction

- 1.1 This report provides an overview of issues and progress against key service objectives/milestones and performance targets, during the first quarter of 2012/13; for service areas within the remit of the Children and Young People Policy & Performance Board.
- 1.2 The way in which traffic light symbols have been used to reflect progress to date is explained within the Appendix (section 8). Please note initials have been provided to indicate which Operational Director is responsible for the commentary to aid Members during Policy and Performance Board scrutiny of the report. A key is provided at the end of the report in Appendix (section 8).

2.0 Key Developments

Early Years and Early Help

2.1 **New framework for Early Years Foundation Stage (EYFS) (SN)**

A new framework for the Early Years Foundation Stage (EYFS) - Setting the standards for learning, development and care for children from birth to five - was published in March 2012. This framework is mandatory for all early years' providers (from 1 September 2012), maintained schools, non-maintained schools, independent schools, and all providers on the Early Years Register. A series of briefings have been held throughout this term to reach all Early Years sectors and update re: new curriculum requirements. The curriculum will focus on 3 prime areas (Communication and Language; Physical Development and Personal, Social and Emotional Development) and 4 Specific Areas (Literacy, Mathematics, Understanding of the World and Expressive Arts and Design). There is a new statutory requirement to report on progress and level of development in the 3 prime areas at age 24-36 months. Assessment at age 5 (final year of reception) will report on levels of development across all 7 areas of learning. The scale points 1-9 will no longer exist and will be replaced with statements "expected" "emerging" or "exceeding". Future reporting on Foundation Stage Profile (FSP) data will be in terms of percentage of children reaching expected attainment or higher.

2.2 **Changes to eligibility criteria for disadvantaged 2 year olds (AMc)**

From September 2013 the current eligibility criteria, of access to a set of prescribed benefits, will change to eligibility to Free School Meals. This will significantly increase the number of families who will be able to access the 2 year old places, in line with government funding increases.

The Government has advised LA's that they will receive additional funding to support 2 year olds accessing childcare provision. Halton currently supports around 100 vulnerable 2 year old children per year through approximately £200k of funding, and this initiative will expand incrementally to 500 places in 2013/14 rising to 1000 places by 2014/15 with anticipated funding of circa £2.8m. Halton's priority over the coming months will be to identify and secure sufficient, high quality provision for the children to access throughout the phased increase up to 2014. There is currently no capital funding available from Government to increase capacity and as such the emphasis is on making use of existing under-utilised capacity. To progress this approach a working group has been established to explore and develop a wide range of options to increase the current number of places available for the provision of the free entitlement to 2 year olds. The purpose of the group is to generate a range of options that could be tested to identify any issues/barriers arising from the ideas presented.

2.3 **Changes to reporting arrangements for Childcare Sufficiency (AMc)**

From September 2012, Local Authorities (LA's) will no longer be required to produce a Childcare Sufficiency Assessment (CSA) every 3 years, the assessment of sufficiency in all sub-local authority areas needs to continue to allow the local authority to demonstrate that it is meeting its duty under section 6 of the Childcare Act 2006. The results of this assessment must be reported to Senior Managers and Elected Members on an annual basis.

2.4 **Regional Early Help Workshop (NM)**

On 22 June 2012 Halton hosted the first Early Help Workshop in the North West. This was supported by all Assistant Directors in the region and attendance was high, with all but two of the 23 Local Authorities joining the event at the Stadium. Halton took the opportunity to present Team Around the Family- its model of early help and support to families with additional needs. This highlighted the progress that has been made over the last two years developing the model, as well as the challenges and current priorities for the Council and partner agencies.

2.5 **Community Development Workers (NM)**

In April 2012, the Clinical Commissioning Group (CCG) approved the funding of two full time Community Development Worker posts (Widnes & Runcorn). Funded by the CCG, these temporary posts (until March 2013) sit within the Team Around the Family model of early help, complementing the work that is already taking place across the Borough. The posts have a clear health focus, with the post holders working closely with health colleagues on some of Halton's key health priorities.

This is quite a unique situation in the North West. It's a good example of strong partnership working, with the CCG funding such posts and the Council as the employer. The aim here is to work within community and health settings, identifying and engaging with families in greatest need, to help ensure their health needs are met.

Commissioning

2.6 **Further Development of Transition activities for 0-25 (SN)**

The Transition team, within the Division of Inclusive Learning, continues to expand the provision of transition projects to children & young people across settings, schools and College in Halton. Building on the successful "Halton Photo voices", there are now plans to work in partnership with the internationally renowned "Photo Voice International", to devise and run a project around knife crime and drug/gang culture. This project will further develop aspects of participatory photography, art and drama, culminating in a major conference in Liverpool in May 2013.

Other developing projects also include an Early Years Transition Project with reception/nursery children, focussing on how children with additional needs can begin to access person-centred planning from the very start of their school careers.

A second major Transition event is now being planned for February 2013; the theme this year will look at Transition and Change for Adults in Halton. Further information will become available in the Autumn Term.

2.7 **Raising the Participation Age (RPA) (AMc)**

The Government has confirmed its commitment to raising the participation age to 17 by 2013 and to 18 by 2015. The Department for Education consultation with LA's about implementing the reforms has now concluded and the development of concise statutory guidance for local authorities is to be published in Autumn 2012. The consultation responses suggested that potential fines for employers employing 16-17 year olds without training might act as a perverse incentive and discourage them from hiring young people. DfE have therefore decided that the duties on employers within the RPA legislation will not be commenced in 2013.

Narrowing the Gap**2.8 Inspection of Fostering (NM)**

Ofsted undertook an inspection of our Fostering Service between 12 and 15 June 2012. Ofsted graded the service as “Good” across all areas. Halton was one of the first authorities to be inspected under the new, much tougher, Inspection Framework and we believe the first in the North West. This result is great news for the children and young people we look after and our foster carers. It is a reflection of the quality of the work we do with children and foster carers across all teams, services and the fostering panel. In the Queen’s birthday honours list one of our foster carers, Christine Pugh was awarded the MBE for services to fostering. She has been fostering for Halton for over 35 years, and she is also a local Magistrate. This is fantastic news and great recognition for Christine for all she has done for the residents of Halton.

2.9 Adoption Summit (NM)

Our first Adoption Summit was held on the 3 May 2012 where we considered the Adoption Score Card, the Summit was well attended by a range of appropriate agencies. The Government has set challenging thresholds for Local Authorities to meet and Halton met the thresholds for both timeliness indicators. If the Council fails to meet these thresholds the Department for Education (DfE) will take intervention action and it is anticipated that the scorecard will be a limiting judgement in relation to future Children in Care inspections.

The feedback and Action Plan was sent to Tim Lawton MP who responded positively and personally thanking us for our engagement in Government reforms. The adoption service is expecting an Inspection by Ofsted imminently under the new Inspection Framework.

2.10 Anti-Bullying Operational Group (SN)

The multi-agency Operational Group has now developed a full Strategy and an Action Plan. The Action Plan will need to be implemented by members of the group. However, a number of members from other agencies and disciplines have now resigned as a result of government efficiencies and natural ‘wastage’. These members will need to be replaced at a time when it is known staffing numbers across all agencies. Further parental representation also needs to be recruited.

The Operational Group has continued to work with issues relating to anti-bullying. There is now a link, through the chair, to work being undertaken in relation to Hate Crime. Discussions are underway to identify a parent representative. This year’s focus for Anti-Bullying week in November is around the effects of bullying on achievement in school. The Operational Group are now working towards the annual Halton Conference.

Common key areas of focus: Workforce planning & development, Asset Management, Resources**2.11 Efficiency Review of Child in Need Service (NM)**

The unannounced Inspection of Contact Referral and Assessment took place in December 2011 identified that some Social Workers case loads are too high which is impacting on performance. As a result of this the efficiency review, which was due to take place in September, was brought forward and began in February. The team are in the process of finalising the ‘As is’ report and work is beginning on looking at potential solutions to the pressures in the service.

2.12 Transforming Children’s Environments (AMc)

In September 2011 Halton submitted four applications to secure funds for the development of School buildings through the Priority Schools Building Programme. On 25 May 2012 the allocation of funding was announced and we were informed that one of the applications, Halebank Primary, had been successful. Full details of the funding are yet to be confirmed. At the same time The Heath Academy were also notified that they had secured capital funding.

On 2 May 2012 Wade Deacon confirmed that the Wade Deacon Governing Body had passed a resolution to convert to academy status from 1 September 2012. This was confirmed through receipt of an Academy Order from the Secretary of State on 16 May 2012.

3.0 Emerging Issues

3.1 Ofsted inspection changes – September 2012 (SN)

The inspection framework for schools is to be further amended from September 2012 to incorporate the following changes to the framework that was introduced in January 2012

1. To be judged as outstanding overall schools will need to have teaching judged as outstanding.
2. A school's standard of education will only be defined as acceptable if it is good or better. A school can be judged 'good' where attainment is below average but pupils are making good progress. Inspectors will look at how the pupil premium is being used to improve achievement
3. Schools that are not at least 'good' will be judged in one of 3 categories:
 - **Requires improvement** - School has demonstrated the capacity to improve and has *not* been designated in the category of a school causing concern (SCC). School will be monitored and re-inspected within 2 years.
 - **Serious weaknesses** - School has demonstrated the capacity to improve but has been designated as a SCC (replaces current notice to improve). School will be re-inspected within 18 months.
 - **Special Measures** - School is not demonstrating the capacity to improve and is designated as a SCC. As now there will be regular monitoring visits prior to re-inspection.
4. Ofsted will conduct earlier full re-inspections of schools judged as requires improvement. They will be re-inspected within 2 years with monitoring visits in-between.
5. A protocol is to be introduced that limits the number of times a school can be judged as requires improvement to 2 consecutive inspections before it is judged inadequate and deemed to require special measures. Under this protocol a school is likely to be placed in special measures unless at the 3rd inspection there is a strong upward trajectory but the school is not yet good – further time may be given to the Leaders to secure improvement.
6. Ofsted proposed the introduction of no-notice inspections. HMI retains the right to carry out no-notice inspection and some monitoring visits of schools in Special Measures will continue with no notice. However for the majority of inspections the lead inspector will contact the school by telephone the afternoon of the working day prior to inspection. This is a reduction from the current 48 hours' notice.
7. From September the inspector will request the school to provide anonymised information of the outcomes of the most recent performance management of all teachers. Inspectors will evaluate the robustness of schools' performance management (PM) procedures. They will focus upon how the head teacher is using PM arrangements to improve and reward teaching quality; the correlation between quality of teaching and salary progression. No individual teacher is to be identified; PM information is not to be removed from the school and confidential data is not to be recorded.

3.2 Categorisation of schools (SN)

Given that Ofsted are again raising the bar as a result of the revised Ofsted framework there is a possibility that some schools will 'drop' a category. Should this be the case for schools currently judged to be good or better this will have implications for the School Improvement Service.

As we work with schools to refresh our School Improvement Strategy we will be looking at where the additional school improvement capacity will come from including consideration of:

- more school to school support

- the role of the Learning Teaching and Leadership Alliance (Teaching School)
- the work of Aspire (traded School Improvement Service)

3.3 **New Ofsted Framework for Early Years Providers (SN, AMc)**

A new Ofsted framework becomes statutory on 1 September 2012. The inspectors will judge overall effectiveness in terms of:

- how well the early years provision meets the needs of the range of children who attend
- the contribution of the early years provision to the wellbeing of children
- the leadership and management of the early years provision

Inspection judgements will be graded against 1 of 4 grades:

- grade 1 - outstanding
- grade 2 - good
- grade 3 - satisfactory
- grade 4 – inadequate

However, another consultation will be opened in July as to whether Grade 3 should be worded as “satisfactory” “requires improvement” or “adequate”. This will be amended before September. The inspection cycle will run until July 2016.

All providers will be inspected at least once, although any provider judged as less than good will be re-inspected within 1 year. Any concerns reported to Ofsted will be risk assessed as to whether the item is routine (e.g. change of contact details); minor or need to re-inspect. Any minor matter will be noted and referred back to the provider, although once 2 minor matters have been recorded, this will trigger a full re-inspection. Re-inspections will take place within 30 working days or if identified as a priority within 5 working days. Inspections will continue to be no notice inspections, apart from childminders who will receive a couple of days’ notice.

Any child minder must have Local Authority (LA) approved training prior to applying for a registration visit. If they are not deemed to be ready at this visit, then they will be refused registration and this would be classed as a lifetime disqualification. If this were to occur, the child minder could resign and withdraw their application, rather than be barred.

The new Ofsted framework has been published in response to the changes of the new EYFS and will have a much stronger emphasis on learning and development and whole care packages providing emotional security. Progress of different groups will be reported and partnership working with parents and multi-agency professionals will be a focus for inspection, linking into Early Help policies. There will be a stronger focus on direct observation of children and professional dialogue with all practitioners regarding a child’s level of development; progress and how this compares to age related expected development. Ofsted will also be keen to observe the progress of babies and toddlers including tracking groups of children.

3.4 **Early Years (SN, AMc)**

Some Early Years Practitioners have trained to work with 3-5 year olds and have limited knowledge of child development for babies and toddlers. This will be a key focus for training in the forthcoming academic year.

Due to the increase in numbers of funded 2 year olds in settings across the borough, there will also be a strong focus of Early Years Consultant Teacher input in settings around supporting baby and toddler development.

