

Children and Young People Overview and Scrutiny Committee

4 November 2014

Agenda

A meeting of the Children and Young People Overview and Scrutiny Committee will be held in **Committee Room 2, Shire Hall, Warwick** on **4 November 2014 at 09.30 a.m.**

1. General

(1) Apologies

(2) Members' Disclosures of Pecuniary and Non-Pecuniary Interests

Members are required to register their disclosable pecuniary interests within 28 days of their election or appointment to the Council. A member attending a meeting where a matter arises in which s/he has a disclosable pecuniary interest must (unless s/he has a dispensation):

- Declare the interest if s/he has not already registered it
- Not participate in any discussion or vote
- Must leave the meeting room until the matter has been dealt with.
- Give written notice of any unregistered interest to the Monitoring Officer within 28 days of the meeting

Non-pecuniary interests must still be declared in accordance with the new Code of Conduct. These should be declared at the commencement of the meeting.

(3) Minutes of the meeting held on 2nd September 2014

2. Public Question Time (Standing Order 37)

Up to 30 minutes of the meeting is available for members of the public to ask questions on any matters relevant to the business of the Overview and Scrutiny Committee. Questioners may ask two questions and can speak for up to three minutes each. To be sure of receiving an answer to an appropriate question, please contact Ben Patel-Sadler at least 3 working days before the meeting. Otherwise, please arrive at least 15 minutes before the start of the meeting and ensure that Council representatives are aware of the matter on which you wish to speak.

3. Questions to the Portfolio Holder

Up to 30 minutes of the meeting are available for members of the Committee to put questions to the Portfolio Holder on any matters relevant to the remit of the Committee.

4. Warwickshire All Age Autism Strategy (2014-2017) and Delivery Plan

To consider an update on the Delivery Plan, the achievement of key outcomes and an update on the implementation of the three scrutiny recommendations.

5. Work Programme 2014/15

To consider the Committee's updated Work Programme and future areas of scrutiny activity.

6. Warwickshire Safeguarding Children Board Annual Report 2014

To consider the Warwickshire Safeguarding Children Board Annual Report 2014.

7. SEND Local Offer Consultation

To receive a verbal update from Hugh Disley (Head of Early Help and Targeted Support) on the progress of the SEND Local Offer Consultation.

8. Children's Social Care Complaints

To consider the extent and nature of complaints regarding Children's Social Care, with further detail on those complaints that are regarded as 'high risk' and that are not resolved in the first stage.

9. School Improvement and Performance

To receive a report on the current arrangements and resources for the School Improvement team and an overview of performance in each district/borough (building on the data in the Schools Dashboard) to identify any key performance issues/trends.

10. Achievement of Warwickshire Children and Young People in National Tests in 2014

To receive a report on the performance of children and young people in Warwickshire schools in national tests.

11. Referral from Regulatory Committee (Schools Places)

To consider the referral from the Regulatory Committee in respect of the County Council's Fair Access Protocol.

12. Area Behaviour Partnerships

To consider an annual report on the progress and performance of APBs, focusing on the performance, how any issues with underperformance have been addressed and what the impact of performance has been on young people.

13. Any Urgent Items

At the discretion of the Chair, items may be raised which are considered urgent (please notify Democratic Services in advance of the meeting).

14. Date of Next Meeting

The next meeting has been scheduled for 6th January 2015, commencing 10.00 a.m. in Committee Room 2, Shire Hall, Warwick.

Children and Young People Overview and Scrutiny Committee Membership

Councillors:

Mike Brain, Jonathan Chilvers, Bob Hicks, Julie Jackson, Dave Parsons, Dave Shilton, Jenny St. John, Angela Warner, Chris Williams, John Whitehouse

Co-opted members for Education matters:

Joseph Cannon and Dr Rex Pogson, Church representatives
John McRoberts – Parent Governor representative*

(*currently there is one vacancy for a Parent Governor representative)

Non-Voting Representatives:
Max Hyde, Chris Smart, Diana Turner

Portfolio Holders relevant to the remit of the Overview and Scrutiny Committee

Councillor Colin Hayfield, Portfolio Holder for Education and Learning
Councillor Bob Stevens, Portfolio Holder for Health

Contact Details

For queries regarding this agenda, please contact:
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JIM GRAHAM
Chief Executive
Shire Hall
Warwick

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Present

Members:

Councillor Mike Brain
Councillor Jonathan Chilvers
Councillor Bob Hicks (Chair)
Councillor Julie Jackson (Vice-Chair)
Councillor Dave Parsons
Councillor Wallace Redford (replacing Councillor Angela Warner for this meeting)
Councillor Jenny St. John
Councillor John Whitehouse
Councillor Chris Williams

Other Councillors:

Councillor John Holland (observing)
Councillor Clive Rickhards, Chair, Super Priority Area Task and Finish Group
Councillor Bob Stevens, Portfolio Holder, Health

Officers:

Georgina Atkinson, Democratic Services Team Leader
Sarah Bradwell, Partnerships Manager, Secondary Phase Team
Wendy Fabbro, Strategic Director, People Group
Rachael Leslie, Acting Consultant, Public Health
Chris Lewington, Head of Service, Strategic Commissioning
June Maw, Interim Service Manager, School Organisation and Planning
Nigel Minns, Head of Learning and Achievement
Ben Patel-Sadler, Democratic Services Officer
Lisa Robertson, Children's Early Years Commissioner
Barbara Wallace, Operations Manager, Children's Centres

Other representatives:

Sue Berry and Vicki Lant, Barnardo Services Ltd
Elaine Johnston and Caroline Loveridge, The Parenting Project
Chris Smart and Diana Turner, Warwickshire Governors Association

Members of the public:

Ellie Costello, Siblings at the Same School

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1. General

(1) Apologies

Apologies for absence were received on behalf of Councillor Angela Warner (replaced by Councillor Wallace Redford for this meeting), Councillor Colin Hayfield, Councillor Dave Shilton, Chris Smart and John McRoberts.

(2) Members' Disclosures of Pecuniary and Non-Pecuniary Interest

Councillor Whitehouse declared a non-pecuniary interest; the nature of the interest being that he was a Governor at St. John's Nursery and Primary School in Kenilworth and Chair of Trustees of the Kenilworth Centres.

Councillor Jackson declared a non-pecuniary interest; the nature of the interest being that she was a governor at Oakwood Academy which has a nursery; that she was a trustee for the Nicholas Chamberlaine Schools Foundation.

Councillor Hicks declared a non-pecuniary interest; the nature of the interest being that his daughter was employed at St Michael's School and that this daughter-in-law was employed at Stockingford School.

Councillor Parsons declared a non-pecuniary interest; the nature of the interest being that he was a governor at Nethersoles Church of England Academy, Polesworth, and that his son was a teacher at The Croft Primary School.

Councillor Brain declared a non-pecuniary interest; the nature of the interest being that he was a Governor of Quinton Primary School.

Councillor Wallace Redford declared a non-pecuniary interest; the nature of the interest being that he was a member of the Warwickshire Fostering Panel.

Councillor Bob Stevens declared an interest; the nature of the interest being that he was governor of Southam College.

(3) Minutes of the meeting held on 18 August 2014

The Committee agreed that the minutes of the previous meeting held on 18th August 2014 be signed by the Chair as a true and accurate record.

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In respect of Item 3, 'Special Educational Needs and Disability (SEND) Reform Plan', Wendy Fabbro, Strategic Director for People Group, advised the Committee that a dedicated web page was now live, which included information on the education, health and care elements of the Reform Plan and the 12-week consultation document.

2. Public Question Time

There were no questions on this occasion.

3. Questions to Cabinet and Portfolio Holders

A question was raised in relation to the recent Independent Inquiry into Child Sexual Exploitation in Rotherham (1997-2013), the readiness of Warwickshire County Council to deal with potential sexual exploitation and potential implications for elected members. In response Councillor Bob Stevens, Portfolio Holder for Health, explained that the report highlighted the need for both officers and members to remain informed and vigilant. Wendy Fabbro added that the Leader of the County Council and the Police and Crime Commissioner had recently met officers to discuss Warwickshire's approach to Child Sexual Exploitation (CSE) and had acknowledged that children within all local authorities were at risk of exploitation; therefore complacency was not an option.

The Committee was advised that a CSE Strategy was available on the County Council's website, which had been adopted by the Warwickshire Safeguarding Children Board (WSCB) last autumn. The Strategy provided procedural guidance to address suspected and identified CSE cases and was currently being reviewed to ensure the viability and thoroughness of existing infrastructure. Other protective measures included the Respect Yourself website aimed at young people, the provision of an e-learning module for teachers, officers and members to provide guidance on the signs of CSE and how to refer; and multi-agency CSE meetings which enabled professionals to share concerns and evidence regarding possible victims and perpetrators.

It was reported that the Sexual Assault Referral Centre (SARC) at the George Eliot Hospital, known as the Blue Sky Centre, regularly dealt with victims of CSE and over the past year had dealt with 131 young people below 18 years of age. A survey by the WSCB had also identified around 100 children and young people at risk of CSE who were now receiving additional support. With regard to looked after children, Wendy Fabbro explained that the WSCB had established a sub-group to discuss and receive information from Warwickshire Police regarding incidents of absence or missing from home, which could indicate CSE.

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A discussion took place with regard to the pressure on social workers and whether caseloads were distributed evenly across the county, given the prevalence of deprivation and child protection issues in certain areas, such as Nuneaton and Bedworth. Wendy Fabbro advised that the caseload of social workers was closely monitored and that latest data indicated that Warwickshire was slightly higher than average in the volume of cases per social worker, but still within the advised threshold. Case management in the Nuneaton and Bedworth area was currently being reviewed.

Wendy Fabbro stressed that although she believed that Warwickshire had adopted robust procedures and systems, it was not immune to the risk of CSE.

The Children and Young People Overview and Scrutiny Committee requested that further detail on the risk of CSE in Warwickshire be provided as a Briefing Note.

A separate question was asked with regard to the Universal Infant Free School Meal provision and whether Warwickshire's schools had achieved the requirement at the start of the 2014/15 academic year. Nigel Minns, Head of Education and Learning, reported that 148 schools were able to provide the meals and that only a small minority required further support.

4. Children's Centre Providers

Chris Lewington, Head of Strategic Commissioning, briefly outlined the background to the recent service delivery redesign for Children's Centres and congratulated the team for the complete transition of the centres to the two providers – The Parenting Project and Barnardo Services Ltd – by 1st September 2014. She explained that all Children's Centres in Warwickshire (excluding Stockingford and St Michael's) had been transferred to the two providers in the group and collaboration model on a three plus two year contract. Each centre was required to offer at least 15 hours of activity per week and must demonstrate the delivery of the five key outcomes for children and families.

The Committee received a brief presentation from representatives of both The Parenting Project and Barnardo Services Ltd which outlined their vision for Children's Centres in Warwickshire and their key priorities, target groups and areas of focus. In response to questioning from the Committee, the following points were noted:

- 1) The group model provided the opportunity for trained staff to work flexibly across a range of sites. A consultation exercise would be undertaken with both centre staff and users to gather views regarding this approach. Members were assured that potential

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changes to service delivery methods had been communicated openly with staff and that engagement sessions for parents had been scheduled at the centres, which would also be delivered from outreach venues, where necessary.