Tracking cohorts of children and identifying gaps is fairly new to the private and voluntary early year’s sector, but is a key aspect to supporting individual children’s needs and providing early help and intervention as required. Working groups and training will focus on observation, planning and assessment and tracking children’s progress.

3.5 **Child Protection & Looked After Children - Changes to Statutory Guidance & New Inspection Frameworks (NM)**

As part of its commitment to reform the child protection system and reduce bureaucracy, the Government is consulting on reduced guidance for all professionals who work to protect children. The Government is proposing to replace over 700 pages of guidance with a much shorter and precise set of guidance in three documents:

- Working Together to Safeguard Children: draft guidance on what is expected of organisations, individually and jointly, to safeguard and promote the welfare of children;
- Managing Cases: the Framework for the Assessment of Children in Need and their Families: proposed changes to procedures for undertaking assessments of all children in need; and
- Statutory Guidance on Learning and Improvement: proposed new arrangements for Serious Case Reviews, reviews of child deaths and other learning processes led by Local Safeguarding Children Boards.

The revised guidance follows Professor Eileen Munro's review, which said the child protection system was overly focused on compliance and too dependent on central prescription and rigid procedures. It sets out professionals' roles and responsibilities but, importantly, does not tell professionals how to do their job.

The consultation closes on 4 September 2012.

3.6 **New Inspection Frameworks for vulnerable children (NM)**

Child Protection

Ofsted, the Care Quality Commission (CQC), Her Majesty's Inspectorate of Constabulary (HMIC), Her Majesty's Inspectorate of Probation and Her Majesty's Inspectorate of Prisons are committed to the introduction of a new joint inspection of multi-agency arrangements for the protection of children in England. These inspections will focus on the effectiveness of local authority and partners' services for children who may be at risk of harm, including the effectiveness of early identification and early help.

The inspectorates intend to begin these new inspections by June 2013 and to publish the arrangements for the inspections by April 2013. In addition, these inspections may trigger inspection activity by Her Majesty's Crown Prosecution Service Inspectorate (HMCPIS). The consultation closes on 2 October 2012.

Arrangements for the inspection of services for children looked after and care leavers

Ofsted and the Care Quality Commission are consulting on a new inspection framework for children looked after (children in care) and care leavers. The proposal is to create a dedicated inspection programme for looked after children and care leavers replacing the current separate inspections for looked after children's services, local authority adoption agencies and local authority fostering services.

The closing date for the consultation is 18 September 2012.

3.7 **Secondary Provision (AMc)**

The Ormiston Bolinbroke Academy has secured funding for the redevelopment and extension of the school. When the school was initially converted into an Academy in 2010, a short term temporary lease was granted for the land and building. For the construction works to commence the Academy will enter into the long term lease agreement for the land and building along with a joint use agreement for the long term use of the leisure centre as the academy's main sporting facility.

There are indications that other secondary schools in Halton are considering converting to Academy status. This would have a significant impact on the officer time to manage the issues associated with a school conversion and would have consequences on the provision of services to the remaining schools. A meeting is being organised with each of the Voluntary

Aided (VA) and Community secondary schools to determine if they are considering conversion to an Academy and if so the timeline for this.

3.8 Study Programmes for 16- to 19-year-olds (AMc)

A public consultation on Study Programmes for 16 to 19 year olds was completed in January 2012 and the Government has released new guidance for that will come into force from September 2013. The key changes are;

- Any 16-19 study programme must be substantial in breadth and depth to be eligible for funding, therefore a number of existing programmes made up of smaller lower level qualifications will no longer be funded;
- Any young person who has not already achieved a GCSE A*-C in English and maths must continue to work toward these qualifications; and
- The number of students participating in work experience post-16 will increase with the aim to improve employability skills.

4.0 Risk Control Measures

4.1 Risk control forms an integral part of the Council's Business Planning and performance monitoring arrangements. During the development of the 2012/13 Business Plan , the service was required to undertake a risk assessment of all key service objectives with high risks included in the Directorate Risk Register.

As a result, monitoring of all relevant 'high' risks will be undertaken and progress reported against the application of the risk treatment measures in Quarters 2 and 4.

5.0 Progress against high priority equality actions







5.1 There have been no high priority equality actions identified in the quarter.

6.0 Performance Overview

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

Commissioning

Key Milestones

Ref	Milestones	Q1 Progress
LAS1	Review the performance of all schools and EY provision with a specific focus on those currently graded as satisfactory. Identify actions, including levels of support or intervention, required to improve inspection outcomes by July 2012. (SN)	
LAS3	Commission a review of Autism provision in Halton through the National Autistic Society by October 2012. Consider the recommendations of the Review and implement an appropriate action plan. (SN)	
COPS1	Ensure sufficiency to cover the extension of support to vulnerable 2 year olds by April 2012 (AMc)	
COPS2	Evaluate and monitor the impact on current school sufficiency and sustainability through the development of Academies and Free Schools by March 2013 (AMc)	
COPS3	Strengthen the understanding and links with colleagues in Health to ensure effective commissioning by March 2013 (AMc)	
COPS4	Improve outcomes for children and young people through integrated and targeted youth support ensuring the effective transition in youth service to the new providers (AMc)	

Supporting Commentary

The progress of all satisfactory schools continues to be monitored by school improvement personnel, providing support and intervention where appropriate. In addition two of these schools continue to be supported by an Interim Executive Board (IEB). There has been some success during the quarter with one of these schools, Weston, moving up from satisfactory to good. The categorisation of private and voluntary settings is undertaken by the Early Years Consultant Teachers (EYCTs). This is an on-going process with categories subject to change depending upon the context of the setting at the time that the RAG rating is undertaken. The categorisation of settings informs the level of support provided. (SN)










The Review of Autism Provision in Halton has been completed and a report produced. The report commended provision in Halton. The report and recommendations were approved by the Council's Executive Board on 24 May 2012 and a Development Plan has been produced in order to implement the recommendations. This will be monitored by the Strategic Autism Group. (SN)

Various options to increase the current capacity of 2 year old places are currently being explored, particularly considering the capacity within nursery places within primary schools and with other early years providers, which would be a more sustainable option. (AMc)

The planning decision on the Sandymoor Free School was deferred at the June meeting of /the Development Control Committee. The establishment of a Free School offering places for 900 pupils is likely to create additional surplus capacity in both the pre-16 secondary sector and post-16 sector. The DfE have been advised of the implications. Wade Deacon High School Governors agreed to convert to Academy Status. No change has been made at this point to the Planned Admission Number (PAN) at Wade Deacon which remains at 300. (AMc)

In order to strengthen understanding and links with colleagues in Health a Clinical Commissioning Group (CCG) GP representative now attends Children's Trust Partnership Commissioning Group and a Dedicated Public Health Commissioner for Children will be appointed along with part time consultant. (AMc)

Key Performance Indicators

Ref	Measure	11/12 Actual	12/13 Target	Q1	Current Progress	Direction of Travel
SCS CYP09	Percentage of educational settings with overall effectiveness of Good or Outstanding	79%	84%	78%		
NI112 adjusted SCS	Under 18 conception rate, percentage change from 2009 baseline (58.9 rolling quarterly average)	63.3 rolling quarterly average	56.3 rolling quarterly average	53.0 rolling quarterly average		
COP LI05	Under 18 conception rate, reduction in conceptions from 2009 baseline (140 conceptions)	142	137 (3% reduction)	16 in quarter		
SCS CYP07	Reduce the rate of CYP admitted to hospital for substance misuse	New calculation	29.2 per 10,000	23.4 per 10,000		N/A
SCS SH04	Reduce the number of Young People who repeatedly run away in Halton	465 episodes	To re-establish baseline in 2012/13 Reduction	179 episodes		

Supporting Commentary

The inspection reports for four primary schools were published during this quarter. Three of the schools inspected were graded as good, including one that had previously been satisfactory (Weston). One school went down from satisfactory to special measures (St Augustine's Catholic Primary). There were four primary schools inspected in Quarter 1 2011-12, two of which had good or better inspections, therefore comparably the direction of travel has improved. The Grange All Through school was inspected and overall effectiveness was graded as Satisfactory. No secondary schools were inspected in quarter 1 2011-12, therefore no comparison for the direction of travel can be made. (SN)





The number of conceptions Quarter 1 2011 is 47% lower than Quarter 4 2010 and 60% lower than Quarter 1 2010. This represents a reduction of 19% from Quarter 4 2010 and a decrease of 14% from Quarter 1 2010. (AMc)

Data around substance misuse is available annually and current data is for 2011-12. This shows that performance is below target. This equates to 20 fewer admissions in 2011-12 than in the baseline year. There have been a number of initiatives which aim to address hospital admissions such as: promotion within Community Centres, Locality Teams, Children Centres and GP; ensuring young people have access to support, information and advice when needed and services are open at times when young people say they want them; improving access to specialist treatment; and increasing the number of targeted sessions, through the VRMZ outreach bus in hotspot areas for alcohol related anti-social behaviour. (AMc)

There has been a 38% reduction in Missing from Home episodes during Quarter 1 2012/13 when compared with same period 2011/12. (AMc)

Early Help & Support

Key Milestones

Ref	Milestones	Q1 Progress
CFS2	Develop with the Children's Trust a new level of needs framework by December 2012	
CFS2	Implement the new Team Around the Family structure by September 2012	
LAS3	Ensure the support for vulnerable two year olds is appropriate within EYFS settings	
LAS1	Complete the Foundation Stage Profile data analysis at ward level, to identify multi agency links; training and interventions that can be planned thorough Children's Centre and Early Years support by December 2012	

Supporting Commentary






A review of Halton's levels of need is underway with representation from a range of partners, including a parent/carer. A mapping exercise of existing levels and services available has taken place and consideration is now being given as to where these could fit on a new 'continuum'. The aim is to have a clearer system where families' needs are the focus and assessments are holistic and kept to a minimum. A progress report will go to the Children's Trust in September 2012. (NM)

Team Around the Family's (TAF) redesign came into effect on 1 April 2012. Recruitment to posts is almost complete; line management and supervisory arrangements are in place; as are the Family Work and Intensive Family Work services. Work is underway to fully integrate the Disabled Children's Service further with IWSST and Children's Centres; and to establish a clear framework for Family Work, taking account of the Troubled Families programme. (NM)

Infant Toddler Environmental Rating Score (ITER's) audits are carried out within settings that take two year olds. These identify quality of interactions; appropriateness of the environment; learning and development opportunities; quality of care; partnerships with parents and opportunities for practitioner continued professional development (CPD). This information is used to inform both the Early Years Quality Team and the Early Years Planning and Placement Team as to whether or not a setting is able to support the needs of two year olds. Settings that take two year olds are further supported by on-going visits from the Early Years Consultant Teachers (EYCT) and are sign posted to relevant training and support services such as Integrated Working Support Team (IWSST); Speech and Language Therapy (SALT); Portage etc. EYCT Team are also in consultation with health teams re: the two year old development check and are trying to co-ordinate paperwork to support settings in carrying out and completing reports relating to typical child hood development stages. Children with emerging issues are to receive interventions in line with Early Help policies. (SN)

Analysis of the Foundation Stage Profile data will be undertaken during Quarter 2 when the data is available. (SN)

Key Performance Indicators

Ref	Measure	11/12 Actual	12/13 Target	Q1	Current Progress	Direction of Travel
LPI07COP	Take up of Early Years entitlement for vulnerable 2 year olds	107	100	123		
NI072 SCS CYP01	Early Years Foundation Stage Attainment	48.3%	56%	Refer comment		
CFS LI03	Number of multi-agency interventions (CAF) which are in place and operating for Level 2/3 cases	New indicator	250	278		N/A
CFS LI07 SCS	Percentage of referrals to social care that had been subject to CAF in the previous 12 months	7%	15%	8.3%		

Supporting Commentary

Halton were given the target by Department for Education of 70 Full Time Equivalent vulnerable 2 years accessing Early Years entitlement. This has been exceeded by more than 30 each term by maximising the funding available as outreach work was already in place and being funded from other budgets and in the last quarter by a further 23. (AMc)









The number of CAFs continues to rise. There has been an increase in CAF activity across all agencies which is monitored through detailed quarterly performance reports. All CAF's have action plans and are reviewed regularly. (NM)

Compared to Quarter 1 2011-12 (6.3%) this quarter's percentage of referrals to social care that had been subject to CAF in the previous 12 months shows an improved performance. (NM)

Performance for the EYFSP has yet to be published. It is expected that provisional performance information will be available for quarter 2 reporting. (SN)

Narrowing the Gap

Key Milestones

Ref	Milestones	Q1 Progress
CFS3	Effectively implement the new Framework for the Assessment of Children in Need and the changes to Working Together to Safeguard Children (currently out for consultation)	
CFS4	Implement the revised Children in Care and Care Leaver pathways by September 2012	
CFS4	Implement the action plan from the multi-agency Children in Care strategy (2011-14) by March 2013	
LAS1	Review the alerts and triggers criteria to ensure that they align with the current floor standards and use to support the categorisation of all schools	
LAS2	Analyse the levels of absence, including persistent absence, across all phases on a termly basis	
LAS3	Conduct data analysis for Children in Care and with schools to ensure that action plans for individual pupils are in place by September 2012	
LAS3	Conduct data analysis for Free School Meals Pupils and identify areas of need and support required by November 2012	
COPS2	Monitor and evaluate the arrangements for Information, Advice and Guidance due to changes in Local Authority statutory responsibilities, with particular focus on the impact on NEET (not in education, employment or training) by March 2013	

Supporting Commentary

The DfE is currently consulting on the single assessment and it is envisaged that it will be implemented in April 2013. Halton has developed a model which does appear to fit with guidance which is out for consultation and includes the development of 'check points within assessments'. (NM)

Resources within the Permanence and Young People's Teams have now been realigned to reflect the revised pathways for Children in Care and Care Leavers. (NM)

The action plan from the multi-agency Children in Care strategy continues to be implemented with oversight from the Children in Care Partnership Board. (NM)



The review of alerts and triggers for schools will be undertaken during August 2012. The revised alerts and triggers criteria will then be applied as part of the analysis of the attainment and progress made by all schools as the 2012 un-validated data becomes available. This process will be completed by December 2012 following the publication of validated data. (SN)

Persistent Absence is analysed quarterly and at the end of quarter 1 is 6% against a target of 7.0%. (SN)

Data analysis of vulnerable groups such as Children in Care and Free School Meals pupils will be undertaken following the publication of the 2012 attainment information. (SN)

The Halton Information, Advice and Guidance (IAG) web portal is now live at www.merseyinteractive.com. This acts as a single access point that brings together all of the careers information, advice and guidance for Halton. Schools are aware of which services the LA are purchasing as part of the IAG core offer and of their new statutory duties from September 2012. IAG arrangements are being monitored through the Merseyside IAG Commissioning Group. (AMc)

Key Performance Indicators

Ref	Measure	11/12 Actual	12/13 Target	Q1	Current Progress	Direction of Travel
LPI03 CYP SCS	Percentage of Children in Care achieving expected outcomes at KS2 and KS4	83% (KS2)	No target	Refer to comment		
NI148	Care Leavers in Employment, Education or Training at 19	81.8%	75%	63%	?	
CFS LI02	Single Social Work Assessment – measure to be defined once guidance published	New Indicator	TBC	The Single Work Assessment measure is now expected to be implemented April 2013. Therefore from Quarter 2 the percentage of Initial Assessments and Core Assessments will be reported.		
NI075 SCS CYP03	Proportion achieving 5+ GCSE A*-C including English and Maths	56%	55.5%	Refer to comment		
NI102a SCS CYP10	Achievement gap at Key Stage 2 English and Maths Free School Meals and peers	20.6%	12%	Refer to comment		
NI102b SCS CYP11	Achievement gap at Key Stage 4 Free School Meals and peers	28.3%	24%	Refer to comment		
SCS CYP12	Improved identification of Special Educational Needs at School Action and School Action Plus	New indicator	20.2%	19.7%		N/A
SCS CYP14	The percentage of children with Statements of SEN or receiving enhanced provision achieving two levels progress	New indicator	No target	Refer to comment		
NI073 SCS	Proportion achieving Level 4 KS2 English and Maths	77%	81%	Refer to comment		
NI104	SEN/Non-SEN achievement gap at KS2 English and Maths	53.3%	33%	Refer to comment		
NI105	SEN/Non-SEN achievement gap at GCSE 5+ A*-C including English and Maths	46.2%	27%	Refer to comment		
NI080	Achievement of Level 3 qualification at age 19	51.2%	45%	Refer to comment		

Supporting Commentary

The majority of the measures in this thematic area are related to attainment. The majority of attainment information is expected to be published in November 2012. (SN)

Care leavers in employment, education or training performance reflects that 12 out of 19 young people are in education, employment or training. Two young people have health issues and two have child care commitments which impact on their ability to sustain such activity. One young

person is in custody and two have chosen at this stage not to seek any opportunities although they continue to be supported. (NM)

Improve identification of children and young people at School Action and School Action Plus is a proxy measure and it is measured as the rate of CYP identified as School Action and School Action Plus through the school census. The spring census 2012 identified 19.7% of pupils. (SN)

Employment & Growth

All key milestones are related to the Employment Learning and Skills priority and are included in a separate report to the Employment Learning & Skills & Community PPB.

Key Performance Indicators

Ref	Measure	10/11 Actual	11/12 Target	Q1	Current Progress	Direction of Travel
NI117 SCS	Percentage of 16-18 year olds not in education, employment or training	10.3%	9.5%		Refer comment	
SCS CYP13	Percentage of young people progressing to Higher Education	New indicator	24%		Refer comment	



Supporting Commentary

NEET performance for 2012/13 will be available in January 2013. Provisional performance at April 2012 was 9.4%, which is equivalent to 419 NEET young people aged 16-18. This shows an improvement on the previous figures given. (AMc) Data is awaiting publication from external sources for the % of young people progressing to Higher Education.

Common key areas of focus:

Workforce planning & development, Asset Management, Resources

Key Milestones

Ref	Milestones	Q1 Progress
CFS1	Review the terms and conditions for Halton's Social Care workforce to ensure Halton's offer is competitive by June 2012	
CFS2	Ensure the Team Around the Family workforce have a set of core competencies to work with families with multiple problems by March 2013	

Supporting Commentary

A local temporary agreement to pay recruitment and retention increments for hard to recruit Principal Managers has been agreed with Unions. The agreement will be reviewed in March 2013. The efficiency review of Child Protection and Children in Need service has identified recruitment of frontline managers a significant challenge, and will be bringing forward recommendations in September. (NM)

Discussions have taken place with Training and Development to look at specific training needs for Team Around the Family staff, including HBC trainers and external facilitators. Particular themes include working with disabled children and engaging and communicating with families in greatest need. The programme will link in with the Trust's workforce induction programme. (NM)

7.0 Financial Statement

CHILDREN & FAMILIES DEPARTMENT

Revenue Budget as at 30th June 2012

	Annual Budget £'000	Budget to Date £'000	Expenditure to Date £'000	Variance to Date (overspend) £'000
<u>Expenditure</u>				
Employees	8,071	1,926	1,881	45
Premises	415	75	69	6
Supplies & Services	1,462	186	121	65
Transport	36	9	3	6
Commissioned Services	520	14	14	0
Agency Related Expenditure	389	35	28	7
Residential Placements	1,616	235	126	109
Out of Borough Adoption	414	93	42	51
Out of Borough Fostering	80	0	0	0
In House Foster Carer Placements	1,669	417	376	41
In house Adoption	437	109	129	(20)
Care Leavers	316	79	58	21
Family Support	129	13	6	7
Total Expenditure	15,554	3,191	2,853	338
Fees & Charges	-123	-10	-10	0
Adoption Placements	-41	-10	-10	0
Transfer to / from Reserves	-500	-133	-133	0
Early Intervention Grant	-9,189	-2,297	-2,297	0
Reimbursements & Other Income	-222	-27	-27	0
Total Income	-10,075	-2,477	-2,477	0
NET OPERATIONAL BUDGET	5,479	714	376	338
Premises Support Costs	342	86	86	0
Transport Support Costs	99	16	16	0
Central Support Service Costs	3,142	759	759	0
Asset Rental Support Costs	46	3	3	0
Total Recharges	3,629	864	864	0
Net Expenditure	9,108	1,578	1,240	338

Employee expenditure is below budget due to a number of vacancies within the various Divisions.

An effort has been made to reduce the need to place children out of the borough through invest to save initiatives utilising in-house services. This underspend is in line with the annual underspend we are currently projecting. However, due to the volatile nature of the budget (difficult to project unexpected or emergency placements can occur during the year) which could result in the underspend not materialising.

The in house fostering budget is currently below budget to date which is largely due to the timing of expenditure and is expected to remain within budget by year end.

The in house adoption budget is currently over budget to date because of an increase in capacity for these services and will need to be monitored closely in year to ensure a balanced budget is achieved.

CHILDREN'S ORGANISATION & PROVISION DEPARTMENT**Revenue Budget as at 30th June 2012**

	Annual Budget £'000	Budget to Date £'000	Expenditure to Date £'000	Variance to Date (overspend) £'000
Expenditure				
Employees	3,609	809	798	11
Premises	461	10	16	(6)
Supplies & Services	1,316	339	348	(9)
Transport	5	2	2	0
Agency Related Expenditure	328	82	68	14
Commissioned Services - Youth Serv.	900	112	112	0
Commissioned Services	1,771	306	304	2
Connexions	1,073	0	0	0
Schools Contingency Costs	439			0
NQT Contingency	230	0	0	0
Schools Non Delegated Support	99			0
Schools Transport	967	178	167	11
Special Education Needs Contingency	1,129			0
Total Expenditure	12,327	1,838	1,815	23
Sales				0
Fees & Charges	-370	-79	-87	8
Transfer to / from Reserves	-233	-274	-274	0
Dedicated Schools Grant	-10,087	-2,521	-2,521	0
Reimbursements & Other Income	-424	-180	-187	7
Schools SLA Income	-516	-15	-16	1
Total Income	-11,630	-3,069	-3,085	16
NET OPERATIONAL BUDGET	697	-1,231	-1,270	39
Premises Support Costs	161	38	38	0
Transport Support Costs	268	5	5	0
Central Support Service Costs	2,034	431	431	0
Asset Rental Support Costs	3,170	0	0	0
Total Recharges	5,633	474	474	0
Net Expenditure	6,330	-757	-796	39

Employee expenditure is below budget to date due to maternity leave (and subsequent savings) also vacancies within Place Planning Provision and Integrated Youth Support Services & Commissioning Divisions.

Agency Related expenditure is underspent due to Sustainability applications still being processed.

Schools Transport under spend is due a reduction in contract costs due to contract negotiation and re-tendering.

LEARNING & ACHIEVEMENT DEPARTMENT**Revenue Budget as at 30th June 2012**




	Annual Budget £'000	Budget to Date £'000	Expenditure to Date £'000	Variance to Date (overspend) £'000
<u>Expenditure</u>				
Employees	4,132	814	787	27
Premises	35	7	7	0
Supplies & Services	1,115	102	93	9
Transport	13	0	0	0
Agency Related Expenditure	2,307	927	922	5
Commissioned Services	34	17	12	5
Independent School Fees	1,553	471	471	0
Inter Authority Recoupment	795	42	42	0
Speech Therapy	120	0	0	0
Total Expenditure	10,104	2,380	2,334	46
Fees & Charges	-160	-10	-7	(3)
Transfer to / from Reserves	0	-121	-121	0
Reimbursements & Other Income	-42	-37	-40	3
Inter Authority Income	-578	-33	-33	0
Schools SLA Income	-38	0	0	0
Total Income	-818	-201	-201	0
NET OPERATIONAL BUDGET	9,286	2,179	2,133	46
Premises Support Costs	90	22	22	0
Transport Support Costs	19	7	7	0
Central Support Service Costs	918	230	230	0
Asset Rental Support Costs	1	0	0	0
Total Recharges	1,028	259	259	0
Net Expenditure	10,314	2,438	2,392	46

Employee expenditure is below budget, primarily due to a number of vacancies within both Divisions.

Supplies & Services are currently under budget to date due in the main to a reduction in overall demand for supplies & services in localised areas following reduced staffing levels and streamlined workflows. This is expected to be under budget at year end.




8.0 Appendix – Explanation for use of symbols

Symbols are used in the following manner:

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

Direction of Travel Indicator

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

Green 	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.

Key for Operational Director lead:

SN – Steve Nyakatawa, Operational Director, Learning and Achievement Service (LAS)
 AMc – Ann McIntyre, Operational Director, Children’s Organisation and Provision Service (COPS)
 NM – Nigel Moorhouse, Operational Director, Children and Families Service (CFS)

REPORT TO:	Children, Young People and Families Policy and Performance Board
DATE:	3 rd September 2012
REPORTING OFFICER:	Strategic Director – Children & Young People
PORTFOLIO:	Children and Young People
SUBJECT:	Child in Need Contact, Referral and Assessment Analysis
WARDS:	Borough Wide

1.0 PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to afford Members the opportunity to scrutinise Referral and Assessment activity and provide an update on issues impacting on current performance within the Children in Need (CiN) service. This report focuses on the performance in relation to the end of year data for 2011/12
- 1.2 It is important that Members have a good understanding of this performance and are satisfied that adequate strategies are in place to ensure that the children of Halton are safeguarded. Ofsted Inspections of Contact, Referral and Assessment processes in other Local authorities have criticised the failure to scrutinise safeguarding practices and the poor understanding of issues impacting on performance.
- 1.3 Children's Social Care is made up of a number of services. The CiN service provides contact referral and assessment services to Children in need and those in need of protection, including those Children with a disability who require a social worker. The Permanence team provides services to children in care who have a plan of permanence and the Young People's team provides services to care leavers and Children in Need who are 14+. The fostering team and adoption team undertake family finding and recruitment of carers.

2.0 RECOMMENDATION: That

- (1) Policy and Performance board continues to scrutinise and support the work of the Children's Trust in relation to the development of Team around the Family and early help services.
- (2) An update report on first two quarters performance (2012/13) is presented to the board in Six months to include action taken following the efficiency review and the impact on reducing Social Workers Caseloads.

3.0 SUPPORTING INFORMATION

3.1 Referrals

A referral is a request to Children's Social Care for a service or advice that is accepted by Children's Social Care for allocation for assessment.