- 2) Parents were represented on the Children's Centre Advisory Boards and, although these had limited governance power, they provided an essential role in developing links to key partners at a local level and discussing relevant issues.
- 3) There were positive intentions to maintain partnerships with nursery schools and discussions had already been undertaken with those on shared sites, to discuss shared costs and facilities.
- 4) A small number of parent groups had been terminated; however, these were specifically groups which were external to the centres' target groups. The universal Early Years service would continue across all sites, which provided a valuable opportunity to identify potential problems with a child's development at an early stage. The delivery of a universal service was the crucial start in gaining the trust and confidence of parents. Once that relationship had been achieved, sensitive issues could be discussed and bespoke Early Years or support services could be offered and were more likely to be accepted. There was also a commitment to empower parents and encourage them to self-sustain.
- 5) The new Ofsted framework had placed a greater emphasis on the provision of high quality data and had resulted in a number of Children's Centres nationally being downgraded from 'good' to 'requires improvement'. As the new framework required services to be delivered to 14 target groups, it was important that the providers could justify why particular groups had been targeted in certain areas, using necessary local data and intelligence as the evidence base.

The item continued with an update on the Children's Centres Scrutiny Action Plan which outlined the nine recommendations that the Committee had agreed following the Select Committee review of the Children's Centres consultation in August 2013. In response to a query raised regarding the relationship with the Clinical Commissioning Groups (CCGs), members were informed that the CCGs had expressed a desire to work with the Children's Centres and that further clarification on the delivery of the Heath Visiting service would be provided once national guidance had been published.

The Chair suggested that members undertake site visits to the Children's Centres over the coming months.

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The Children and Young People Overview and Scrutiny Committee thanked The Parenting Project and Barnardo Services Ltd for their attendance and agreed to:

- 1) Accept Recommendation 1 to 3, as proposed by the officers;
- 2) Acknowledge the work of the Children's Centres team and providers in achieving the complete transition by 1st September 2014;
- 3) Request that a further presentation from The Parenting Project and Barnardo Services Ltd be provided, to include detail on the impact of the transition and the delivery of the five outcomes, together with an update on the Children's Centres Scrutiny Action Plan, at the meeting scheduled for 7th April 2015;
- 4) Request elected member involvement in the evaluation exercise regarding the commissioning process, which was scheduled for the end of September 2014; and
- 5) Accept that Recommendation 9 in the Children's Centres Scrutiny Action Plan had been completed.

5. Work Programme 2014/15

The Chair presented the Committee with the proposed Work Programme for 2014/15. Members noted that the Committee had received a referral from the Regulatory Committee regarding the payment of compensation to the parent of a child and had been asked to consider the County Council's process for managing ad hoc requests for school places. A report would be presented to the Committee on 4th November 2014.

With regard to the Web-links to Youth Services Briefing Note, which had been circulated on 23rd June 2014, Councillor Whitehouse requested a meeting with the Portfolio Holder for Health and relevant officers to address his concern regarding the difficulty in identifying youth activities via the County Council's website. Councillor Bob Stevens agreed to this request.

The Children and Young People Overview and Scrutiny Committee agreed to:

- 1) Approve the Work Programme for 2014/15;
- 2) Defer the Children's Centres report to 7th April 2015, as discussed at Item 5;

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- 3) Note the update on the Transition of Mental Health Services Task and Finish Group and hold a joint meeting with the Adult Social Care and Health Overview and Scrutiny Committee to consider the final report;
- 4) Request a Briefing Note on the provision of the Health Visiting service in Children's Centres, once national guidance had been made available;
- 5) Note the arrangements for the Skills Show on 14th November 2014 and extend the invitation to all members of the County Council; and
- 6) Note the update on the recommendations and actions previously agreed.

6. School Admissions Super Priority Area Task and Finish Group

Councillor Clive Rickhards, Chair of the Task and Finish Group, expressed his gratitude for the support provided by Sally Baxter in Democratic Services, the guidance of officers, contributions made by members of the public and the support of the other members of the Task and Finish Group. He reminded the Committee of the purpose of the review and the national issue regarding the number of places at reception and primary schools. An assessment of other areas had indicated that there was not a blueprint for how the prioritisation issue could be addressed. He explained that although the number of families affected by sibling displacement was low, the impact of the displacement on the family was significant.

The Committee was presented with an overview of the recommendations outlined in the final report. Councillor Rickhards reported that officers had expressed concerns regarding Recommendation 2. In response, the Task and Finish Group had explained that a two-year pilot within a defined area in Warwick and Leamington would enable evidence, rather than conjecture, to be gathered and provide an opportunity to evaluate the impact of a change in the admissions criteria and an increase in the prioritisation of siblings.

To conclude, Councillor Rickhards stressed the importance of involving local campaign groups in the evidence gathering stages of scrutiny reviews and explained that the Task and Finish Group had been open all evidence from all interested groups and individuals.

Councillor John Whitehouse, who was a member of the Task and Finish Group, expressed his support for the recommendations as outlined in the final report. He explained that the Task and Finish Group had realised at an early stage that the original Super Priority Area

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(SPA) proposal was flawed and could not successfully address the issue of sibling displacement. The aim of the pilot exercise, as outlined at Recommendation 2, was to trial an intended county-wide change in the admissions criteria within a defined area. He acknowledged the officer comments regarding the length of the pilot and explained that a two-year period would provide sufficient time to evaluate the impact of a revised criteria and engage parents who may not have been engaged during the SPA consultation exercise. He also highlighted that the issue of admissions criteria across both urban and rural areas was yet to be addressed by the County Council.

To conclude, he proposed that an additional recommendation be added to the report of the Task and Finish Group, which would request that swift action be taken to ensure that the revised admissions criteria could meet the statutory consultation requirements; as follows:

That Cabinet, if in approval of the report's recommendations, requests that the Portfolio Holder for Education and Learning commissions the work necessary so that revised school admissions arrangements for 2016/17 can be published for statutory public consultation in November 2014.

June Maw, Interim Service Manager, and Nigel Minns, Head of Education and Learning, expressed a number of reservations in respect of Recommendation 2, primarily in respect of the potential implications for local children and the complexity of the education landscape in Warwick and Leamington, which could have changed dramatically by the end of a two-year pilot. Furthermore, as sibling displacement was not an existing issue in Warwick and Leamington, it would be difficult to evaluate the success of the pilot. Possible implications such as increased school transport costs and decreased developer contributions were additional areas of concern.

During the ensuing discussion, members acknowledged that the current sibling displacement issue only affected out-of-area school applications; in-area children and their siblings were allocated spaces at the same school. In light of this, a number of members expressed concern with Recommendation 2, particularly in relation to the possible displacement of local children by giving greater priority to out-of-area siblings; however, there was recognition of the significant impact that sibling displacement did have on the lives of families.

The Children and Young People Overview and Scrutiny Committee expressed its gratitude to the Task and Finish Group for reviewing the complex and sensitive issue of sibling displacement and:

- 1) Approved Recommendations 1 and 3 (unanimous);

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- 2) Approved Recommendation 2 (3 in favour, 1 against and 5 abstentions); and
- 3) Agreed that the following recommendation be added to the final report of the Task and Finish Group and be approved (unanimous):

That Cabinet, if in approval of the report's recommendations, requests that the Portfolio Holder for Education and Learning commissions the work necessary so that revised school admissions arrangements for 2016/17 can be published for statutory public consultation in November 2014.

7. 16-19 Year Old NEETs (Not in Education, Employment or Training)

The Committee received a report from Sarah Bradwell, Partnerships Manager (Secondary Education Phase), which outlined the latest Department for Education (DfE) performance data for Warwickshire, in respect of the number of 16-19 year-olds Not in Education, Employment or Training (NEET). In summary, Warwickshire had experienced its first increase in NEETs since 2006/07 with a recorded 5.5% of young people (approximately 1,010) identified as NEET, compared to 3.6% in 2012/13. This had placed Warwickshire in a joint 8th position within its 11 statistical neighbours.

The increase in the number of NEETs was attributed to an intensive tracking exercise, focusing predominantly in Nuneaton and Bedworth, which had identified a proportion of 'Not Known' young people as NEET; therefore the county's number of 'Not Knowns' had decreased and the number of NEETs had increased. The identification of these young people was the essential first step in providing support and assistance to help them access positive opportunities. In addition, the Department for Education methodology for capturing data had changed, which had in some cases increased the NEETs figures.

A discussion took place with regard to the number of young people in years 7 and 10 who met the 'risk of becoming NEET indicator' (RONI). In June 2014, each secondary and special school was provided with a report highlighting the number of young people at risk, to encourage targeted and preventative activity. In addition, a Careers Forum for secondary and further education professionals had been established to share best practise ideas regarding early intervention methods and activities for young people at risk. This had been extended to involve Coventry professionals and further the sharing of ideas across the sub-region. Members noted that there were ten indicators that were used to identify the risk of NEET and that the prevalence of certain indicators may be greater in certain areas of the county.

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In response to a question raised, members were advised that schools had been provided with support and guidance regarding young people who had not achieved Grade C English and Maths at GCSE and were now required to enrol on a post-16 study programme to achieve those grades.

The Children and Young People Overview and Scrutiny Committee agreed to note the report and requested that:

- 1) A Briefing Note outlining the next round of Department for Education NEETs data be provided in February 2015; and
- 2) The next annual report on the number of NEET young people be presented in June 2015.

8. Academies and Free Schools Scrutiny Action Plan

Nigel Minns provided members with an update on the nine recommendations arising from the review of Academies and Free Schools which had been undertaken in July 2012. He explained that the education landscape had changed significantly since the time of the scrutiny review and that a number of lead officers, who had been assigned to implement the recommendations, were no longer employed by the County Council.

With regard to Recommendation 2, members requested that the event be scheduled at the earliest opportunity and include a focus on the role of elected members as 'champion of the learner', as outlined at Recommendation 4.

The Committee expressed concern that despite receiving approval from Cabinet in March 2013, the recommendations were yet to be fully implemented. The Portfolio Holder for Health was asked to make Cabinet aware of the delay and provide assurances that this issue would be addressed.

A discussion took place with regard to the scrutiny of academies. Nigel Minns explained that published data was used to monitor performance and the local authority had a role in assessing the delivery of statutory services, such as Special Educational Needs provision. The Department for Education had stipulated that local authorities did not have a role in the school improvement activity of academies; however, local authorities would be judged on their ability to scrutinise academies as part of the Ofsted inspection framework, so a balance between the two had to be achieved. Members were advised that the Regional Schools Commissioner would be invited to Warwickshire to discuss the performance of three academies, about which the County Council had performance concerns.

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The Children and Young People Overview and Scrutiny Committee noted the updated Scrutiny Action Plan and agreed:

- 1) That no recommendations had been fully implemented;
- 2) To request that the Portfolio Holder makes Cabinet aware of the delay in the implementation of the nine recommendations and asks Cabinet to provide assurances that this issue would be addressed;
- 3) Request a Briefing Note on the findings of the Review of School Improvement; and
- 4) Request a Briefing Note on the role of the Regional Schools Commissioner.

9. Proposed Changes to Home to School Transport Policy

Nigel Minns provided an update on latest position with regard to the forthcoming consultation on the Home to School Transport Policy. He explained that it was probable that the proposed decision for the Portfolio Holder for Education and Learning scheduled for 24th October 2014, to agree the consultation exercise, would be deferred.

It was reported that work was currently being undertaken by officers to understand a range of complex issues which would require greater evaluation before potential savings and realistic timescales could be finalised; however, the proposed consultation document would be shared with the Committee prior to approval. Nigel Minns explained that the first savings target related to the 2015/16 financial year. Members noted that the significant reduction in the budget for transport for Special Educational Needs pupils had generated considerable discussion at the time of the decision.

The Children and Young People Overview and Scrutiny Committee agreed to note the verbal update and request that a report detailing the consultation exercise proposals be presented, once available.

10. Draft Schools Sufficiency Strategy

The Committee considered the draft Schools Sufficiency Strategy. June Maw, Interim Service Manager, School Organisation and Planning, explained that the purpose of the Strategy was to outline how the County Council would plan and provide sufficient places for all mainstream schools in partnership with a range of stakeholders and through the provision of capital funding. The forecast for required school places would be calculated based on GP registration data, schools admissions data and housing development proposals. The

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evidence base would be refreshed on an annual basis according to the timescale in the capital planning cycle following the revision of pupil forecast. June Maw explained that subject to Cabinet approval on 18th September 2014, the draft Strategy would be shared with all key partners and stakeholders.

During the ensuing questions and discussion, the following points were noted:

- 1) A number of secondary schools were permitted to enrol pupils over the stated capacity limit if they could provide assurances that this was not detrimental to the standard of education.
- 2) The funding lag, which was the time between school expansion and the receipt of developer contributions, was currently being assessed by the Head of Finance. It was important that decisions regarding schools expansions were made at the right stage while acknowledging the timescales for the completion of housing developments. The risk of a funding gap between the level of developer capital receipts and the level of school expansion required to meet the increase in local demand was a further issue that had been identified.
- 3) The opportunity for infant schools to expand into primary schools was currently being assessed as a possible solution to address significant shortages in certain areas of the county, such as Rugby West.
- 4) The implications of the Community Infrastructure Levy were dependent on the approach adopted by each of District and Borough Councils' planning teams, who would have greater discretion to determine how the Levy should be allocated for infrastructure projects.

A discussion took place with regard to the proposed consultation on the draft Strategy. Members were reassured that the consultation would be promoted as widely as possible and involve school governors and elected members. June Maw advised that officer teams would be used effectively to ensure that the consultation was robust and that solutions to capacity issues could be identified and implemented in a timely manner.

The Children and Young People Overview and Scrutiny Committee noted the draft Strategy and agreed to submit the following recommendation to Cabinet on 18th September 2014: *That Cabinet ensures that the consultation exercise for the draft Schools Sufficiency Strategy is well planned, robust and as inclusive as possible.*

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11. Strategy for Vulnerable Learners

The Committee considered the draft Vulnerable Learners Strategy which outlined the strategic direction, objectives and commissioning intentions to improve outcomes for vulnerable and disadvantaged learners. The draft Strategy, which was underpinned by the County Council's Education Vision, would be subject to a pre-consultation exercise with elected members, schools and other key stakeholders.

Nigel Minns explained that the Strategy both clarified the role of schools in supporting vulnerable learners and stipulated a range of expectations that each school would be required to achieve. The County Council had committed £500,000 to support bids from the school improvement Consortia and £50,000 to supported targeted schools to engage with the Achievement for All programme.

In response to a question raised regarding the Pupil Premium, members were informed that schools were granted £1,800 per eligible pupil and expenditure would be monitored by the Learning and Improvement officers, to assess how the funding had improved outcomes for vulnerable learners. £100 of the funding (per pupil) was retained for a dedicated advisory service to schools regarding the appropriate and positive expenditure of the Pupil Premium.

Members highlighted an ambition of the Strategy to fully 'close the gap' in the school attainment of disadvantaged children. Nigel Minns accepted that this was an ambitious target and considered that positive work could be undertaken to achieve that aim, as far as possible.

The Children and Young People Overview and Scrutiny Committee agreed to note the report and request that the post-consultation version of the Strategy be presented, once available.

12. Any Urgent Items

None.

13. Date of Next Meeting

The Children and Young People Overview and Scrutiny Committee noted that the date of the next meeting had been scheduled for 4th November 2014, commencing 10.00 a.m. in Committee Room 2, Shire Hall.

The Committee rose at 3.40 p.m.

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Chair

Children and Young People Overview and Scrutiny Committee

4th November 2014

Questions to Cabinet and Portfolio Holder

Recommendations

That the Children and Young People Overview and Scrutiny Committee consider the forthcoming Cabinet and Portfolio Holder decisions relevant to its remit, asking any relevant questions and considering areas for further scrutiny, where appropriate.

1.0 Cabinet and Portfolio Holder Decisions

- 1.1 The decisions relevant to the remit of the Committee are listed below. Members are encouraged to seek updates on decisions and identify topics for pre-decision scrutiny. The Portfolio Holder for Education and Learning may be in attendance at the meeting to answer any questions from the Committee.
- 1.2 The list was last updated from the Forward Plan on 23rd October 2014.
(*Key decision)

| Decision | Description | Date due | Cabinet / PfH |
|----------------------------------|---|--------------------------------------|---------------|
| School Improvement Strategy | The strategy will outline how the LA will seek to work in partnership with Good and Outstanding schools recognising them as exemplars of good practice, brokering their support as appropriate into schools causing concern and seeking a contribution for them to create a self-improving school system; work with Consortia Leads; and schools deemed Requiring Improvement or Inadequate will be allocated a Learning Support Officer to Challenge the school and Monitor progress | 13 th November 2014 | Cabinet |
| The Schools Sufficiency Strategy | To report the findings of consultation around the draft Schools Sufficiency Strategy. | 13 th November 2014 | Cabinet |

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| <p>School Admission Arrangements - 2016/17 (Including Admission to Nursery Schools)</p> | <p>This report will be seeking permission to consult on the admission arrangements for schools where Warwickshire Council is the admission authority, the local authority's coordinated admissions scheme, and a revised policy for admission to Nursery Schools.</p> | <p>21st November 2014</p> | <p>Portfolio Holder</p> |

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**Warwickshire All Age Autism Strategy (2014-2017)
and Delivery Plan**

Recommendations

That the Children and Young People Overview and Scrutiny Committee:

- 1.) Note the content of this report and agree timescales for future updates on the implementation of the delivery plan and strategy progress;
- 2.) Consider appropriate representation for membership on the Autism Partnership Board; and
- 3.) Consider the updated Scrutiny Action Plan and whether any of the recommendations have been completed.

1.0 Background

- 1.1 Over the past year, extensive work has been undertaken to develop our local All Age Autism Strategy which was approved by Cabinet on 8 May 2014 and endorsed by Warwickshire's three CCG (Clinical Commissioning Group) Governing Bodies.
- 1.2 This strategy meets our statutory requirement as outlined in the Autism Act 2009 and the national Adult Autism Strategy, 'Rewarding and Full Filling Lives 2010' which places a legal duty on all local authorities to develop and implement a local autism plan in partnership with health.
- 1.3 It provides a clear and consistent joined up approach to support throughout a person's life. It also highlights the importance of personalised services and support offering individual's more choice and control, with a particular emphasis on a clear plan and support when moving from children's to adult's services.
- 1.4 At the Children and Young People Overview and Scrutiny Committee in April members were given an opportunity to review the Autism strategy. From this review three recommendations were put through to Cabinet.
- 1.5 In May alongside the Autism strategy Cabinet approved the three recommendations. It was requested that updates on the implementation of these recommendations and the intended outcomes outlined in the delivery

plan would be provided at future Overview and Scrutiny meetings to track progress.

- 1.6 Section two provides an update on the three recommendations made by Overview and Scrutiny. **Appendix A** outlines areas of the delivery plan where work has started to take place.

2.0 Update on Recommendations

- 2.1 ***Recommendation 1: That an analysis of the unemployed population be undertaken, through the relevant agencies, to identify individuals with undiagnosed ASD.***

From April 2015 CCGs have endorsed the commissioning of an adult diagnostic pathway to be in place across Coventry & Warwickshire. With this in place GPs will have the function to code individuals with a diagnosis on their system which will provide data to evidence the number of people referred and/or diagnosed.

The ability to identify individuals who have undiagnosed ASD will be very challenging however we propose to discuss this with members of the Autism Partnership Board (APB) at meetings to determine how this data can be recorded and captured and what networks and partnerships need to be established. We will also work with Job Centre plus and other local employment centres to track those with autism and how they access employment and the longevity of this. In addition, we will work with agencies to identify those who 'may' be defined as being on the autistic spectrum and again track their progress towards and into employment.

- 2.2 ***Recommendation 2: That key targets and/or measures be identified by the Autism Partnership Board in order to monitor the progress of the Strategy Delivery Plan.***

As outlined in the strategy it is an intention that an Autism Partnership Board be established to oversee the implementation of the delivery plan. In September Coventry City Council confirmed that it was their intention to adopt the strategy and work in partnership to deliver the key strategic objectives. In the week beginning 22nd Sept an advert inviting customers/carers to be a member and/or apply for role of co-chair was distributed (this was promoted via Autism website, WCAVA, Grapevine, Autism West Midlands, Health Watch, Learning Disability Partnership Board, schools, those who expressed an interest at consultation stage, family carer groups, WREP etc.) with a deadline for submissions of Friday 24th October.

In the week beginning 6th October an advert inviting key stakeholders was distributed (including providers, CCGs, Mental Health Commissioning group, elected members, schools, colleges, police, district and borough housing, WCC colleagues etc.) with a deadline for submissions of Friday 24th October.

In Warwickshire work has started to engage with individuals with autism – this has consisted of starting to network and make contacts with existing groups for autism. Grapevine is contracted across Coventry and Warwickshire to support people with Learning Disabilities and Autism to gain independence and become engaged in the community. Currently they are engaging with approximately ten people however it is expected that this will continue to increase as work progresses and the Partnership Board is set up.

Dependant on the level of demand/interest from the activities described above and the outcome of an informal recruitment process, this is likely to impact on the timescales for the first Board meeting. It is anticipated that the first meeting will take place early December. One of the first tasks of the board will be to review the delivery plan and prioritise work-streams moving forward. This will include identifying key targets and measures.

This Board will play a key role overseeing the implementation of the delivery plan and will be the forum where the established subgroups report on activity and progress of each of the strategic aims.

2.3 Recommendation 3: That the Autism Partnership Board also include elected member representation.

To ensure that the Board has representation from key stakeholders for both Adults and Children’s elected members were invited to express an interest when the advert was sent out week beginning 6th October. (Email was sent to Member all email group and directly to local MPs).

Background Papers:

None.

Appendices:

Appendix A – All Age Autism Strategy Delivery Plan

Appendix B – Scrutiny Action Plan

| | Name | Contact Information |
|--------------------|--------------------|--|
| Report Author | Lisa Lissaman | lisalissaman@warwickshire.gov.uk , 01926 742971 |
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| Portfolio Holder | Cllr Josie Compton | josecompton@warwickshire.gov.uk |

Delivery Plan update

The following table lists the intended outcomes from the All Age Autism Delivery Plan were activity has started to take place.

Strategic Objective 1

Develop a clear and consistent pathway including offer of support following diagnosis.