- There have been 1132 referrals during 2011 /12, a reduction on the number for the previous year of approximately 19% (1395 referrals 2010/11)
- Police generated 401 referrals or (35%) through the Police CAVA system.
- The main reasons for referral continue to be Family Dysfunction (48%), Domestic Abuse (16%) and Neglect (13%).
- There has been a further increase in the numbers of referrals in relation to sexual abuse, in total there were 88 referrals related to sexual abuse during the year compared to 17 the previous year. Some of this increase is attributable to adults accessing child pornography.

3.2 Contacts

A contact is a request to Children's Social Care for a service or advice that is not accepted for allocation as it does not meet the criteria for access to assessment at Levels 3b and 4 of Halton's Level of Need Criteria.

- There were additionally 1372 contacts during the year which is a similar number to the previous year.
- 255 or 18% of these contacts were generated by Police CAVAS, this is a reduction of 4% compared to last year.

3.3 Completion of Assessments

The performance in relation to the completion of Initial and Core Assessments within timescales for the year is 75% for Initial Assessments within 10 days, a reduction of 13% compared to the previous year and 85% for Core Assessments a reduction of 5%. There have been a number of factors that have contributed to this which will be referenced throughout this report and include;

- The move to Carefirst 6 as workers familiarise themselves with a new system whilst completing work already started on the old system. For example 139 assessments were completed by day 15 which is likely to be a recording issue.
- Management Capacity
- Social Worker capacity including high case loads.

- Despite reduction in referrals number of CiN open cases has remained high.
- Impact of the 15% increase in referrals the previous year
- Focus on improving the quality of assessments
- 44% Increase in children entering care from 36 in 2009/10 to 64 in 11/12 the majority of these cases will be care proceedings.
- Unreliability of IT systems.

Approximately 58% of initial assessments progressed to core assessment; this is an increase of 14% from the previous year. This conversion rate is one indication of appropriateness of referrals, i.e. if referrals are appropriate then it is likely that children and families will need a sustained intervention. The distinction between Initial and Core Assessments will be removed once the recommendations from the Munro review are implemented.

The Safeguarding unit has developed a system for the independent review of CiN cases similar to the challenge and the overview that is provided for Children subject to Child Protection Plans and Children in Care. This has further strengthened the response to Children in Need and ensures that appropriate services are being provided at the appropriate level of need, including the completion of a Core Assessment when appropriate.

3.4 Caseloads and Social Work Capacity

The total number of open CiN cases as of 31st March 2012 was 706 an increase of 7% on last year.

There are currently 2 social worker vacancies within the CiN service and 1 social work vacancy in the integrated Working Support Team. These vacancies have been recruited to although the workers are not yet in post. Additionally there have been a number of long term vacancies within the service due to maternity leave, sickness etc, this alongside workers with reduced hours means that in reality the service even when fully staffed has reduced capacity of approximately 20%.

Social worker caseloads within CiN are high and this was identified by OFSTED during the Unannounced Inspection of Contact, Referral and Assessment. It should be noted that caseloads in the Runcorn team are particularly high, this is due to two vacancies and one long term absence which equates to an additional 75 to 80 cases being absorbed by workers. Some social workers have caseloads in excess of 30 children.

Although some caseloads appear smaller this reflects complexity of cases and where people are up to in their development, i.e in their first year of practice.

The Widnes team currently has three social workers on maternity leave, most on their return request a reduction in hours. Covering maternity leave with temporary or agency staff is problematic as the quality of agency staff is often poor.

3.5 Child Protection Plans and S47 / Child Protection Enquiries

Child Protection Plan numbers have seen some fluctuation over the past year with a high of 118 reducing to 83 at the end of the year. During the year 260 individuals were subject to a Section 47 Enquiry, of which approximately 70% led to an Initial Child Protection Conference. This is an increase of 33% on the number in the previous year.

3.6 Work Flow

During the year approximately 1600 Initial assessments and Core Assessments were completed. Each one of these assessments will have been typed onto a Carefirst 6 document by a social worker and authorised by a manager, it will then be printed and circulated via post to those involved.

Additionally approximately 2750 records of multi – agency meetings and care plans will have been produced by social workers and authorised by managers. Each one will have been printed out and circulated to an average of 10 participants

Children's Social Care have realigned structures and as part of this process transfer points between CiN and the Permanence team have been reconsidered and cases now transfer at an earlier point, additionally older CiN 14yrs+ who are not part of a sibling group are transferred the Young People's Team. As this realignment only came into place on 1st April 2012 so it is too early to measure impact. The actual number of cases that will transfer are small however they do tend to be the complex cases within the court process.

3.7 Management Capacity

Management capacity has again become a significant issue within the Children in Need Service, with one Principal Manager Vacancy and two Practice Manager vacancies and one Practice Manager on maternity leave. This equates to a 50 % reduction in management capacity. Recruitment is again in process and several attempts to recruit to these posts have taken place. Recruitment of managers is a national issue, on the last occasion there was only one applicant for the Principal Manager vacancy and no applicants for the Practice Manager vacancies. The Local Agreement which involves enhanced payments has been agreed for Principal Managers for a further 12 months in order to ensure pay scales are competitive.

This lack of management capacity does impact on the teams significantly as management oversight is essential to ensuring that children are safeguarded and a statutory requirement of assessment processes, for example :-

Managers have to read and authorise each document produced by workers and it is not unusual to have in excess of a 100 documents awaiting management authorisation in each team every day.

Managers supervise up to 10 staff on a monthly basis for approximately 2 hours per worker having oversight of approximately 200 – 250 cases.

Managers chair approximately 10 - 15 multi- agency meetings per week which last on average 1- 1.5 hours.

Managers also oversee the duty function on a daily basis ensuring decision making is sound and children adequately safeguarded through the appropriate level of response.

Managers increasingly have responsibility for functions that would have been supported in the past. These processes take managers away from operational issues and oversight of safeguarding issues. Whilst many of these processes are now electronic this in itself is challenging as there are numerous systems managers have to access and input into.

Halton is committed to developing a 'grow your own' traineeship for social workers who are aspiring managers, building on the success of social work traineeship and student intake scheme. However it will be a number of years before this scheme realises actual managers.

3.8 Performance / Data

Carefirst 6 has been rolled out to all the CiN teams. As expected there have been some issues that have impacted on performance as practitioners familiarise themselves with a new system, though overall feedback about the processes within the system which enable social workers to carry out their role is generally positive.

Unfortunately there are a number of significant technical problems with the IT infrastructure and this has impacted on performance. This has included significant 'down time', lost work, the system running extremely slowly and also 'crashing' on a number of occasions. Whilst IT services are working hard with the provider to resolve the issue this is frustrating and placing additional pressures on frontline workers who are trying to complete assessments. A new server box is on order which should hopefully alleviate many of these problems.

Additionally the new system has impacted on how the Performance and Improvement team, extract and prepare data, therefore the data in this report will be subject to quality assurance processes. At present the team have to access and match data from the old and new system. This should become easier once all teams are on Carefirst and the system has been fully up and running for a reporting year.

Electronic social care records are still some time off, however, a decision has been made to cease printing documents that are held on Carefirst 6 given that records will be on one system. All other documentation, letters, correspondence etc will be held on the paper file. This will reduce the burden on workers to maintain paper files as the primary record.

All staff have now been upgraded to windows 7 and have had the 'Lync' telephone system installed which has caused some disruption as workers familiarise themselves with these systems.

3.9 Efficiency Review

The CiN service is currently under review by the Efficiency Team. This was brought forward following the concerns raised by OFSTED in relation to high caseloads and has no target in terms of identifying savings. The team are in the process of producing an 'As is' report which will identify current issues. The team have identified many of the issues that have been highlighted in this report including high social work caseloads, management capacity and the need for increased administrative support to frontline teams. Increased administrative support would primarily focus on ensuring that Core Group minutes and Child Protection plans as well as Child in Need and Child in Care planning meetings were typed on behalf of workers and distributed in a timely manner, allowing them more time for direct work with children and ensuring quality and timely assessments are produced.

An interim report was recently presented to Chief Officers Management Team as social work caseloads and administrative support were identified as high priority. As a result of this, agreement was reached to create three additional social work posts to cover the 20% absence created by maternity leave and reduced hours. This will be funded through existing resources, these posts have been appointed to but the workers are not yet in post. Agreement was also reached to increase administrative support to the CiN service and work is currently underway with the Resources Directorate to explore what additional capacity is required and how this will be provided.

4. SUMMARY

There continues to be considerable pressure within the children in need teams and this has impacted on performance for the year 2011 – 12. The number of referrals has reduced however; it is unclear whether this will be a continuing trend as when this has happened in previous years there has been a significant spike in the following year. Additionally the number of open cases has not reduced and child protection enquiries / child protection plan activity and children entering care have seen significant increases during the year.

Working Together 2010 states that an assessment is complete when it has been written up, authorised by a manager and shared with the family. It is this aspect of performance that has proved challenging. In terms of safeguarding,

all children continue to be seen within 10 working days of referral and response in terms of s47 investigations remains safe and robust.

The recruitment of frontline managers remains a priority and the impact of vacancies will be continually reviewed to ensure that the service remains safe and focussed on the core business of protecting children

4.0 POLICY IMPLICATIONS

The work of the Child in Need teams is underpinned by Working Together 2010. The main purpose is to provide services to the most vulnerable children including those in need of protection. This is a statutory function that is measured through a series of national Indicators. The performance of these teams impacts on all aspects of Children's Social Care and it is essential that we ensure that our safeguarding processes through the duty referral and assessment process remain robust.

5.0 OTHER IMPLICATIONS

It is important that the areas for development highlighted by OFSTED inspectors y in relation to high case loads are assessed. Whilst this report high lights some of the current difficulties and constraints it is important to emphasise that in Halton we have very high standards in respect of safeguarding children and robust responses to Child Protection issues.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children and Young People in Halton

All Children in need are subject to regulated services which will be inspected by Ofsted. It is important that members have a good understanding of the work of the front line teams and are assured that Contact, Referral and Assessment processes are robust and safeguard children

6.2 Employment, Learning and Skills in Halton

If children and young people are not safeguarded from harm they will have poorer outcomes and less likely to achieve economic well being

6.3 A Healthy Halton

If children and young people are not safeguarded from harm they will have poorer outcomes and less likely to thrive and be healthy

6.4 A Safer Halton

The performance of the Council's children services contact, referral and assessments teams is critical to keeping the most vulnerable children and young people in the borough safe.

6.5 Halton's Urban Renewal

None

7.0 RISK ANALYSIS

The key risks/opportunities associated with the proposed action and an outline of the key control measures proposed in relation to these risks should be included.

If Contact Referral and Assessment processes are not robust and do not ensure that children are safeguarded and protected from harm, then children will remain vulnerable to poor outcomes and the service will receive poor Inspection outcomes which will impact on the overall rating of the council.

8.0 EQUALITY AND DIVERSITY ISSUES

Any Equality and Diversity implications arising as a result of the proposed action should be included.

The teams provide services to the most vulnerable children in the borough. The service is available to all children and their families who meet the criteria at level 3b / 4 of Halton's Level of need. This includes all protected characteristics as defined by the Equality Act 2010

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

Document	Place of Inspection	Contact Officer
Working Together to Safeguard Children 2010	Rutland House	Vicky Buchanan
Halton safeguarding Board Child Protection procedures	Rutland House www.haltonsafeguarding.co.uk	Vicky Buchanan

REPORT TO: Children and Young People Policy and Performance Board

DATE: 3 September 2012

REPORTING OFFICER: Strategic Director – Children and Enterprise

PORTFOLIO: Children, Young People and Families

SUBJECT: Troubled Families Update

WARDS: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To provide an update on the developments in the Troubled Families programme.

2.0 RECOMMENDATION: That

1. To note the developments in the Troubled Families Programme; and
2. Support the Troubled Families approach in Halton.

3.0 SUPPORTING INFORMATION

3.1 The Department for Communities and Local Government have now issued the Financial Framework for Troubled Families. The framework explains the following:

- the process for drawing up the list of families who will be part of the programme;
- the criteria drawn up by government;
- how to use local intelligence on families with serious problems who are high cost;
- the criteria for identifying which of the above families are eligible for additional funding from government by payment by results; and
- what would need to be achieved with each family in order to claim payment by results?

3.2 The Troubled Families Unit (TFU) within the Department for Communities and Local Government (DCLG) provide a useful description of a typical troubled family as “one that has serious problems - including parents not working, mental health problems, and children not in school and causing serious problems, such as crime and anti-social behaviour. All of which costs local services time and money routinely responding to these problems”.

- 3.3 All authorities that have formally signed up to the programme and have informed the Troubled Families Unit of their year 1 figures for working with families have received their year 1 attachment fees on 31st May 2012.
- 3.4 The proportion of the £4,000 offered as an upfront attachment fee changes over the course of the three years of the programme from £3,200 in 2012/13; £2,400 in 2013/14; to £1,600 in 2014/15. The attachment fee element of the funding can only be claimed once i.e. if an authority ceases, or it's unsuccessful in its efforts with a family to achieve the programme's outcomes the LA must replace that family with another that meets the identification criteria and for whom no new attachment fee is payable. The results payments are then available for claiming for successful outcomes achieved with the replacement family.
- 3.5 The final deadline for claiming results payments is 1st May 2015. There is no requirement to claim specific volumes of results at any given points up to that date. The Troubled Families Unit want to allow local areas as much time as possible within the 3 year life of the programme to support the most complex families to achieve positive outcomes.
- 3.6 The Troubled Families Unit are currently designing a system which we can make results-based claims. A draft system is hoped to be ready next month. In addition, the Unit have confirmed that the programme is intended to bring about a lasting change for both troubled families and the communities, who face multiple social and economic barriers. As Local Authorities form their plans for the programme they must take into account the aims of the Equality Duty.