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| 1.1 | Establish the revised assessment process for the (0-5 years) diagnostic pathway across the county to ensure equity of provision. | Hours from the South have been re-distributed to the North of the county to align resources equitably. Awaiting information on the impact on ASD (Autism Spectrum Disorder) assessment waiting times for under 5 year olds. |
| 1.2 | Review the level of demand for assessments for the (5-18 years) diagnostic pathway to inform the implementation of the revised assessment model. | WCC is currently actively supporting CWPT (Coventry & Warwickshire Partnership Trust) to develop a proposal for the revised ASD pathway. |
| 1.3 | Continue to develop and implement a local diagnostic pathway for adults with autism, providing a step by step guide of the whole process. | Work is underway with Coventry City Council colleagues and health partners to develop the pathway and it is intended that it will be in place from April 1 st 2015. |
| 1.5 | Ensure that each commissioned service which provides information and advice across Warwickshire provides a range of information detailing local services and support, including links to support networks across the county. | Development of the on line autism portal is on hold at present, as this needs to align with the diagnostic pathway to support GPs with the initial screening process and signposting. Once the 1 st April 2015 is confirmed work will take place to facilitate this. |
| 1.6 | Work with sub-regional colleagues in Solihull and Coventry to offer training to GPs, mental health practitioners and local authority teams to make sure they have the right skills and knowledge to support the diagnostic process. | Warwickshire, Coventry and Solihull have reviewed a number of e-learning options for GPs which would be hosted on the portal. |
| 1.7 | Arrange parent training sessions through development of a social enterprise. Taught by people with autism | Interviews have taken place during September to commission an Autism trainer to support/train both existing and new |

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| | and their family members. | parents/customers/carers to co-deliver Autism Awareness training to frontline staff. Co-facilitators will work co-productively with the trainer to develop the programme and deliver the sessions over the next twelve months to a range of organisations including, health and social care, criminal justice system, housing, employment, education etc. |
| 1.8 | Following agreement of diagnostic pathway model for adults, design and launch an online information and advice portal providing a range of information on services and support for people with autism, their families, providers and organisations in partnership with Coventry. | See update for 1.5 |
| 1.9 | Endorse NICE clinical guidelines and quality standards for autism including the recognition, referral, diagnosis and management of children and adults on the autistic spectrum. | The NICE Quality standards will be discussed by the Autism Partnership Board before any decision is made regarding associated action. |

Strategic Objective 2

Increasing Awareness & Understanding of Autism

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| 2.1 | Develop a training programme delivered by people with autism and families raising awareness and educating frontline staff about autism. | Autism Co-facilitators programme mentioned in 1.7. Community Catalysts have conducted an options analysis exercise to look at the viability and sustainability of a social enterprise model for this group which would form part of a wider Co-production Hub. |
| 2.2 | Continue to offer 'Parent training' sessions to parents post diagnosis | It is the intention that the parent training will also include involvement from our Co-facilitators who will be bringing their lived experiences of autism. |
| 2.5 | Develop and offer specialist autism training for those health, social care and educational staff who diagnose or support people with autism, including the use of e-learning | New specialist Autism training provider has recently been commissioned to support the delivery of the progression plan for staff. Dates to start delivering the programme should be agreed soon and advertised out to staff with a view to dates being available from mid Nov. The programme to support the |

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| | packages and sensory training for social care practitioners to better understand an individual's sensory needs. | on-going development of our experts is being established and will take place very soon, which will in turn give the experts the opportunity of working with the new training provider ahead of delivering the training. Another training programme is being developed to support our new cohort of experts who have just been recruited. |
| 2.6 | Continue to develop strong links with all professions and organisations to increase the level of understanding and skills to support people with autism. | Expressions of interest have been distributed; deadline for applications is Friday 24 th October |

Strategic Objective 3

Education, Learning & Employment

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| 3.1 | Ensure that children and young people will have an integrated plan (single plan) of support to meet all of their needs and allow them to make as much progress as possible. That all organisations, throughout the life of the child from 0 – 25 will work towards the same single plan agreed with the young person and their parents. | Warwickshire is currently out to consultation on the local offer - which is the services we here in Warwickshire have on offer across education, social care and health for children with SEND. EHC plans commenced for new referrals on 1st September. All existing statements will be converted over the next few years. |
| 3.8 | Re-design an employment offer which will offer work based support for people with disabilities including autism. This service will ensure that employees with autism can gain and maintain a job, including job coaching, work experience and opportunities for self-employment. | Warwickshire Employment Support Service (WEST) is working closely with the Autism team to support people with autism who are FACs eligible to gain/maintain employment. Rethink are contracted to support people with Mental Health to gain/maintain employment. Data for both of these services is below. Warwickshire Employment Support Service (WEST) Out of approximately 120 live cases the WEST team are supporting 20 customers in the North of the County and 22 in the South with Autism. Mental Health Employment Service – Rethink |

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| | | <p>So far this year Rethink has had six referrals which highlighted Asperger's/Autism. Currently within the service they are supporting three people with MH and Asperger's/Autism.</p> <p>Rethink have found that behaviours associated to autism can be a barrier to gaining work/support. To support these individuals staff have undergone training to understand some behaviour to enable them to work in a different way to combat these barriers.</p> |
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Strategic Objective 4

Transition into Adulthood

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| 4.2 | <p>Commission a user led organisation to provide peer to peer early intervention support to people with autism that enables them to earn, live and work locally with a clear focus on preventing escalation of need. This service will also work with people with autism to support themselves within community settings, with a focus on improving social skills and supporting people to feel safe within their local communities. As well as looking at opportunities for employment and/or further education. This will operate as a short term intervention service and will reduce the need for longer term reliance on services.</p> | <p>Capital and revenue funding has been ring fenced as part of a Community Initiative Fund referred to as 'New Sparks'. The funds will be used to provide targeted investment, accessed through a competitive bidding process, to local organisations to develop non-traditional, innovative, preventative support to people of all ages.</p> <p>Plans for this fund are currently being taken through WCC People Group approval process. Going to Investment Board on 17th October and GLT on 30th Oct, after which we will seek approval to proceed from Cabinet.</p> |
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Strategic Objective 5

Access to Services & Support

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| 5.3 | Ensure that all staff who support people with autism undertake appropriate training and development | A DRAFT Autism Learning and Development plan has been produced indicating the various levels of progression. |
| 5.6 | Commission a framework of support providers for vulnerable adults, including people with autism, in crisis or whose needs are on a borderline of the FACs (Fair Access to Care) eligibility criteria for services or support. | Agreement has been given to commission a framework of support providers for vulnerable adults. To ensure that people are given an opportunity to express their views on what the service should look like a consultation exercise will take place Monday 20 th October and finish on Friday 28 November 2014. |

Strategic Objective 6

Community Life (Social Inclusion)

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| 6.2 | Work with the voluntary and community sector to explore ways for local autism social and support groups to be further developed for all age groups including older people with autism | <p>The review of community hubs is underway, with existing services contracted until June 2016 to allow for this review to take place.</p> <p>Work is ongoing under BCF scheme 2 'Promoting Independence through Self-management and Community Resilience'. We will</p> <ul style="list-style-type: none">• Work with the voluntary and community sector to develop a community and voluntary sector support offer that ensures people can maximise their independence within their local community, remain independent and to prevent escalation of need in to statutory services.• Redesign our voluntary sector infrastructure support services to align with this approach and ensure they are positioned to support the local |
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| | | <p>community and voluntary sector to respond to this agenda / approach.</p> <ul style="list-style-type: none"> • Build community capacity through targeted investment to stimulate individuals, local communities and small enterprises to develop / provide a range of support order to: <ul style="list-style-type: none"> - Promote health and wellbeing - Maximise independence - Reduce social isolation - Support and improve access to community resources - Prevent and delay people from accessing health and social care funded services <p>Through this work we will work with the community sector to explore ways for local autism social and support groups to be further developed for all age groups including older people with autism.</p> <p>Capital and revenue funding has been ring fenced as part of a Community Initiative Fund referred to as 'New Sparks'. The funds will be used to provide targeted investment, accessed through a competitive bidding process, to local organisations to develop non-traditional, innovative, preventative support to people of all ages. This will include support for people with autism</p> <p>Plans for this fund are currently being taken through WCC People Group approval process. Going to Investment Board on 17th October and GLT on 30th Oct, after which we will seek approval to proceed from Cabinet.</p> |
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Community Life (Housing Support)

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| 6.8 | Support people with Autism (where appropriate) to move from residential care to independent/supported living | 8 sites have been awarded through the recent specialised housing with care tender, award letters were distributed Sept 2014. |
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| | | The new supported living framework for people with learning disabilities and/or autism is now operational. 42 providers are on the framework. |
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Community Life (Keeping Safe)

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| 6.12 | Increase publicity of Safe Places Scheme and ensure that people with autism know where their local Safe Places are located within their local community. Work with service providers to actively promote the scheme to people they support. | The Safe Place team and Champions are working in partnership with Warwickshire Police to deliver 6 sessions during Oct & Nov 2014 within the Special Schools across Warwickshire to raise awareness of the Safe Place Scheme. There are currently 80 Safe Places across Warwickshire. |
| 6.15 | Continue to provide opportunities for empowering people with autism and their families to get involved in co-producing future services and support | Adult Autism support networks will be involved in co-producing the new Vulnerable Adults Framework service specification. Autism Co-facilitators programme – co-facilitators have been actively involved in the tender evaluation process of the trainer commission. As well as co-producing the programme and co-delivering the sessions. Elected Members session – on 23 October 2 Co-facilitators (parents of a child and an adult with autism) will be presenting an Autism Awareness session to elected members which they have co-designed and developed. |

Strategic Objective 7

Supporting carers and families of people with autism

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| 7.1 | Ensure the needs of carers of people with | Warwickshire's Carers Strategy is dated 2012 – 2015 and is therefore due to |
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| | <p>autism are used to help shape the review of countywide carers support service</p> | <p>be refreshed in 2015. In addition, the current Carers Support Service contract expires on 31st June 2015. Therefore the existing strategy and commissioned service will be reviewed and redesigned over the next 12 months.</p> <p>Carers services have been drawn into the Better Care Fund (BCF) as Warwickshire's intention is that supporting carers be an integrated provision. Within the framework of the BCF we will put strong mechanisms in place to support informal carers and work across the health and social care economy to minimise the impact of illness and disability on a carer's life. Through the BCF we will be carrying out a thorough review of our current strategy and carers support services in light of new duties/requirements of the Care Act in relation to carers, and ensuring we develop an approach that is fit for purpose, offers real and accessible support to informal carers and prepares Warwickshire for the increasing 'care gap'. This review and redesign involve consultation and engagement with carers, including consultation of carers of people with specific conditions, such as autism. This will also involve collaboration with commissioning partners to maximise the outcomes from previous and future engagement activities with adults and carers of adults with autism.</p> |
| 7.2 | <p>Ensure the work to develop post diagnostic support services takes into account carers needs for information, advice and support. Carer assessments should form part of this support and it needs to be considered where best this should take place and who should conduct these assessments so that carers are not repeating themselves and get the right support at the right time by those best skilled to assess and advise them.</p> | <p>We currently commission Guideposts to provide a support service for carers, including:</p> <ul style="list-style-type: none"> •• Information and advice on all aspects of the caring role; •• 1-to-1 and peer-led support; •• Practical and emotional support, including training sessions. <p>Targets have also been set for the following:</p> <ul style="list-style-type: none"> • Training sessions: Caring with Confidence (20 pa), Moving and Handling (10 pa), Dementia (10 pa), Mental Health (10 pa), Stroke (10 pa), Reablement (10 pa), Bills to Wills (5 pa). • Peer-led support group sessions: Mental Health (30 pa), Dementia |

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| | | <p>(30 pa), Learning Disability (30 pa), Older people (30 pa), Autism (30 pa), Generic (30 pa), Workplace (20 pa).</p> <ul style="list-style-type: none"> • Number of referrals (1,000 pa). • Number of instance of support per year (12,000 pa). |
| 7.3 | Ensure that there are a range of short break services are available to people with autism who may wish to purchase their own service/support using direct payment | The new short breaks framework for children and adults with disabilities, including those with autism, is now operational, The framework is split into lots and each lot has a number of providers promoting an exciting variety, choice and flexibility of provision for people in Warwickshire. Customers, parents and carers will have the ability to mix and match their short breaks in line with their individual needs, circumstances and preferences, maximising their personal budget allocation. The short break services providers are offering can be experienced on an individual or group, or planned or emergency basis: activity holidays with people with similar needs and interests, activity and new learning experiences and a wide range of supported sports, social, horticultural and leisure opportunities. Purchasing short breaks through direct payments is being actively promoted. |
| 7.4(2) | There are current opportunities and channels to review the quality of services | Peer Review programme – a new trainer is being commissioned for this programme and following this a recruitment process will be undertaken to increase the numbers of peer reviewers this will open to adults with autism and carers of people with autism. |

**Scrutiny Action Plan
All Age Autism Strategy**

| Recommendation | | Cabinet Comments | Lead Officer | Target Date for Action | OSC Update | Progress Notes |
|----------------|--|-------------------------------------|---------------|------------------------|-------------------------------|--|
| R1 | That an analysis of the unemployed population be undertaken, through the relevant agencies, to identify individuals with undiagnosed ASD. | Approved – 8 th May 2014 | Lisa Lissaman | TBC | 4 th November 2014 | <p>From April 2015 CCGs have endorsed the commissioning of an adult diagnostic pathway to be in place across Coventry & Warwickshire. With this in place GPs will have the function to code individuals with a diagnosis on their system which will provide data to evidence the number of people referred and/or diagnosed.</p> <p>The ability to identify individuals who have undiagnosed ASD will be very challenging however we propose to discuss this with members of the Autism Partnership Board (APB) at meetings to determine how this data can be recorded and captured and what networks and partnerships need to be established. We will also work with Job Centre plus and other local employment centres to track those with autism and how they access employment and the longevity of this. In addition, we will work with agencies to identify those who 'may' be defined as being on the autistic spectrum and again track their progress towards and into employment.</p> |
| R2 | That key targets and/or measures be identified by the Autism Partnership Board in order to monitor the progress of the Strategy Delivery Plan. | Approved – 8 th May 2014 | Lisa Lissaman | TBC | 4 th November 2014 | <p>As outlined in the strategy it is an intention that an Autism Partnership Board be established to oversee the implementation of the delivery plan. In September Coventry City Council confirmed that it was their intention to adopt the strategy and work in partnership to deliver the key strategic objectives.</p> <p>In the week beginning 22nd Sept an advert inviting customers/carers to be a member and/or apply for role</p> |

**Scrutiny Action Plan
All Age Autism Strategy**

| Recommendation | Cabinet Comments | Lead Officer | Target Date for Action | OSC Update | Progress Notes |
|----------------|------------------|--------------|------------------------|------------|--|
| | | | | | <p>of co-chair was distributed (this was promoted via Autism website, WCAVA, Grapevine, Autism West Midlands, Health Watch, Learning Disability Partnership Board, schools, those who expressed an interest at consultation stage, family carer groups, WREP etc.) with a deadline for submissions of Friday 24th October.</p> <p>In the week beginning 6th October an advert inviting key stakeholders was distributed (including providers, CCGs, Mental Health Commissioning group, elected members, schools, colleges, police, district and borough housing, WCC colleagues etc.) with a deadline for submissions of Friday 24th October.</p> <p>In Warwickshire work has started to engage with individuals with autism – this has consisted of starting to network and make contacts with existing groups for autism. Grapevine is contracted across Coventry and Warwickshire to support people with Learning Disabilities and Autism to gain independence and become engaged in the community. Currently they are engaging with approximately ten people however it is expected that this will continue to increase as work progresses and the Partnership Board is set up.</p> <p>Dependant on the level of demand/interest from the activities described above and the outcome of an informal recruitment process, this is likely to impact on the timescales for the first Board meeting. It is anticipated that the first meeting will take place early</p> |

**Scrutiny Action Plan
All Age Autism Strategy**

| Recommendation | | Cabinet Comments | Lead Officer | Target Date for Action | OSC Update | Progress Notes |
|----------------|---|-------------------------------------|---------------|------------------------|-------------------------------|---|
| | | | | | | <p>December. One of the first tasks of the board will be to review the delivery plan and prioritise work-streams moving forward. This will include identifying key targets and measures.</p> <p>This Board will play a key role overseeing the implementation of the delivery plan and will be the forum where the established subgroups report on activity and progress of each of the strategic aims.</p> |
| R3 | That the Autism Partnership Board also include elected member representation. | Approved – 8 th May 2014 | Lisa Lissaman | TBC | 4 th November 2014 | To ensure that the Board has representation from key stakeholders for both Adults and Children's elected members were invited to express an interest when the advert was sent out week beginning 6 th October. (Email was sent to Member all email group and directly to local MPs). |

Children and Young People Overview and Scrutiny Committee

4th November 2014

Work Programme 2014/15

Recommendations

That the Children and Young People Overview and Scrutiny Committee:

- 1) Approves the updated Work Programme 2014/15;
- 2) Notes the update on the Transition of Mental Health Services Task and Finish Group;
- 3) Notes the arrangements for attendance at the Skills Show on 14th November 2014; and
- 4) Notes the update on recommendations and actions previously agreed.

1.0 Work Programme 2014/15

- 1.1 The updated Committee Work Programme for 2014/15 is attached at **Appendix A**.

2.0 Briefing Notes

- 2.1 The following Briefing Notes have been circulated since the last meeting of the Committee:
 - Child Sexual Exploitation in Rotherham – 8th September 2014
 - Adoption Performance - 15th October 2014
- 2.2 Members are asked to consider whether they wish to undertake further scrutiny of any of the above topics.

3.0 Transition of Mental Health Services Task and Finish Group

- 3.1 The Task and Finish Group last met on 15th August to discuss a series of site visits which will be undertaken during September. As part of the review, members will be engaging directly with service users (and will receive training

beforehand) and HealthWatch has devised a number of short questions for the young people to respond to. It was anticipated that the review would be completed in October 2014. The timeline for the completion of the review has been extended due to the work that has been taking place around the CAMHS (Child and Adolescent Mental Health Services) redesign. It is anticipated that the review will be completed before the end of 2014.

- 3.2 Warwickshire Children and Voluntary Youth Services (WCVYS) have carried out a number of community engagement events with service users and stakeholders. Warwickshire County Council has also completed a survey with schools, GP's and the voluntary and community sectors to gather evidence around current mental health services for children, including transitions. The data from the events and survey is currently being analysed and will be presented to the Task and Finish Group at a meeting on 12th November 2014. The Task and Finish Group will also meet with the three CCG's (Clinical Commissioning Groups) and with the Coventry and Warwickshire Partnership Trust.
- 3.3 As this is a joint review of the Children and Young People and the Adult Social Care and Health Overview and Scrutiny Committees, it is suggested that a joint meeting be arranged to consider the final report and recommendations of the Task and Finish Group, to provide both Committees the opportunity for due consideration and discussion of the outcome of the review, prior to submission to Cabinet.

4.0 Skills Show, 14th November 2014

- 4.1 The Chair and Spokespersons of the Committee have agreed to attend the Skills Show which is being held at the Birmingham NEC 13th to 15th November.
- 4.2 Confirmed attendees to the Skills Show on the 14th November are Councillor Jenny St. John, Councillor John Whitehouse, Councillor Dave Parsons, Councillor Peter Fowler, Councillor Bob Hicks and Ben Patel-Sadler (Democratic Services Officer).
- 4.2 *"The Skills Show, the nation's largest skills and careers event, is helping to shape the future of a new generation. Attracting over 75,000 visitors, the show provides hands-on experiences that inspire young people to explore further education, skills and Apprenticeships. The Skills Show is part of Find a Future, the organisation which brings together the nation's flagship skills and careers experiences."* www.theskillsshow.com
- 4.3 Due to the number of members attending (x5) there will be no minibus provided from Shire Hall to transport colleagues to the NEC. Attendees have been advised on the transport options available to them and have been encouraged to car share if driving to the venue.

5.0 Recommendations and Action Plan

5.1 Attached at **Appendix B** is the document which helps the Committee to keep track of recommendations and requests that it has made. The document is regularly updated and presented to each Committee meeting, so that members can track progress and determine whether any further action is required.

6.0 Dates of Future Meetings

6.1 Future meetings of the Committee have been scheduled for 10.00 a.m. on the following dates:

- 6th January 2015
- 7th April 2015
- 2nd June 2015
- 22nd September 2015
- 17th November 2015
- 12th January 2016
- 1st March 2016

Appendices:

Appendix A – Work Programme 2014/15

Appendix B – Recommendations and Actions 2014/15

| | Name | Contact details |
|---------------------------|---------------------|--|
| Report Author | Ben Patel-Sadler | benpatelsadler@warwickshire.gov.uk |
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| Strategic Director | David Carter | davidcarter@warwickshire.gov.uk |
| Portfolio Holder | Councillor Kam Kaur | cllrkamkaur@warwickshire.gov.uk |

**Children and Young People Overview and Scrutiny Committee
Work Programme 2014/15**

| Item | Report detail | Date of last report | Date of next report |
|--|--|---|--|
| Questions to the Portfolio Holders / Forward Plan | Report which includes Forward Plan decisions relevant to the remit of the Committee. (Ben Patel-Sadler) | N/a | * Standing item for every meeting |
| Joint Strategic Needs Assessment | There will be a full review of the JSNA in 2015, focusing on the last three years work/products. The update is to be presented to the Health and Wellbeing Board in May (2014) and will cover the current 5 themes and 10 topics. It is recommended that a joint meeting with the ASC&HOSC is held towards the end of the year (October/November) to consider the review. (Ben Patel-Sadler / Ann Mawdsley) | N/a | Additional single item meeting in Oct/Nov – date TBC |
| Transition of Children to Adult Mental Health Services | Report of the joint Task and Finish Group with the OSC, Adult Social Care and Health OSC and Health Watch to review the transition of children to adult mental health services. Possible joint OSC meeting to approve. (Ann Mawdsley) | Agreed by OSC – 22 nd January 2015 | Joint meeting with ASC&HOSC – TBC |
| Referral from Regulatory Committee | The Committee to consider the referral from the Regulatory Committee in respect of a compensation payment hat has been made to a parent following their complaint that the County Council failed to fulfil its statutory duty to provide their child with suitable education. The Children and Young People OSC is asked to review the process that the County Council has in place when dealing with ad hoc requests for school places. (Steve Pendleton) | N/a | 4 th November 2014 |
| Children's Social Care Complaints | To consider the extent and nature of complaints regarding Children's Social Care, with further detail on those complaints that are regarded as 'high risk' and that are not resolved in the first stage. (Karen Smith) | N/a | 4 th November 2014 |

**Children and Young People Overview and Scrutiny Committee
Work Programme 2014/15**

| Item | Report detail | Date of last report | Date of next report |
|---|--|-------------------------------|-------------------------------|
| Performance of Warwickshire C&YP in National Tests and Examinations | To consider the annual report on school attainment. Primary school data available by January and Sixth Form data by March. Headline data to go to members in November, what is the value added. Final data really available in June. (Nigel Minns) 3 rd June 2014 – request that the report include clarity on the County Council's strategy for how members, as 'Champion of the Learner', could successfully address school underperformance. | 6 th November 2013 | 4 th November 2014 |
| School Performance and Improvement | To receive a report on the current arrangements and resources for the School Improvement team and an overview of performance in each district/borough (building on the data in the Schools Dashboard) to identify any key performance issues/trends. (Graham Pirt) | N/a | 4 th November 2014 |
| Area Behaviour Partnerships | To consider an annual update on the progress of the ABPs, focusing on the performance, how any issues with underperformance have been addressed and what the impact of performance has been on young people. (Steve Pendleton) | 6 th November 2013 | 4 th November 2014 |
| All Age Autism Strategy | To consider an update on the Delivery Plan, the achievement of key outcomes and the three recommendations from the Chair & Spokes. (Lisa Lissaman) | N/a | 4 th November 2014 |
| Warwickshire Safeguarding Children Board | To receive the Annual Report 2014 (Wendyb Fabbro / Cornelia Heaney) – no need to go through CMIS. | N/a | 4 th November 2014 |
| SEND Local Offer Consultation | To receive a verbal update on the SEND Local Offer Consultation (Hugh Disley) – no need to go through CMIS as verbal update. | 18 th August 2014 | 4 th November 2014 |