4.0 HALTON POSITION

- 4.1 Written commitment has been provided that Halton will engage with 375 Troubled Families, 313 of which will be eligible for payment by results.
- 4.2 The proposed profile for the number of families it is intended to work with in Halton is as follows:
- 2012/2013 - 145 Troubled Families of which 120 will be eligible for payment by results
 - 2013/2014 - 145 Troubled Families of which 120 will be eligible for payment by results
 - 2014/2015- 85 Troubled Families of which 87 will be eligible for payment by results.
- 4.3 It has been agreed to consider Alcohol and Domestic Violence as the local factor for this first year, see the attached Appendix A for breakdown of identified troubled families to date.
- 4.4 The Troubled Families Programme involves a substantial element of payment by results (PBR) in relation to the funding of key outcomes.

This gives local authorities the opportunity to strengthen developing or existing plans in relation to whole scale re- development services or interventions to whole families.

- 4.5 It is estimated that for **Halton with 375 troubled families** it costs the tax payer **£28.125m** (£75k per family) to pay for the support they need because their problems have escalated to requiring more comprehensive services.
- 4.6 In order to support the development of the Troubled Family programme there needs to be a clear business case that supports both the financial and outcome model. The complexities of family intervention mean that significant amounts of data are needed in order to develop this business case, and the financial modelling needs to be relatively sophisticated. The main reasons for this are that:
- Troubled families face, and cause, a wide range of problems. The costs which they currently incur fall in a wide range of categories, and there are potentially many outcomes which could be impacted by intervention;
 - Problems are not experienced by all families or to the same degree, and therefore the costs which they currently incur (and the savings which could be achieved if their problems were successfully addressed) vary widely from family to family; and
 - The types of costs incurred and their scale also vary widely, from one-off costs to costs which recur over a long period of time.
- 4.7 The Troubled Families Strategy group is currently looking to finalise both local outcomes and the delivery model that will take forward the work for the first cohort of families. The outcomes can be seen in Appendix B.

5.0 NEXT STEPS

- 5.1 There is still a lot of work to be carried out around the development and implementation of the programme. However the key next steps are as follows:
- Steps to make it easier for agencies to share data;
 - Identify and develop delivery models;
 - Development of a stronger evidence base on the effectiveness of interventions;
 - Develop a tracking and monitoring system and performance framework;
 - Agree the financial model for the investment of PBR; and
 - Communicate to partners including operational staff the ethos of Halton's Troubled Families programme.

6.0 OTHER IMPLICATIONS

- 6.1 The application of any outcome-based approach to troubled families makes it essential to have good data on the diversity and multiplicity of

problems which they face. This data is not easy to collect, due to a large number of different data sources and the problems of sharing data from those sources.

- 6.2 The barriers to effective data sharing can be both legislative and cultural. For example, on the legislative side, the Social Security Administration Act 1992 does not provide for DWP to share data with local authorities regarding individual benefit claimants (though anonymised data on the overall prevalence of benefit claiming within a cohort can be shared). This is a long-standing and well known issue. It has been partly addressed during the development of Troubled Families programme, through the creation of a new legal gateway under the regulations of the Welfare Reform Act 2012 to enable sharing of DWP data, without informed consent, for the specific purposes of the programme, but this is clearly only a partial solution to a much wider problem.
- 6.3 On the cultural side, there are a number of issues including:
- data held in forms that render sharing extremely time-consuming – e.g. paper-based records;
 - agencies being reluctant to invest time and effort in sharing data because they cannot see the wider public sector benefits; and
 - agencies being generally risk averse, and unwilling to share data even when it is legal to do so.
- 6.4 Both the legislative and cultural issues are less prevalent once families enter intervention programmes, since they usually give written consent to the sharing of their personal data at that point. For Halton the tier 2 Information Sharing Agreement has assisted in some areas however the data exercise around the identification of families has been a huge task that has been problematic as there are limitations around systems including internal systems that makes it difficult to match personal data and the ability automate data is limited so it is a manual exercise. The data issues will be a constant on-going problem throughout the troubled families programme.
- 6.5 There is the continued work that needs to take place to co-ordinate the DWP ESF and work programmes to ensure that clear process are in place for both practitioners and families.

7.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

7.1 Children and Young People in Halton

The Troubled Families' initiative is intended to address the crucial factors for children in disadvantaged settings not meeting their potential.

7.2 Employment, Learning and Skills in Halton

The programme will be integrated with other employment/learning based initiatives such as the Work Programme and the ESF/DWP Programme.

7.3 A Healthy Halton

A range of health partners are committed to contributing to the programme including case analysis and service delivery.

7.4 A Safer Halton

Troubled Families make a significant impact on public resources; a more targeted approach offers economic advantage.

8.0 RISK ANALYSIS

8.1 The initial data analysis showed that in Halton there were insufficient numbers of families who would meet the DCLG criteria. However, we are adding and applying local criteria to ensure sufficient numbers will be identified for the first tranche of families. The quality of data information means that we will be reviewing the local criteria for year 2 and 3. This information will be reviewed as where families choose not to engage with the programme other families will need to be identified.

8.2 Securing the commitment of all partners is also a key issue. All Key partners are now invited to attend and contribute to the Strategy meeting and support the development of the Business Plan.

9.0 EQUALITY AND DIVERSITY ISSUES

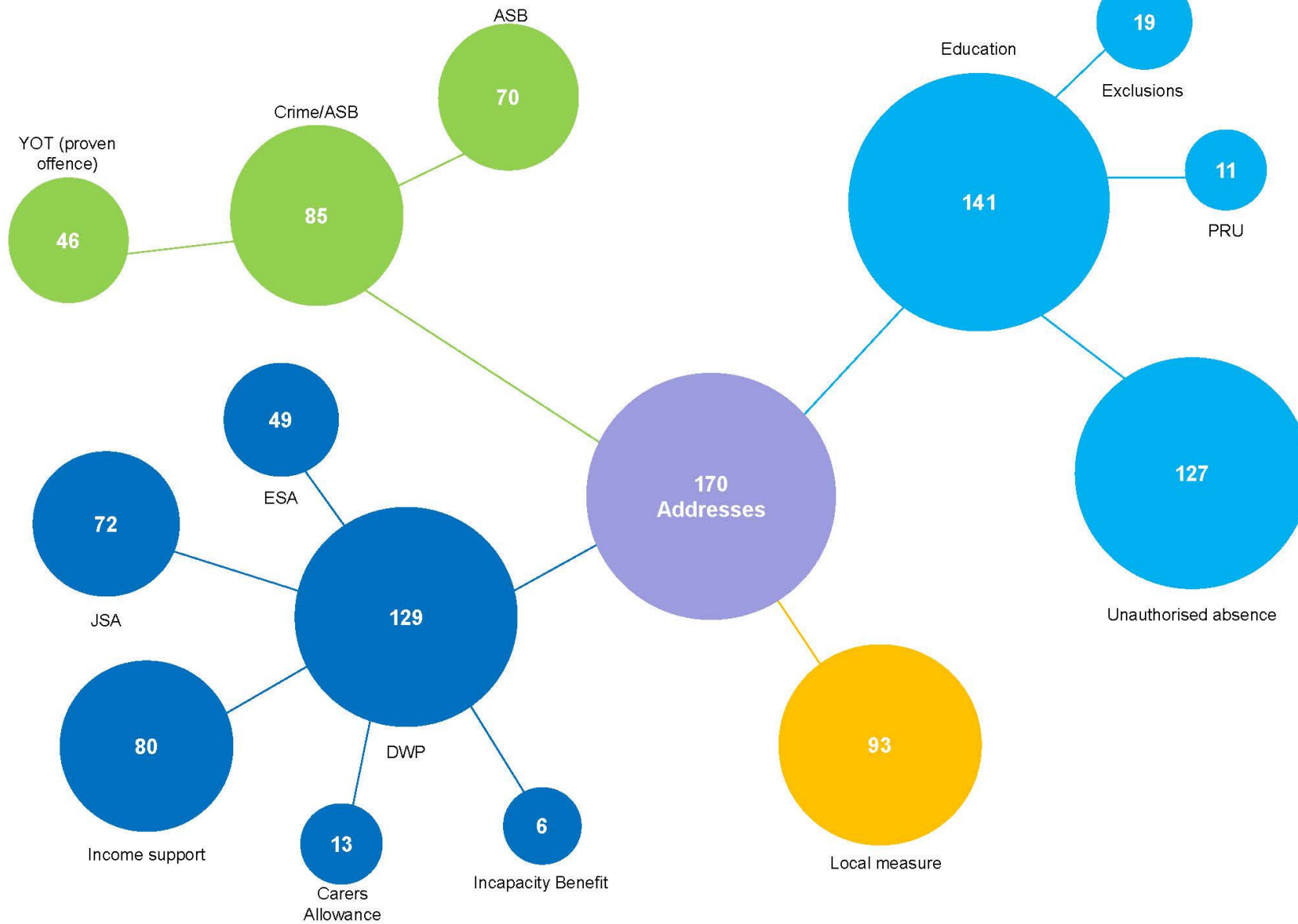
9.1 An Equality Impact Assessment will be undertaken on the Business Plan. The aim of the programme is to try and work with disadvantaged families supporting them to overcome many of the barriers they face.

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

Document	Place of Inspection	Contact Officer
The Troubled Families Programme Financial Framework for Families March 2012	2 nd Floor Rutland House	Lorraine Crane Divisional Manager IYSS

Appendix A Government Criteria

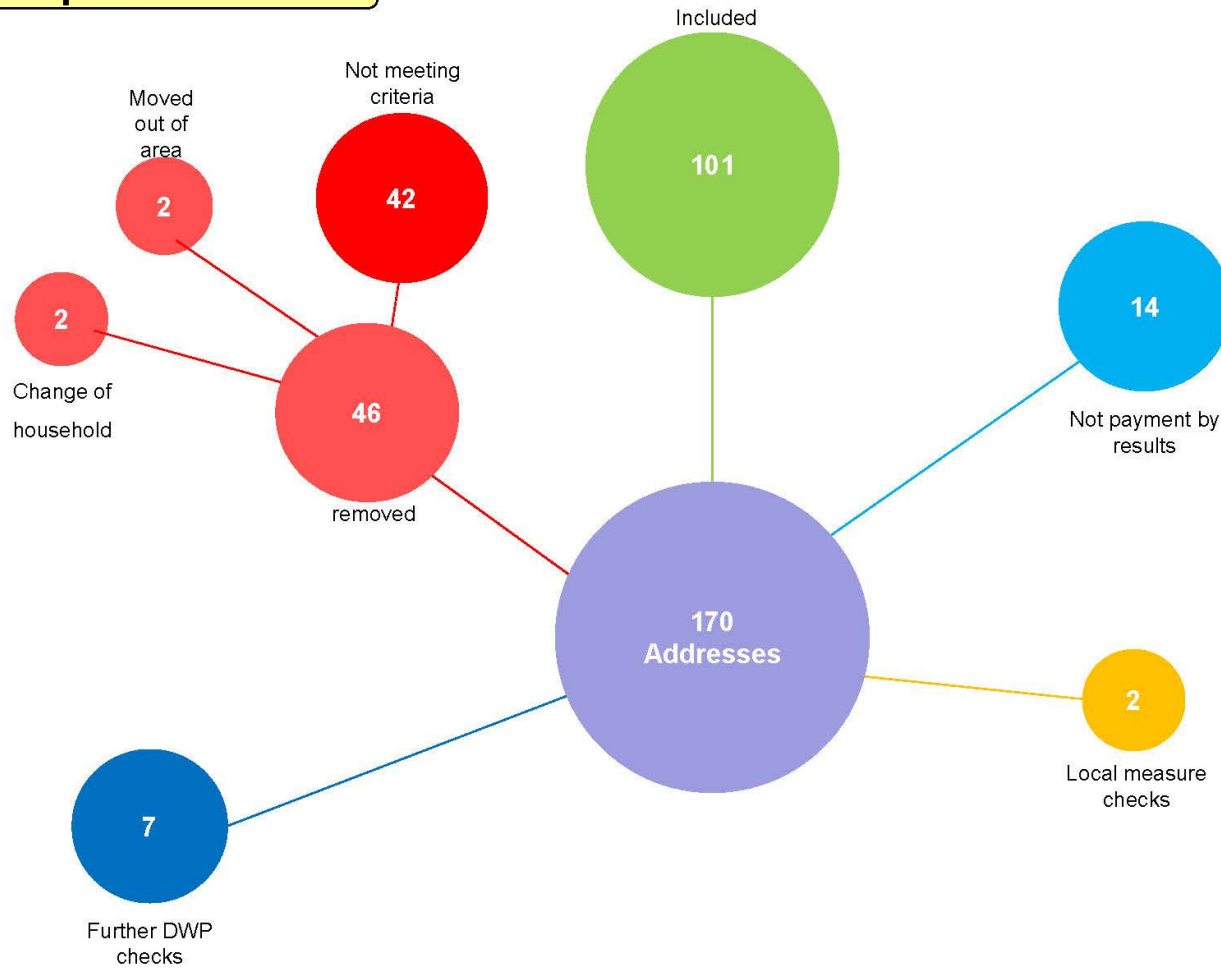
Criteria



Produced by Research and Intelligence
part of Policy and Development Services
E-mail: research@halton.gov.uk

Appendix A Halton's Latest Picture

Latest picture



Produced by Research and Intelligence
part of Policy and Development Services
E-mail: research@halton.gov.uk

Appendix B Troubled Families Outcomes and sub-measures

Behaviour of the Family is significantly Improved

- 60% reduction in Anti-social behaviour across the family¹
- 33% reduction in offending rate of all minors within the family¹
- Reduction in the number of police call outs to household

Education performance of children is improved

- Reduction in the number of families where children have less than 15% unauthorised absences¹
- Reduction in the number of children that have fewer than 3 fixed term exclusions in the last 3 school terms¹

Family members are in sustainable employment, education or training

- One adult has volunteered for the work programme or European Social Fund programme within 6 months.¹
- One adult has moved off out of work benefits and into continuous employment in the last 6 months¹
- Reduction in the number of NEETS (not in education, employment or training)

The family is in stable housing

- Reduction on the number of households that are evicted
- Increase of number of families that have stable finances and access the Credit Union or Open a bank account.