**Children and Young People Overview and Scrutiny Committee
Work Programme 2014/15**

| Item | Report detail | Date of last report | Date of next report |
|---|---|--------------------------------|------------------------------|
| Child Poverty Strategy | To consider the shortlist of proposed priorities, and the anticipated outcomes, for inclusion in the refreshed Strategy. (Bill Basra) | 3 rd June 2014 | 6 th January 2015 |
| Priority Families Programme | To receive an update on the Programme, refreshed criteria and expenditure of the surplus DCLG funding. (Nick Gower-Johnson) | 3 rd June 2014 | 6 th January 2015 |
| Performance of the Independent Reviewing Service | To consider a report on the impact on young people of the performance of the Independent Reviewing Service and the application for a Market Forces Supplement for IRO salaries. (Jenny Butlin-Moran) | 22 nd January 2014 | 6 th January 2015 |
| Proposed Changes to Home to School Transport Policy | Members noted the verbal update and requested that a report detailing the consultation exercise proposals be presented, once available. (June Maw) | 2 nd September 2014 | 6 th January 2015 |
| Academies and Free Schools Scrutiny Action Plan | The Committee to receive an update on recommendations previously submitted and subsequently agreed (or noted) by Cabinet in respect of the following: Academies and Free Schools (NO WORKFLOW ON CMIS) | 2 nd September 2014 | 6 th January 2015 |
| Strategy for Vulnerable Learners | The Committee requested that the post-consultation version of the Strategy be presented, once available. (Pat Tate) | 2 nd September 2014 | 7 th April 2015 |
| Adoption Process and Scorecards | To receive an update on the implementation of changes to the adoption process, including the impact of the Government Adoption Action Plan. (Brenda Vincent) | 2 nd April 2014 | 7 th April 2015 |

**Children and Young People Overview and Scrutiny Committee
Work Programme 2014/15**

| Item | Report detail | Date of last report | Date of next report |
|----------------------------------|--|--------------------------------|--|
| Primary Inclusion Support Groups | The Committee to consider an annual report on the Primary Inclusion Support Groups to include the experience gained of transport issues and how these have been resolved. (Pat Tate / Graham Pirt) | 2 nd April 2014 | 7 th April 2015 |
| Childcare Sufficiency Assessment | To consider the annual report (prior to approval at Cabinet) on how the Council is meeting its duty to secure sufficient childcare. (Diana Spragg) Possible Select Committee approach – requires further discussion at Chair & Spokes (then add to Forward Plan) | N/a | 7 th April 2015 – TBC *discuss at future Chair & Spokes |
| Children's Centres Providers | <p>To receive a presentation from Barnardo Services Ltd and The Parenting Group to include detail on the impact of the transition and the delivery of the five outcomes, together with an update on the Children's Centres Scrutiny Action Plan, at the meeting scheduled for 7th April 2015.</p> <p>To undertake the Committee's previous recommendation for the Children's Centres Select Committee: That the Children and Young People Overview and Scrutiny Committee and the Health and Wellbeing Board monitors the key service delivery outcomes, as defined by the Learning and Achievement service, and the extent to which these are achieved by the Children's Centre providers.</p> <p>The Committee to receive a performance report in order to monitor outcomes. First update to include detail regarding the award of the contract and the key service delivery outcomes that have been set. (Barbara Wallace)</p> | 2 nd September 2014 | 7 th April 2015 |
| Scrutiny Action Plans | <p>To receive an update on recommendations previously submitted and subsequently agreed (or noted) by Cabinet in respect of the following:</p> <ul style="list-style-type: none"> • Academies and Free Schools (Claudia Wade – to confirm other officers) | 2 nd September 2014 | 7 th April 2015 |

**Children and Young People Overview and Scrutiny Committee
Work Programme 2014/15**

| Item | Report detail | Date of last report | Date of next report |
|---|--|---|---------------------------|
| NEETs Update Report | The next annual report on the number of NEET young people be presented in June 2015. (Sarah Bradwell) | 2 nd September 2014 | 2 nd June 2015 |
| Mental Health Service Provision for Children in Schools | Possible joint Task and Finish Group with Adult Social Care and Health – needs further discussion with Chair and Wendy Fabbro. Request that School Governor representatives be invited to participate in that review. (Ben Patel-Sadler) | Raised by OSC – 22 nd January 2015 | TBC |
| Local Offer | To consider the outcome of the consultation regarding the Local Offer for social care, education and health for children with disabilities. (Hugh Disley / Adrian Wells) *Need confirmation of when this will be available | 16 th July 2014 | TBC |

Briefing Notes

| Item | Briefing Note detail | Date requested | Date circulated |
|---|--|-------------------------------|-----------------|
| Role of the Director of Children's Services | To assess the robustness of arrangements in place for the dual role of the Director of Children's and Adult Services. To include minutes of the Warwickshire Safeguarding Boards who also monitor this arrangement. (Wendy Fabbro) | 13 th January 2014 | |
| Children & Families Bill 2013 and SEND | To consider an update on the implications and changes arising from the implementation of the Children and Families Bill 2013 and the Special Educational | 2 nd May 2014 | |

**Children and Young People Overview and Scrutiny Committee
Work Programme 2014/15**

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|--|--|-------------------------------|--|
| Reforms | Needs and Disability (SEND) reforms. (Judith Humphry) | | |
| School Improvement Team | To consider the findings of the internal audit review of the School Improvement team. (Claudia Wade to confirm) | 27 th January 2014 | See Academies & Frees Schools Scrutiny Action Plan |
| Warwickshire Education Services (WES) – Trading Update | To assess the progress of WES and the competitiveness of the LA's offer to schools. (Pate Tate / Janice Ogden) | 27 th May 2014 | 28 th August 2014 |
| Schools Dashboard Report | Includes KPIs for schools, i.e. number of children attending 'good' schools. (Wendy Fabbro) | 2 nd May 2014 | 21 st May 2014 |
| Review of Threshold Document | Briefing note regarding the review of the document which focuses on the threshold for children and/or families requiring social care support. (Wendy Fabbro) | 2 nd May 2014 | |
| Universal Free School Meals | First briefing note provided in January 2014 – request update on the latest position, particularly around the County Caterers Implementation Plan, the readiness of schools for September and arrangements for those schools who do not have any catering provision. | 2 nd May 2014 | 30 th May 2014 |
| Coventry & Warwickshire Partnership Trust | Briefing notes regarding the recent Care Quality Commission report. | 2 nd May 2014 | 7 th May 2014 |
| | | | |

**Children and Young People Overview and Scrutiny Committee
Work Programme 2014/15**

| | | | |
|---|---|--------------------------------|---|
| Adoption Performance | Briefing note on the County Council's performance in respect of adoption targets and process times. Last update received April 2101 – 6 month update due October 2014. (Brenda Vincent) | 3 rd June 2014 | Briefing note circulated by BPS on 15 October 2014. |
| 16-19 Year Old NEETs (Not in Education, Employment or Training) | The Committee requested a Briefing Note outlining the next round of Department for Education NEETs data be provided in February 2015. (Sarah Bradwell) | 2 nd September 2014 | Sarah responded on 11.09.14 stating that the BN would be provided in February 2015. |
| Children's Centre Commissioning | The Committee requested a Briefing Note on the provision of the Health Visiting service in Children's Centres once national guidance had been made available. (Rachael Leslie, Public Health) | 2 nd September 2014 | |

**Recommendations and Actions raised by
Children and Young People Overview and Scrutiny Committee 2014/15**

| Date raised by the OSC | Recommendation / Action | Lead Member / Officer | OSC Update | Progress Notes |
|-------------------------------|---|----------------------------|----------------------------|---|
| 2 nd April 2014 | Early Years Commissioning – Chris Lewington undertook to circulate a briefing she had prepared to members of the Committee, which would include details of future savings plans. | Chris Lewington | 3 rd June 2014 | COMPLETED Briefing notes circulated to members 12 th May 2014 |
| 2 nd April 2014 | Warwick Super Priority Area – June Maw undertook to check whether a response to the consultation had been received from the Warwick Transport Strategy Group. | June Maw | 3 rd June 2014 | COMPLETED June Maw has confirmed that no consultation response was received from this group. |
| 22 nd January 2014 | Hugh Disley, Head of Early Intervention, agreed that the page would be amended to include the full list of youth and community centres, with web links to the full youth other in each area. | Hugh Disley | 2 nd April 2014 | COMPLETED Briefing note circulated to the OSC – 19 th June 2014 |
| 22 nd January 2014 | Request that the Committee have sight of the County Council's response to the letter that was submitted to the Chief Executive and the Leader of the Council by the Chair of Governors at Kenilworth Children's Centre and Nursery. | Hugh Disley / Claudia Wade | 2 nd April 2014 | Letter circulated to the Committee by email – 13 th March 2013. <u>Further request for clarification raised by Cllr Whitehouse re:</u> 1) Informal comments raised by some providers; 2) A clear statement of WCC's own policy position? Do we "value the |

**Recommendations and Actions raised by
Children and Young People Overview and Scrutiny Committee 2014/15**

| | | | | |
|---------------------------|--|-----------------|---------------------------|---|
| | | | | <p>expertise of EYTCs" or not?; and</p> <p>3) What is WCC doing to utilise Nursery schools/classes to the full for the benefit of the whole of early years education across the county, and to ensure the sustainability of the EYTCs for the future?</p> <p>Issue referred to Cllr Hayfield – 6th June 2014</p> |
| 3 rd June 2014 | <p>Early Years Commissioning:</p> <ol style="list-style-type: none"> 1) A list of the Children's Centres to be transferred under each tranche. 2) Information on the rationale for the selection of Barnardo Services Ltd (once no longer commercially sensitive). 3) Clarification on whether, and to what extent, the Social Value Fund had been considered as part of the procurement process. | Chris Lewington | 2 nd Sept 2014 | <p>COMPLETED</p> <p>Briefing note circulated to the OSC – 11th August 2014</p> |
| 3 rd June 2014 | <p>Members briefing be arranged to provide information and assurances on: the County Council's approach to commissioning to ensure that micro enterprises were being positively engaged; the consideration of Social Value; the balance of transparency against commercial sensitivity; and the parameters for commissioning to ensure that locally experienced providers could be captured.</p> | Chris Lewington | 2 nd Sept 2014 | <p>Request sent to CL – 5th June 2014</p> |

**Recommendations and Actions raised by
Children and Young People Overview and Scrutiny Committee 2014/15**

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|---------------------------|---|------------------------------------|---------------------------|--|
| 3 rd June 2014 | The Committee to give consideration to the invitation of community groups, partners and services users to present their views on key topics included in the Committee's Work Programme. | Georgina Atkinson / Chair & Spokes | | COMPLETED – discussed at the Chair & Spokes meeting, 1 st August 2014, no further action required. |
| 3 rd June 2014 | That a written version of Nigel Minns' vision for the Learning and Achievement service be circulated to all elected members. | Nigel Minns | 2 nd Sept 2014 | Request sent to NM – 5th June 2014 |
| 3 rd June 2014 | <p>Educational Provision:</p> <ol style="list-style-type: none"> 1) Clarification on the reasons for the 20 per cent decrease in responses to the annual pupil survey in 2013. 2) Information on the County Council's 34 apprenticeship placements. | Sarah Bradwell | | <p>COMPLETED</p> <p>1) The survey was offered free to all schools, but is not compulsory for schools to take part in. Many undertake their own consultations/surveys with pupils and parents and tailor them to meet their own needs accordingly.</p> <p>The annual pupil survey was commissioned by the Children's Trust (CT) and when the need for each LA to have a CT became 'non statutory', priorities shifted away from the CT agenda, the survey has not been commissioned this year.</p> <p>2) For information this has now increased to 47 in total with 44 still with us working in the following areas of the council: Information Assets, Forestry (County wide), CFM Warwick, CFM Coleshill, Waste Projects, Trading Standards, Rural Services (Kingsbury</p> |

**Recommendations and Actions raised by
Children and Young People Overview and Scrutiny Committee 2014/15**

| | | | | |
|--------------------------------|---|--------------------|---------------------------|---|
| | | | | Water Park), Business Support, Pension Services, HR Service Centre, Heritage & Culture, Transport and Highways, HR Business Partnership, Strategic Procurement,, Finance, Regeneration & Special Projects, Library and Information Service (Across all districts), Pension Services, Exchequer Services, Localities and Partnerships (North, East, Central & South), Physical Assets, Public Health, Targeted Youth Support, Service Development and Assurance, Payroll Services, Assets Strategy, Regeneration & Special Projects (Nuneaton), Customer Relations, Rural Services (Ryton Pools Country Park). |
| 3 rd June 2014 | <p>Priority Families Programme:</p> <p>1) Data regarding Priority Families in each electoral division be circulated,</p> <p>2) Information about the partnership event scheduled for 14th July 2014 be circulated, with an invitation for up to three members to attend.</p> | Nick Gower-Johnson | 2 nd Sept 2014 | <p>Request sent to NGJ – 5th June 2014</p> <p>1) Awaiting information.</p> <p>2) COMPLETED - Cllrs Williams, Parsons, Chilvers and Whitehouse attended the event.</p> |
| 2 nd September 2014 | <p>Questions to Cabinet and Portfolio Holders</p> <p>1) The C&YP OSC requested that further detail on the risk of CSE in Warwickshire be provided as a Briefing Note.</p> <p>2.) The Committee asked to be informed whether the CSE e-learning module was also available to</p> | Wendy Fabbro | 4 th Nov 2014 | <p>1) COMPLETED – Wendy Fabbro circulated a Briefing Note via e-mail to Members of the Committee on 8th September 2014.</p> |

**Recommendations and Actions raised by
Children and Young People Overview and Scrutiny Committee 2014/15**

| | | | | |
|--------------------------------|--|------------------|--|---|
| | foster parents/carers. | | | |
| 2 nd September 2014 | <p>Children’s Centre Providers</p> <p>1) The Committee requested Member involvement in the evaluation exercise regarding the commissioning process, which was scheduled for the end of September 2014.</p> <p>2) The Briefing Note provided on 11 August 2014 did not address the question raised by Cllr St John on 3rd June 2014, re: whether, and to what extent, the Social Value Fund had been considered as part of the procurement process.</p> | Chris Lewington | <p>By end of Sept 2014</p> <p>4 Nov 2014</p> | |
| 2 nd September 2014 | <p>Work Programme 2014/15</p> <p>1) The Committee note the arrangements for the Skills Show on 14th November 2014 and extend the invitation to all Members of the County Council</p> | Ben Patel-Sadler | 4 th Nov 2014 | |
| 2 nd September 2014 | <p>16-19 Year Old NEETs (Not in Education, Employment or Training)</p> <p>1) The Committee requested comparison data from previous years, re: numbers of young people identified as RONI in years seven and ten. A request was also made for the identification of which risk indicators were prevalent in certain areas of the county.</p> <p>2) The Committee requested data which would outline the correlation between the number of NEETs and unemployment rates for under-24</p> | Sarah Bradwell | 4 th Nov 2014 | 1.) COMPLETED – Sarah Bradwell provided the information that was requested by Members in points 1.) and 2.). The information was circulated by BPS via an e-mail sent on 17.09.2014. |

**Recommendations and Actions raised by
Children and Young People Overview and Scrutiny Committee 2014/15**

| | | | | |
|--------------------------------|--|------------------|----------------------------|--|
| | years. | | | |
| 2 nd September 2014 | <p>Academies and Free Schools Scrutiny Action Plan</p> <p>1) The Committee requested that the Portfolio Holder makes Cabinet aware of the delay in the implementation of the nine recommendations and asks Cabinet to provide assurances that the issue would be addressed</p> | Cllr Bob Stevens | | |
| 2 nd September 2014 | <p>Draft Schools Sufficiency Strategy</p> <p>1) The Committee agreed to submit the following recommendation to Cabinet on 18th September 2014: <i>That Cabinet ensures that the consultation exercise for the draft Schools Sufficiency Strategy is well planned, robust and as inclusive as possible.</i></p> | June Maw | 18 th Sept 2014 | 1.) COMPLETED – This was included in June Maw's report to Cabinet for 18 September 2014 |

**Children and Young People
Overview and Scrutiny Committee**

4th November 2014

Warwickshire Safeguarding Children Board Annual Report 2014

Recommendation

That the Children and Young People Overview and Scrutiny Committee considers the Warwickshire Safeguarding Children Board Annual Report 2014.

1.0 Summary

- 1.1 The key work of the Warwickshire Safeguarding Children Board (WSCB) is to coordinate the work of local agencies for the purpose of safeguarding and promoting the welfare of children and to scrutinise and challenge the work of those agencies.
- 1.2 The Mission of WSCB is:
- To ensure that sound arrangements to protect children are in place in Warwickshire;
 - To promote the welfare of children in Warwickshire;
 - To achieve these objectives by promoting interagency cooperation and collaboration.
- 1.3 The WSCB Annual Report can be found online at:
<http://www.warwickshire.gov.uk/wscb>
- 1.4 The Warwickshire Safeguarding Children Board Annual Report 2014 is attached at **Appendix A**.



ANNUAL REPORT

2013-2014

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1. Forward - Independent Chair.

I am delighted to introduce the Warwickshire Safeguarding Children Board (WSCB) annual report for 2013-2014.

As the newly appointed Independent Chair it is clear to me from this report that I am taking over a strong and committee partnership. The key work of a Safeguarding Children Board is to coordinate the work of local agencies for the purpose of safeguarding and promoting the welfare of children and to scrutinise and challenge the work of those agencies.

The Mission of WSCB is:

- To ensure that sound arrangements to protect children are in place in Warwickshire;
- To promote the welfare of children in Warwickshire;
- To achieve these objectives by promoting interagency cooperation and collaboration.

With that key role and mission in mind it is very pleasing to see the contributions from individual agencies which outline in an open way both the successes and challenges that they have faced in a climate of budget pressures and, for some partners, a period of significant organisational change. This report is a wonderful showcase for the work which is often hidden from view.

Throughout the year the WSCB has worked hard to retain its focus on effective safeguarding, to implement its business plan, and to keep the continuity of the local “story” of safeguarding. There is still much to be done as we move into the new year. The WSCB is about to embark on the final year of the three year delivery of our business plan and I look forward to being able to report further success next year.

I would like to thank all the front line practitioners for their dedicated work in safeguarding children, the members of the WSCB and the business team for all their work during the last year. Finally, I wish the outgoing Chair, Chris Hallett all the very best for the future and thank him for the strong partnership he has created.



David Peplow

2. Local background and Context.

2.1 Warwickshire is a two tier County Council in the West Midlands composed of five District/Borough Councils. The demography of the county varies markedly from District to District, with the south of the county in general being more affluent than the north, which features significant deprivation in parts. The total 0-17 population of Warwickshire is 111,872, with the breakdown by age group and District / Borough shown in the table 1, below. The January 2014 school census found that 14.8% of school age children (reception to year 11) were from a black or minority ethnic background.

Table 1: Breakdown of Age group and District / Borough.

| Age | Warwickshire | North Warks | Nun & Bed | Rugby | Stratford | Warwick |
|---------------------|----------------|---------------|---------------|---------------|---------------|---------------|
| 0-4 years | 31,364 | 3,285 | 7,925 | 6,269 | 5,965 | 7,920 |
| 5-9 years | 29,180 | 3,209 | 7,019 | 5,648 | 6,176 | 7,128 |
| 10-14 years | 31,267 | 3,730 | 7,412 | 6,149 | 6,849 | 7,127 |
| 15-17 years | 11,061 | 1,913 | 4,893 | 5,251 | 4,217 | 4,517 |
| Total (0-17) | 111,872 | 12,407 | 27,249 | 23,317 | 23,207 | 26,692 |

2.2 Socio-economic picture.

Deprivation covers a broad range of issues and refers to unmet need caused by a lack of resources of all kinds, not just financial. The English Indices of Deprivation use various indicators across seven distinct domains of deprivation, which can be combined to calculate an overall relative measure of deprivation - The Index of Multiple Deprivation 2010 (IMD 2010) - although it should be noted that much of the data used to construct the indices relate to the year 2008.

The Indices of Deprivation 2010 show that Nuneaton & Bedworth Borough has the highest levels of deprivation in Warwickshire with a ranking of 108 out of 326 Local Authority Districts in England, according to the rank of average score measure of deprivation (where a rank of 1 indicates the most deprived authority). This means Nuneaton & Bedworth falls within the top third most deprived Local Authority Districts in England. There are nine Lower Super Output Areas (LSOAs) in Warwickshire ranked within the top 10% most deprived SOAs nationally on the overall Index of Multiple Deprivation 2010. These are all located within Nuneaton & Bedworth Borough. Stratford on Avon District is the least deprived District in the County, ranked 278th out of 326 Local Authority Districts. In between, North Warwickshire is ranked 182nd, Rugby 219th and Warwick District 257th.

The table below (table 2) contains additional socio economic contextual indicators highlighting the disparity between the North and the South of the County in terms of unemployment, worklessness and economic hardship, impacting on family cohesion, educational outcomes, health and general wellbeing. Like any District level measure, local variations and concentrations of deprivation will be masked across all five Districts and Boroughs. For example, eleven wards in Warwickshire had at least 1 in 5 children estimated to be living in poverty (20%) – including five wards in Nuneaton and Bedworth, and specific areas of Atherstone in North Warwickshire, Rugby Borough, and Leamington Spa in Warwick District.

Table 2: Socio economic indicators in Warwickshire

| District | Jobseekers Allowance (Feb 14) % working age population | All DWP working age benefit claimants (Aug 13) % working age population | Estimated % of Children in "Poverty"* (2012) | Free School Meal Eligibility (Jan14) % pupils attending maintained school in Warwickshire eligible for FSM | CP per 10,000 at 31 March 2014 |
|-------------------|--|---|--|--|--------------------------------|
| North Warks | 1.7% | 10.9% | 11% | 10.8% | 52 per 10,000 |
| Nun. & Bed. | 3.3% | 14.9% | 17% | 15.1% | 82 per 10,000 |
| Rugby | 1.6% | 9.7% | 11% | 9.5% | 31 per 10,000 |
| Stratford on Avon | 0.9% | 7.5% | 7% | 6.5% | 27 per 10,000 |
| Warwick | 1.3% | 7.9% | 9% | 8.3% | 40 per 10,000 |
| Warwickshire | 1.8% | 10.1% | 11% | 10.1% | 47 per 10,000 |
| England | 3.5% | 13.2% | 20% | 18.3% [^] | TBC |

Source: NOMIS, School Census, CRSP

*Child Poverty data compiled by the Centre for Research in Social Policy (CRSP), using Tax Credit data [^]National FSM figure as at January 2013

It is also worth noting that as part of Troubled Families programme, which aims to tackle the root cause of problems that cause truancy, youth crime, anti-social behaviour and worklessness, over 900 families have been identified that meet three of the identified criteria (national and local criteria) within Warwickshire. Half of these families (476 in total) reside in Nuneaton and Bedworth Borough. Child protection was one of the local criteria used to identify these families.