Physical and mental health of the family is improved

- Reduction in the number of alcohol A&E presentations
- Reduction in the number of DNA for GP and health visitor appointments for the family

Risk factors to the family is reduced

- Reduction in the number of Domestic Abuse related injuries to A&E
- Reduction in the number of children and young people that go from Child in Need to Child Protection whilst on the programme
- Increase the number of children and young people were a Child in Need plan has closed whilst on the programme

¹ Notes the outcomes that are payment by results

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

DATE: 3 September 2012

REPORTING OFFICER: Strategic Director - Children and Enterprise

PORTFOLIO: Children, Young People and Families

SUBJECT: Annual Report - Comments, Complaints and Compliments relating to Child Care Services 1st April 2011-31st March 2012.

WARDS: All

1.0 PURPOSE OF REPORT

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

2.0 RECOMMENDATION: That

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

3.0 SUPPORTING INFORMATION

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

Stage 1: Aims to resolve the problem as quickly as possible (within 10 working days, or 20 if complex)

Stage 2: If unhappy with response at stage 1, a request can be made for the complaint to be investigated by an Independent Investigator/Person (within 25

working days, 65 if complex).

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

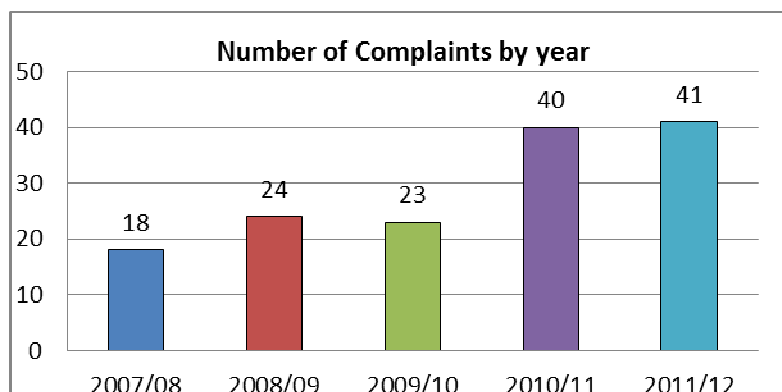
Stage 4: If still dissatisfied, the complainant has the right to refer self to the Local Government Ombudsman, they can do this at any stage of the complaint.

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

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

4.0 Annual Report 1st April 2011 – 31st March 2012

4.1 **There were 41 Statutory Complaints made to the Local Authority in 2011/12.**



4.2 The Customer Care Manager has been in post for 3 years now and worked to promote staff awareness and support for managers in complaint handling. 1 more complaint than in the previous year.

4.3 At the 31st March 2012, there were a total of 929 open cases to Children in Need, Child Protection, Children in Care and Care Leavers showing that 4.4% made a complaint, the percentage last year also being 4.4%.

- 4.4
- 6 complaints came from young people (under 18yrs), this is 1 more than last year.
 - 1 complaint was from a care leaver (over 18yrs).
 - The above 7 used an advocacy service, Action for Children, who provide mediation and advocacy service for children and young people in Halton.
 - 1 of those young people was referred from the Customer Care Team to Action for Children.
 - Overall 15 used an advocacy service with 6 using Halton Autistic Family Support (HAFS) and 2 Citizens Advice Bureau (CAB).

4.5 Feedback from young people/advocate who have accessed the complaints process include:

- Felt he had been listened to, it helped him to know that he was being taken seriously
- A comfort to know that it was available if she needed it again

- Put at ease to know that she had support if decisions were made about her future that she didn't agree with, and that she would still be listened to.
- 2 complaints came from the same young person at different times, demonstrating that the service was accessible and valued.

4.6 Types of Statutory complaints made

Main categories	2009-10	2010-11	2011/12	%
Staff	14	17	3	7.3
Service (i.e. quality, lack of, over provision and client expectations)	5	19	25	61
Assessment / Review Process	1	3	13	31.7
Other	3	1	0	0
Total	23	40	41	100

Upon receipt of a complaint, the complainant will often state they wish to complain about the 'Social Worker' and previously these were categorised as complaints made about members of staff. However, we have found that complaint investigations can often conclude that staff were undertaking their statutory duties or acting within the required policies and procedures, and that was the root cause of their complaint. In this financial year we have re-categorised complaints at closure instead of upon receipt. This has enabled us to more accurately reflect the cause of complaints which has had an influence on the breakdown above, particularly those categorised as staff and assessment/review process complaints. We will continue this process as it reflects the root cause of the complaint more accurately.

4.7 The outcome of closed Stage 1 complaints (3 are on-going)

The larger the volume the easier it is to give a bigger picture, to identify if there are single incidents or if there are any themes identified for example: staff, team, service area or system errors.

Stage 1	Upheld	Partially upheld	Not upheld	Totals
2011-12	8	7	23	38
2010-11	6	4	25	35
2009-10	1	1	21	23

- **Upheld** – there were 8 upheld complaints, each were single incidents.
- **Partially upheld** – there were 7 partially upheld, each were single incidents. (A complaint can be partially upheld where there have been a number of issues raised and some elements have been upheld, whilst others may not have been.)
- **Not Upheld** – Complaints can initially be made against staff however the actions were governed by child protection policies.
- One complaint closed as not upheld was investigated under a different procedure which took precedence over the complaint procedure.
- The Customer Care Team has conducted a number of home visits, to help get a better understanding of complaints received. This gives the opportunity to clarify expectations and desired outcomes. It also provides a foundation for managers to commence their investigation. The visits undertaken are being monitored and an assessment of their value will be included in future reports.

4.8 Stage 2 Complaints

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

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

There is also a distinction to be drawn between considering what might have been done better and what matters justify the upholding of specific complaints. Resources and human fallibility always make things less than perfect and examination in hindsight can always find imperfect performance.

Four Stage 2 investigations have been undertaken in this financial year, 3 more than in the previous year.

- i. A Stage 2 investigation was concluded in 2011/12 which was carried over from the previous year. There were 23 elements to this complaint which resulted in a very complex investigation and detailed report.
 - 15 elements were upheld
 - 6 elements were not upheld
 - 2 elements there were no definitive findings
 - 38 recommendations were made by the independent investigator

The Independent Investigator's report was adjudicated on by a senior manager in the Directorate who accepted conclusions and recommendations including:

- Prior to the investigation, the Disabled Children's services had already been amalgamated with the Child in Need Service, part of the rationale for that decision was to ensure increased understanding of Safeguarding issues.
- The Commissioning role, risk assessments, provider monitoring be reviewed
- Staff Training be undertaken regarding the LADO (Local Authority Designated Officer) role and commissioning responsibilities
- Quality checking/assurance systems of assessments and timeliness be completed

The complainant was satisfied with the Independent Investigation, the findings, recommendations and the adjudicating officer's response. The complaint did not progress to Stage 3 Review Panel.

- ii. A Stage 2 investigation commenced for a young person in care who was disputing a decision. Due to decisions made by an external organisation, the complaint outcome could then not be met by the Local Authority. This Stage 2 investigation was then withdrawn by the young person who was supported by an advocate.
- iii. A Stage 2 investigation was undertaken due to differing views regarding the level of intervention required. The investigator's report stated that 'during the course of the investigation it was identified that a core assessment should be

carried out' and so upheld this element. It was also noted that help could have been received earlier if the complainant had continued with the Common Assessment Framework (CAF) process. Five recommendations were made by the independent investigator. The conclusions and recommendations were accepted by the adjudicating officer including reviewing documentation and staff training. The complainant was satisfied with the report and the complaint did not progress to Stage 3 Review Panel.

- iv. A Stage 2 investigation was undertaken to investigate 5 elements:
- 1 element was upheld
 - 1 element partially upheld
 - 3 elements were not upheld

There was one recommendation and this was accepted by the adjudicating officer. The complainant remained dissatisfied and requested a Stage 3 Review Panel. After consultation, this was declined and the complainant was offered early referral to the Local Government Ombudsman (LGO) as the outcome being sought could not be met through the complaints procedure. At time of writing this report a response to assist the LGO in their initial enquiries is being compiled.

4.9 **Stage 3 Review Panel**

No complaints have progressed to Stage 3 of the formal complaints procedure.

4.10 **Local Government Ombudsman**

The Local Government Ombudsman, made enquiries on behalf of two complainants during this financial year. Both resulted in numerous requests for information from Children Social Care, one complainant being a repeat enquirer. Neither resulted in investigations being conducted by the Local Government Ombudsman Office.

4.11 **Timescales**

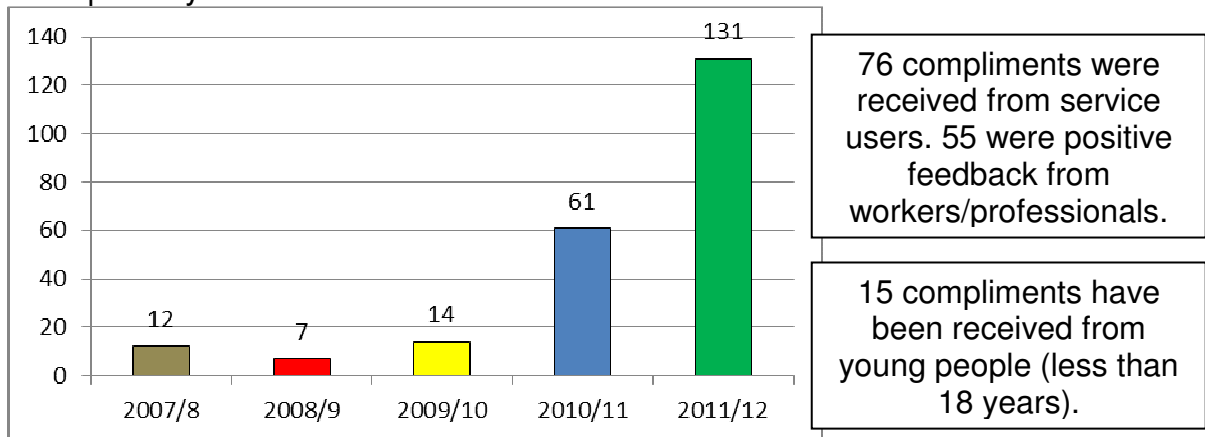
All 38 closed Stage 1 Statutory Complaints were responded to within timescale. 27 of these being within 10 working days and 11 being within the extended timescales of 20 days. This extended deadline can occur where a key member of staff is absent, or the complaint is more complex. The complainant is kept informed of any delays. Regulations do allow timescales to be extended further with the complainant's agreement. The 2 on-going complaints have had responses within these deadlines. However outstanding actions continue to be monitored until completion.

There were 9 representations made to the Local Authority in 2011/12. This is 6 more than last year. 1 was upheld and staff were provided with additional training as a result of it. The other 8 were either not upheld or resolved to the complainant's satisfaction.

There were 30 recorded customer care contacts in relation to Children Social Care that were also responded to This is 4 more than last year. These were contacts, which were resolved by the Customer Care Team at point of contact. i.e. liaising with Social Workers, provision of information, signposting. These contacts can be seen as providing an early resolution, preventing a formal complaint.

4.12 **There were 131 Compliments made in respect of Children's Social Care.**

This shows an increase of 70 (%), this is due to raising awareness in the Directorate via a quarterly email to all in the Directorate.



Comments included

- "In a nutshell I don't know how myself and family would have got through the last few months without A, she has shown constant support and professionalism. I always felt she was at the end of the phone when I needed her".
- Card - with contributions from mum, dad and children, the children had previously been accommodated subject to a child protection plan. "I can't help but wonder if it was somebody else that day at the police station 2 years ago, I might not have a family now, thank you for all your support and guidance, will be eternally grateful". "Thank you for helping us to be good and learn". "Thank you for the nice stuff".
- "I am made up that I got K as my Support Worker, I don't know what I'd have done without her, she makes me understand things and points me in the right direction".
- "I have had 1 to 1 sessions with J. This has helped me to understand why it's important to share things that are worrying me and that there is always somebody to help me make choices. With support from mum and j I have attended 2 CAF meetings. This has given me the chance to say how I am feeling and what school can try and do to make things better".

4.13 **Learning and service improvement**

Complaints provide an indication of areas where services may need to be reviewed or improved. 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

As well as the recommendations indicated in the stage 2 section(4.8), improvements this year influenced by learning from complaints include:

- A revised system of delegated authority for foster carers.
- Printout of immunisation to be passed to foster carers.
- A revised message taking procedure, indicating the message taken and whether/what subsequent action has resulted.
- Monitoring by the Customer Care Team to ensure actions promised as an outcome of a complaint are completed.
- Addition to occupancy agreements, to include photographs where appropriate .

4.14 **Complaints Handling Training**

The Customer Care Manager provided 4 half day “Complaint Handling” training sessions for Children and Enterprise staff during this year. 42 staff have attended and feedback received was excellent. Further sessions will continue to be run periodically

Training was last commissioned from the Local Government Ombudsman (LGO) Office for Principal Managers and Practice Managers within the Children and Families Division in March 2011, just prior to the beginning of the financial year. This was to address the new intake of senior managers and, as such, has not been required in this financial year.

5.0 **POLICY IMPLICATIONS**

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

5.2 With reference to 4.8 Stage 2 Complaints, the learning’s and recommendations (such as the risk assessments) have fed into the service specification for the tendering process. As we have a small user group for this specific service (domiciliary care for Children), and to ensure best value and quality, there has been a collaboration with 4 other Local Authorities (Liverpool, Sefton, Knowsley and the Wirral). The tender exercise begins in July 2012 with the framework due to be in place by the end of September 2012. For Disabled Children, Halton have commissioned an individual support service which came on line in April 2012

5.3 Where appropriate, individual issues identified through complaints are followed up by managers in staff supervision, to inform individual learning. More widely, learning from complaints is used to inform generic training and service development through the Operational Leadership Team.

6.0 **RISK ANALYSIS**

6.1 Failure to implement an efficient service could result in the local authority being challenged for not dealing with complaints in a timely and efficient manner and could result in the customer not receiving a service which could then be detrimental to their safety and well being.

6.2 Whilst complaints can result in changes for individuals, collectively they are a key source of information to help us develop the services we provide or commission.

7.0 **EQUALITY AND DIVERSITY ISSUES**

7.1 No matter who complains they receive the same equality of access and provision.

- 7.2 Children and young people under the age of 18 made six complaints. The ethnicities of these complainants were White British (source Carefirst) with 4 being female and 2 being a male.
- 7.3 34 complaints were made by adults over the age of 18 years, one declared a disability, 25 were female and 9 were male. 33 were White British (source Carefirst) with 1 not being known.

8.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

8.1 Children & Young People in Halton

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

8.2 Employment, Learning & Skills in Halton

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

8.3 A Healthy Halton

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

8.4 A Safer Halton

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

8.5 Halton's Urban Renewal

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

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

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

REPORT TO:	Children Young People and Families Policy & Performance Board
DATE:	3 September 2012
REPORTING OFFICER:	Strategic Director, Children and Enterprise Directorate
SUBJECT:	Compliments (Service User Feedback) relating to Children and Enterprise Directorate.
PERIOD:	1st April 2011 to 31st March 2012

1.0 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.

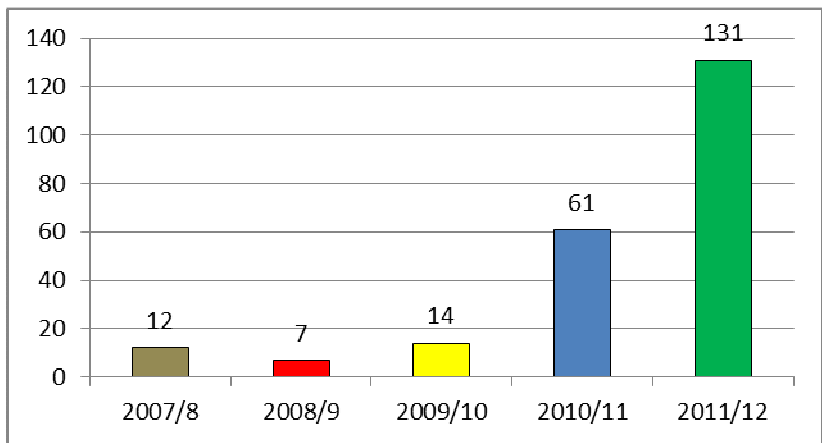
2.0 RECOMMENDATION: That

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.

3.0 SUPPORTING INFORMATION

The Customer Care Manager periodically provides training on Complaints, Comments and Compliments, included in this training is the process of recording compliments. This a relatively new and developing report and as such historical data to benchmark against previous years is limited in areas.

4.0 NUMBER OF COMPLIMENTS BY YEAR

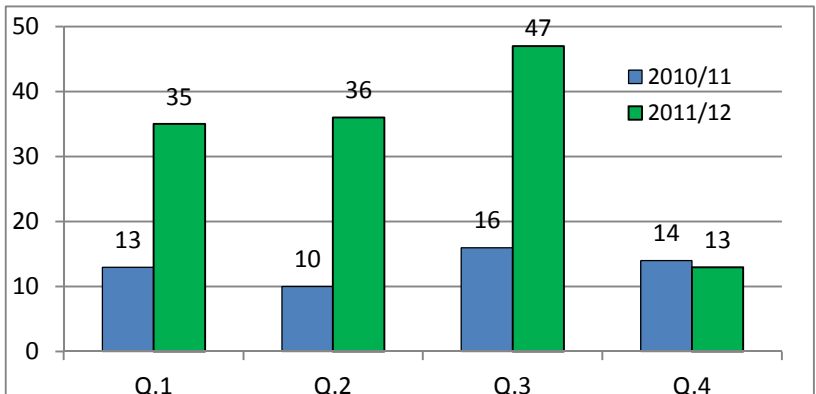


A massive increase of 115% compared to this time last year. Staff are reminded every quarter to forward any compliments or positive feedback to the Customer Care Team.

5.0 NUMBER OF COMPLIMENTS BY QUARTER

76 compliments were received from service users. 55 were positive feedback from workers/professionals.

15 compliments have been received from young people (less than 18 years).



6.0 COMPLIMENTS BY OPERATIONAL DIRECTOR

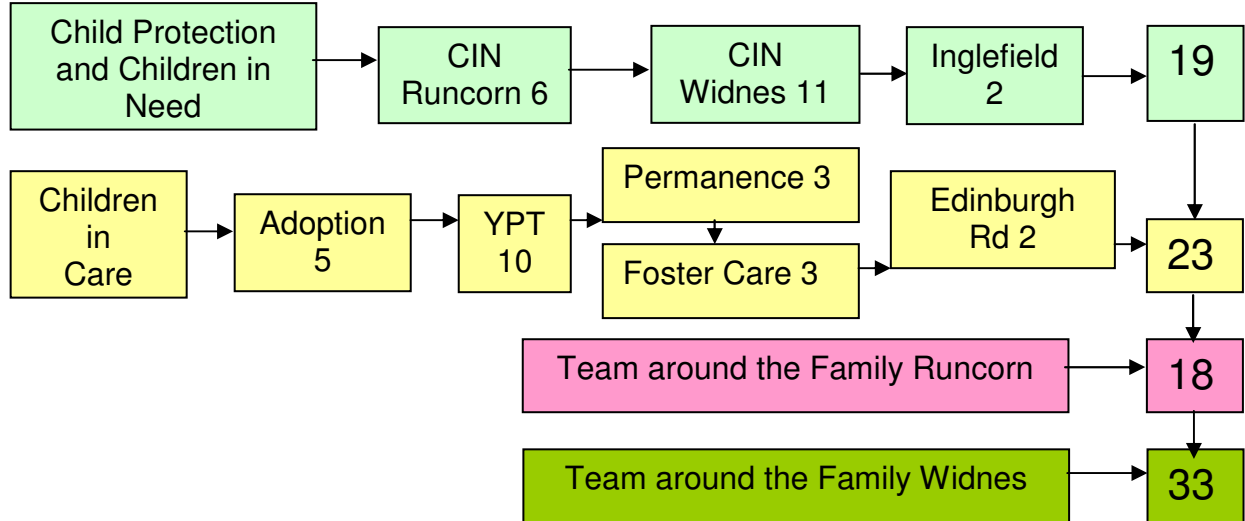
6.1 CHILDREN AND FAMILIES

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Children and Families	27	25	32	9	93

A 90% increase in compliments for Child Protection and Children in need Division, there were 10 last year.

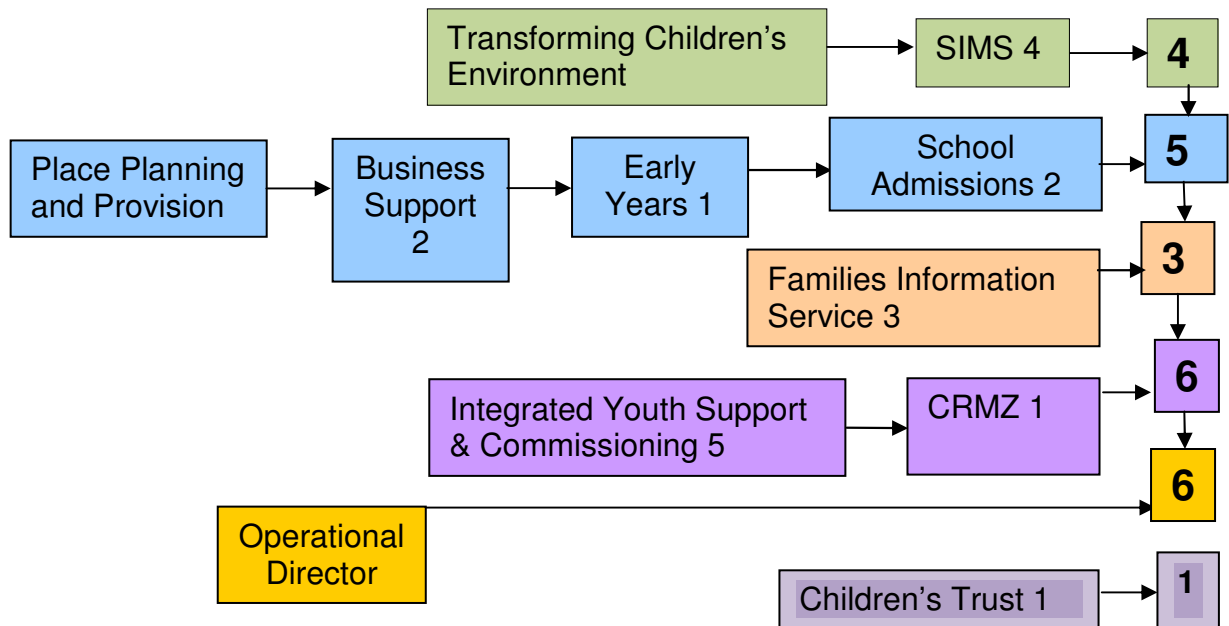
Children in care increased from 3 compliments to 23, over a 600% increase.

Team around the Family increasing from 28 to 51 making an 82% increase.



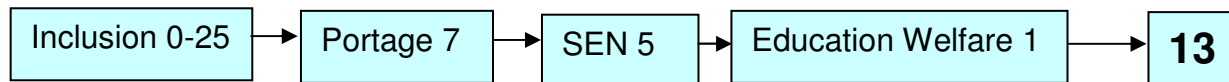
6.2 ORGANISATION AND PROVISION

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Organisation and Provision	7	9	6	3	25



6.3 LEARNING AND ACHIEVEMENT

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Learning and achievement	1	2	9	1	13



7.0	COMPLIMENTS FROM SERVICE USERS
	76 Compliments were received from Service Users compared to 39 last year, a 95% increase.
1	Card - "Just to say thank you for all your support"
2	"May I take this opportunity to thank you again for your excellent continued support, your staff are always helpful, friendly and polite".
3	"CPN called to say mother is being discharged, she wanted to pass on her thanks to us (Social Worker) for the referral to CAF as she has found the support very helpful and this has impacted positively on her mental health"
4	"I would like to take this opportunity to recognise the hard work and support our club has received from Jackie Durr and Janet Harvey in the Early Years Team. If it wasn't for the support of these two people the doors would have been closed. They are a credit to their profession and provide an invaluable role in supporting small settings".
5	"In a nutshell I don't know how myself and family would have got through the last few months without A, she has shown constant support and professionalism. I always felt she was at the end of the phone when I needed her"
6	Card - "To all the staff thanks for the help and support you gave me, thank you so very much, hope you can manage without me".
7	Card - with contributions from mum, dad and children, the children had previously been accommodated subject to a child protection plan. "I can't help but wonder if it was somebody else that day at the police station 2 years ago, I might not have a family now, thank you for all your support and guidance, will be eternally grateful". "Thank you for helping us to be good and learn". "Thank you for the nice stuff".
8	"I am writing to thank you for sorting out the issue of our son's school transport, I would also like to mention J his contribution was a big help".
9	Card - "Thank you so much for being there when needed".
10	Card - "Thank you to everyone who looked after me and took me to see the lovely places, going to miss going out with you all".
11	Card - "Thank you very much for everything, everyone needs someone like you in their life".
12	"I am made up that I got K as my Support Worker, I don't know what I'd have done without her, she makes me understand things and points me in the right direction".
13	Childs behaviour is unpredictable, can be aggressive endangering other young vulnerable people."Inglefields support has been invaluable in attending hospital appointments, thanked staff as she is no longer stressed by the event and can actually spend time talking to the consultant about her child".
14	"I have had 1 to 1 sessions with J. This has helped me to understand why it's important to share things that are worrying me and that there is always somebody to help me make choices. With support from mum and j I have attended 2 CAF meetings this has given me the chance to say how i am feeling and what school can try and do

to make things better".

15 "It has changed my life, and eased my mind about being a parent, I am more aware of how children develop and 'normal' age appropriate behaviours. I enjoy the groups and the children love the crech".

16 "Would like to thank you for all the help and support you have given to us as a family but also for being a great social worker".

17 Social Worker given, flowers and card, "you have helped to reassure me over the last 12 months and you always returned my calls, thank you".

18 Comment made by a parent to the officer undertaking Regulation 33 visit. "parent was very complimentary about the service and said it was 'like a home from home' he trusted the staff team to look after his son and keep him safe".

19 "The children have grown in confidence, they love the session, the staff are always happy and enthusiastic"

20 Card - "Just to say thanks for all your help, I appreciate your sensitivity. I know its not easy, it feels like were fighting a losing battle sometimes but you always manage to be positive and come up with new ideas, thanks again".

21 "Fantastic group, got me out of the house and enabled me to make good friends".

22 "Great group, staff very friendly and helpful".

23 "I love the group, I have made friends, you do a great job".

24 "D got some lovely feedback from the family, how helpful she had been. Mum said she is new to Halton and was feeling very isolated and she has been given more support than ever before. I would like to thank D for her support with this family".

25 "Mum and Grandmother ask I pass on their thanks to you, they have been experiencing difficulties with 3 year olds behaviour. You stayed with them whilst the child had a tantrum, you advised them to continue the strategy pointing out they had to be consistent. They wanted to stop as he was shouting and crying so much but you encouraged them to persevere telling them what to say and how to do it. They want you to know he has not had a tantrum like that one since and feel confident that if he should they will know how to respond, they learnt more in that half hour than from anywhere else. Thank you too, you do make my job easier".

26 "Service is excellent, second time I have used it, would recommend it to others".

27 "A good service, all information in one place".

28 "Thank you for all your help, especially thank you for posting the documents through the door".

29 Card - Child had violent outbursts, got good attendance at school and now a prefect, family communication and mums confidence improved "Thank you very much for all the help, support and kindness, you're a star".

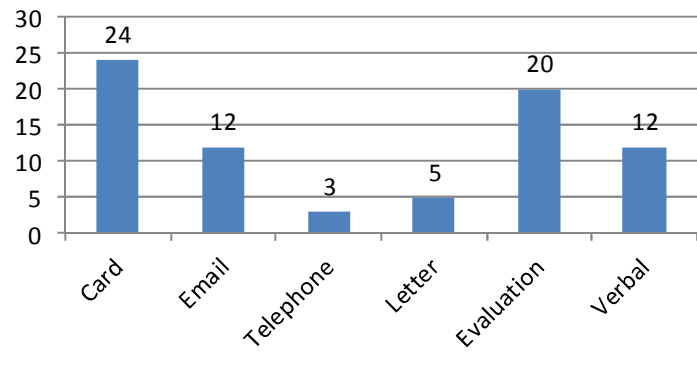
30 "Very polite, efficient and helpful, the information helped a lot. Thanks".

31	Card - Thank you for all of your help and kindness during fun activities at the Centre. J has enjoyed his time here very much, thanks again".
32	Card - "Thank you for all your help and kindness, he has enjoyed his time here very much".
33	During a review "she spoke very positively about the support she had received from the team and J in particular".
34	"Both were very complimentary about how they had been treated, listened to and given information, they felt they were most professional and if they had a choice they would wish to be assessed by them".
35	After working with the young person for 3 years and closing the case, she gave her some smiley cakes and a card reading "thank you so much for everything you have done for me, I'm glad I had someone like you".
36	"I have been in care since I was 13, I wanted a home for myself and baby, I told my social worker what I wanted and a few weeks later I viewed a property. I met D who helped me a lot to get the house ready, if I didn't have someone like D and the help that I received from her and the Young People Team I don't know what I would have done".
37	Card - "Just a little note to say a great big thank you for everything you have done".
38	Card - "Thank you so much for my TV and laptop they are amazing and great help".
39	Card - "Thank you so much for working so hard to get us to panel and for getting the result we had hoped for".
40	"Thank you for all your support and advice".
41	"I am writing this email to say many thanks for all the support, guidance and assistance you have given me and my children. The children have been through so much upset and trauma, the children were emotionally traumatised and deeply affected and without the valued assistance of the Kingscross Project their problems would not have been addressed in the caring, professional manner which was offered and given during this sad period. I will be forever indebted to you for putting the smile on their faces and the hope for a better future".
42	Card - "Thank you love from T"
43	"I love coming to these classes as I feel so much better in myself, I have felt so much more relaxed and de-stressed when I go home, I try lots of activities with my daughter so she also can feel the benefit"
44	"It has made a massive difference to my life, my support worker has helped me to gain a stronger bond with my son".
45	"It has helped me bond with my son and helped him sleep".
46	"Great, glad I've been given the opportunity to effectively communicate with my child".

47	"It has taught me how to bond more with my daughter, this has been priceless".
48	"It has given me valuable time with my baby, it has had a great impact, it has helped my confidence and I always feel very positive when I have left".
49	"Huge impact to exercise and activity, more energy, feel fitter, able to do more with the children".
50	CIN meeting - "there was very positive feedback from professionals and parents about the positive change in behaviour of C and that this can largely be attributed to the work that L and A have done with the family. Very grateful for the hard work and the successful outcome achieved for C and his family".
51	Card - "Thank you for everything, you are great".
52	"A was a fantastic Portage worker. She was very helpful & professional and provided much needed support to our family at a very vulnerable time".
53	Card - "Your help has been appreciated so much, you will be missed tremendously, even though I have known you for 10 years, still not sick of you, thank you for everything".
54	Card - "Thank you for helping us to be good and learn, I will miss you forever and ever".
55	Card - "I can't help but wonder, if it was somebody else that day at the police station 2 years ago, I might not have a family now. Thank you for all your support and guidance, we will be eternally grateful".
56	"One from the parents of a young man, now at the Bankfield thanked me for the work done around Transition, in conjunction with both the SENCO at the primary school and Bankfield - really good multi-agency working".
57	Card - "Thank you for all the work and advice you've provided for us over the past 12 months, "Friday mornings will never be the same".
58	"Can I just say that P and C completed a very good piece of work with a family. The work they completed was very structured and clear and appropriate to the family. The family has also praised them both with positive outcome for the children".
59	"A went that extra mile for us time and time again. Her knowledge gave me more confidence and my child loved her coming."
60	Card - "Thank you for your help"
61	Card - "Just to say thank you for all your help and support you have given me and my kids. When you first got involved I wasn't happy about it, but I'm so glad that you did because now me and my girls are a lot happier now. Without your help we wouldn't be where we are now. Thank you so much".
62	Card - "Thank you love from K"
63	"Thank you for the short break at the weekend. I had time to have my hair done and have some time to myself".

64	"J was extremely good at her job, always prepared and very confident in approaching any situations"
65	"Mr & Mrs were very keen to inform us how much they were impressed with R visit to them a couple of weeks ago. R spent time with them explaining the process for post 18 support and were very clear and supportive to them. They felt that R approach to the foster child was excellent and they were very impressed with the way in which R engaged her and made her feel at ease".
66	"Thank you so much for everything you've done for us throughout our adoption process. Your support, guidance and friendship has been invaluable throughout the whole process. We can't wait for our first Christmas as a family and it's all thanks to you and the fantastic adoption team at Halton. We look forward to contacting you again soon to start the process again".
67	" Card - A big thank you for your help and support so far, you have made a very difficult process feel very comfortable and painless. We are so grateful".
68	"Thank you for all your support regarding A's Transition"
69	"Thank you for everything and the super quick way you sorted everything out for us. We really appreciate everything. Please pass our thanks for your professionalism onto your line manager as I would like he/she to know how polite you were on the phone and subsequently afterwards through email contact".
70	"We would like to take this opportunity to thank you for giving us this opportunity, I would also like to say thank you to S, she has been brilliant throughout our time as foster carers".
71	"A and the children's centre provide my family with amazing support, we have never had so much family support since our son became ill. Prior to A being allocated to us we felt very isolated. thanks to her I no longer feel helpless and alone. This service has given our family hope and makes is feel more secure in our ability to cope with and manage the constant stress".
72	"Thanks for all your help and support given to our family".
73	"We would like to thank S for her excellent support as well as the social workers involved, fostering continues to be a way of life for us and knowing she is at the end a phone makes life easier".
74	"The family are so pleased with the CAF Process, they have benefited so much from all the agencies working together to support them. They are extremely grateful for the weekly visits and the strategies in place for them in supporting and managing their children's behaviour and routines. I didn't want it to go unnoticed how much your involvement means to the family, feel very much supported and speak very highly of you".
75	"She was very happy with the support that S had given to them as a family, she didn't know what would have happened to them without this support".
76	"All the groups I have attended have been organised extremely well. The staff are warm and welcoming. They have supported myself and daughter through always being there".

Compliments received by



8.0 POSITIVE FEEDBACK FROM WORKERS OR PROFESSIONALS

55 recordings of positive feedback, I have not listed them all, but have tried to highlight those that identify positive outcomes for service users or where possible learning's can be identified to improve practice and performance within the directorate.

- 77 "Thank you for your letter which I found really helpful and I really like what I read. I do know that we are all living in systems that are hopelessly overstretched at times and struggling to cope with the demand especially when resources are reducing. I am really grateful you took the trouble to write to me, this is very much appreciated. I particularly liked the fact that you were involved in this as the Think Family"
- 78 "Just wanted to let you know how helpful S has been in letting us know she has been allocated a case and when she is intending to visit. This communication might seem small but is really important for us as we can share this information with the referrer or any other agency who may call. It also gives us the opportunity to share any updated information, Thanks again"
- 79 "I would like to formally thank you, as ever your exemplary approach to the planning and execution of commissioning work has made a real impact on outcomes for young people in Halton"
- 80 "I would like to take this opportunity to acknowledge and thank J for all the hard work and commitment. Mum has needed lots of emotional support, and has been able to meet the potential adopters. I am sure in years to come this will benefit all".
- 81 "Its good to hear from a proactive and caring social worker"
- 82 "I consider this an opportune time to commend S on her detailed knowledge of issues in relation to what was definitely not a straight forward case. S remained focused on the child's needs as being paramount and ensured they were attended to".
- 83 "In summary, your submission is again the exemplar standards we have come to expect from Preventative Services in Halton. Thank you once again for your excellent work"
- 84 "I have never really thanked you before for your help, I am thanking you now. . . You are always so reliable and friendly. Thank you"
- 85 "I just wanted to say thanks and well done - I understand the magistrates were very impressed with you, you clearly make the right impression in court and represent the authority well".
- 86 "The workers at the meeting had his life work and commented it was excellent, in fact

one of the best examples they have ever seen, excellent feedback"

87 "The meeting went well and actions are in place to support mum and child, thanks again for organising the training, it was excellent we both felt the he was 'spot on'.

88 "Thanks C, that's good progress and I'm sure that your professionalism and hard work has got the family where they are now".

89 "A big thank for the lovely warm welcome at training you gave me. The day started badly, I heard my name, looked up and there was a big smile from you. That had a really positive impact on the rest of my day".

90 "I want to pass on my sincere compliments regarding L practice, she has been highly motivated and committed to supporting the child and family. In my opinion L has given 100% and put in a lot of effort in keeping the family stable and has been positive with patiently re-visiting work in order to assist a family in distress to have strategies in place to manage".

91 "A case of yours was selected for the multi-agency audit. Without exception partners commented on the effective and good communication with a proactive SW and family support worker i.e. you! and this contributed to the fact there were clear CIN plans. You had clearly evidenced skills in securing good multi agency engagement, well done to you both, and thank you, it was a pleasure to hear".

92 "Police Sgt requested the assistance of CSC and wants to acknowledge the support and quick response of the staff from the duty desk. Sgt described the actions, as quick and professional, and a great example of working together".

93 "Thank you for your help and assistance with the family, I feel that they have achieved a lot in the direct and group work which you have played a key role with them in. I would also like to thank you for being so hospitable around allowing resources to be used by Lancashire, you made the whole process of my involvement and limited knowledge of the area so much easier".

94 CIN meeting-"It was noted that there has been significant improvements for both children and their family as a direct result of the perseverance and support L and A have provided. The family have been particularly difficult to engage but they have built trust, this cannot be under estimated. L and A have gone the extra mile, due to them we have avoided the need to convene a child protection plan".

95 "I just wanted to pass on what a fantastic job A has done. She has enabled possibly a life transformation not only for T but also for his parents who were very concerned about him prior to the CAF".

96 "I wanted to say how well P and B presented for the LA. They were very encouraging to the family and to myself, making the proceeding a less intimidating experience for all concerned. I would also say that I have worked with your department in the past and found all personnel to be supportive and helpful".

97 "J has been incredibly supportive and has really worked very hard to get the programme up and running. Without his help and support we would never have got the programme off the ground. He has a real insight into how best to support young people".

98 "E's mum has been singing your praises following the actions taken since the meeting".