2.3 Strategic Partnership Working

The Joint Strategic Needs Assessment (JSNA)

The JSNA in Warwickshire has five themes, two of which are Children and Young People, and Vulnerable communities. A number of activities in the work programme under these themes overlap with WSCB priorities, including the Helping Vulnerable Children needs assessment, which aims to agree criteria for 'vulnerable children' and devise a methodology for identifying them so that Early Help services can be commissioned and targeted most effectively.

The JSNA undertook a needs assessment in 2013-14 to understand the scope of CSE (Child Sexual Exploitation) in Warwickshire, this needs assessment was sponsored by WSCB.

Safer Warwickshire Partnership Board

Countywide Community Safety priorities for 2013-14 included violent crime, focusing on alcohol-related, domestic-related and town centre related violence. Domestic abuse is a feature of about half the families where children are the subject of a child protection plan, and the underlying reason for a great many police referrals to children's social care, so this aspect of community safety work is of great interest to WSCB. In 2013-14, the work plan for 'violent crime' included the development of the Violence against Women and Girls strategy, which WSCB engaged in.

3. Statutory and Legislative context for LSCBs.

Local Safeguarding Children Boards (LSCBs) were established by the Children Act 2004 which places the responsibility on Local Authorities to co-ordinate an LSCB in their area.

The roles of the Board are to co-ordinate local multi-agency safeguarding arrangements, and evaluate the effectiveness of these arrangements. To do this the Board has several functions it must perform, including:

- producing local inter-agency safeguarding procedures,

- reviewing the deaths of all children in its area to identify learning which may prevent future child deaths, conducting Serious Case Reviews into the deaths of any children where child abuse or neglect are known or suspected, or cases where children are seriously harmed by abuse or neglect and poor multi-agency working may have been a factor,

- and publishing an annual report on the effectiveness of child safeguarding arrangements in the area.

Safeguarding Boards must include senior members of staff from Local Authority children's and adult's services, District/Borough Councils, Police, Health Service, Education, Youth Justice and Probation, and they should be chaired by someone suitably experienced in safeguarding children who is independent of the partner agencies.

4. Governance and Accountability arrangements.

4.1 Warwickshire Safeguarding Children's Board has an independent chair, who in 2013-2014 was Chris Hallett. In addition to the Chair, the Board directly employs three members of staff, the Development Manager, Inter-agency Training officer, and an Administrator, these posts are hosted by the County Council and funded by the contributions made by member organisations as set out below.

The Child Death Overview functions are managed and supported by a team of two staff, the CDOP Manager and an assistant. This arrangement is made in co-operation with Solihull and Coventry, with the CDOP team working on behalf of all three CDOP panels. The posts are funded jointly by Warwickshire County Council, Coventry City Council and Solihull MBC, in addition to the funding provided by the local authorities directly to the respective Safeguarding Children Boards.

4.2 Recorded Attendance at WSCB meetings May13-Feb14.

| Agency | Board Member (s) | May 2013 | Sept. 2013 | Dec. 2013 | Feb 2014 |
|-------------------|---|----------|------------|-----------|----------|
| Independent Chair | Chris Hallett | √ | √ | √ | √ |
| WCC | Wendy Fabbro (DCS Strategic Director) | A | A | √ | A |
| | Phil Sawbridge, Safeguarding Head of Service | √ | n/a | n/a | n/a |
| | Sue Ross (Interim Head of Service, Safeguarding) | n/a | n/a | A | √ |
| | Heather Timms: Participant Observer (Lead Portfolio Holder for Children) | A | √ | A | √ |
| | Jenny Wood (Head of Service, Social Care and Support) | D | √ | √ | A |
| | Helen King (Deputy Director, Public Health) | n/a | A | √ | A |
| | Hugh Disley (Head of Service, Early Intervention) | √ | √ | A | √ |
| | Jenny Butlin-Moran (Service Manager, Child Protection) | √ | √ | √ | √ |
| | Calvin Smith (Service Manager, Rugby) | √ | √ | √ | √ |
| | Maria Barnes (Service Manager, North) | √ | √ | √ | √ |
| | Sue Ingram (Domestic Abuse Services Manager) | √ | √ | √ | √ |
| | Adrian Over (Education Safeguarding Manager, representing schools and colleges) | √ | √ | √ | A |
| | Cornelia Heaney: Adviser (WSCB Development Manager) | √ | √ | √ | √ |

| | | | | | |
|---|--|-----|-----|-----|-----|
| | Victoria Gould -Adviser (Legal Services) | √ | √ | √ | √ |
| | Mark Simmonds (Inter-Agency Training Officer, WSCB) | √ | √ | n/a | n/a |
| | Rachael Boswell (Learning and Improvement Officer, WSCB) | n/a | n/a | n/a | √ |
| Warwickshire and West Mercia Police | Steve Cullen (Detective Superintendent) | n/a | n/a | √ | D |
| | Amanada Blakeman (Detective Superintendent) | √ | n/a | n/a | n/a |
| | Damian Barratt (Acting Detective Superintendent) | n/a | √ | n/a | n/a |
| | Richard Long (Detective Chief Inspector) | √ | √ | √ | √ |
| | Nigel Jones (Detective Inspector) | √ | A | n/a | n/a |
| Warwickshire Youth Justice Service | Lesley Tregar (Warwickshire Youth Justice Service) | √ | D | √ | √ |
| Warwickshire Probation Trust | Andy Wade (Ass Chief Probation Officer) | √ | √ | √ | A |
| Rugby Borough Council | Stephen Shanahan (Head of Housing Services) | √ | A | √ | A |
| North Warwickshire Borough Council | Simon Powell (Ass Director – Community Development)_ | √ | √ | √ | D |
| Stratford-upon-Avon District Council | Martin Cowan Housing Advice Manager | √ | √ | √ | √ |
| Nuneaton and Bedford Borough Council | Craig Dicken (Equality and Child Protection Officer) | √ | √ | A | √ |
| Warwick District Council | Jameel Malik (Head of Housing/Property) | √ | DNA | D | n/a |
| South Warwickshire CCG | Alison Walshe (Director of Quality and Performance) | DNA | D | A | D |
| Coventry and Warwickshire Partnership Trust | Jamie Soden (Deputy Director of Nursing) | √ | √ | D | √ |
| Coventry, Solihull and Warwickshire Partnership | Steve Stewart (Executive Director) | A | A | DNA | A |
| NHS England | Helen Hipkiss Ass. Director Patient Experience. | √ | √ | √ | D |
| Designated Nurse for Child Protection | Jackie Channell: Adviser | √ | A | √ | A |
| Designated Doctor, Child Protection | Dr Peter Sidebotham: Adviser | √ | √ | √ | A |
| Warwickshire North CCG and Coventry and Rugby CCG | Jacqueline Barnes (Executive Nurse) | D | √ | D | √ |
| Lay Member | Keith Drinkwater (Vice Chair) | √ | √ | √ | √ |
| Lay Member | Angela O'Boyle | √ | √ | √ | A |
| Voluntary Sector (nominated by WCVYS) | Mike Haywood | n/a | √ | √ | √ |

Attendance Key:

√ - Attended, D – Deputy, A – Apologies, DNA – Did not attend
n/a – not a board member for this meeting

In addition to the main board, WSCB has several sub-committees which carry out much of the work undertaken by WSCB.

WSCB sub-committees.

Chairs sub-committee - Chris Hallett

Child Death Review Panel - Nigel Jones / Cornelia Heaney

Schools, Learning and Education - Adrian Over

Health - Jackie Channell

Systems Procedures and Guidelines - Maria Barnes

Performance, Monitoring and Evaluation - Jenny Butlin-Moran

District Councils - Craig Dicken

CSE (Child Sexual Exploitation) - Lesley Tregear

Strategy and Communication - Calvin Smith

Special Cases - Richard Long

This year, the WSCB constitution has been reviewed to ensure it is compliant with the revised statutory guidance, Working Together to Safeguard Children 2013. The updated constitution is available on the WSCB website, <http://www.warwickshire.gov.uk/wscb>

4.3 WSCB Budget 2013 -2014

Table 4:

| | | | |
|---|---|--------|----------|
| <u>Income</u> | WCC Safeguarding Business Unit | 51,497 | |
| | Health (CCGs) | 32,952 | |
| | Police | 17,508 | |
| | Probation | 8,295 | |
| | CAFCASS | 550 | |
| | District Councils | 10,260 | |
| | CSWP | 1,025 | |
| | WCC Learning and Development | 40,000 | |
| | Sales | | |
| | Training income | 800 | |
| | Learning and Improvement money carried forward from 2012-13 | 45 059 | |
| | | | |
| | | | £207 946 |
| <u>Expenditure</u> | | | |
| Staffing including travel and subsistence, DBS etc. | | | 145 572 |
| Services and supplies (desks, PC, phone, stationery, photocopying, postage) | | | 3871 |
| Subscriptions (BASCPAN and NWG for CSE) | | | 750 |
| Interagency Training Delivery | | | 5600 |
| WSCB meetings, workshop and training | | | 1950 |
| WSCB Standing Conference | | | 992 |
| Serious and Local Case Reviews: Billed | | | 8100 |
| Committed: | | | 32,000 |
| | | | |
| | | | £198 835 |

In the work plan for 2013-14 it was planned that some independent multi-agency audits would be commissioned in 2013-14. A commission has now been made for these to begin, but delays caused by identifying someone suitable, and the demands on the WSCB team of undertaking case reviews mean that at the year-end no costs had yet been billed for this. Despite this, it can be seen that the WSCB has slightly overspent relative to income from contributions. This overspend has been met using the reserves which have been reported in previous annual reports.

Under the Learning and Improvement framework two serious case reviews were initiated, and two other reviews have been commissioned from independent reviewers. In addition to the costs reflected in the table above, which were invoiced during the financial year, WSCB is committed to around £32 000 to complete these reviews. WSCB has also taken on a part-time temporary administrator to provide some additional capacity to the permanent staff in respect of the very considerable time commitment required to manage these reviews. These costs demonstrate the impact of the changing agenda for LSCBS, and the increase in expectations on them to carry out learning and quality assurance activity. In this context, it will be necessary to look again in 2014-15 at the resources provided to the WSCB by each partner, and consider whether they are sufficient to enable the Board to be strong and effective.

5. Progress against Strategic Objectives.

WSCB is at the end of the second year of a three strategic plan which has four objectives derived from the Munro Review of Child Protection in England:

Create and Maintain a Learning System

Strengthen Accountabilities

Promote Effective Practice

Promotion of Early Help for Children, Young People and Families.

The work undertaken by WSCB and its sub-committees is clustered under these overarching objectives, and progress against them is set out below.

5.1 Create and Maintain a Learning System.

5.1.1 Learning and Improvement Framework.

Working Together requires LSCBs to have a Learning and Improvement Framework, and WSCB's Framework was agreed in December 2013. It builds on the Performance Framework which was already in place, but develops this by articulating the cyclical nature of learning and improvement.

The first stage is gathering information about the performance of the safeguarding system from a range of sources, including performance data, case reviews, inspections and audits. From the analysis of this, improvements are identified. These need to be communicated and implemented, and in turn tested through the collection of data as above.

The Learning and Improvement Framework also identifies how WSCB makes connections with a range of other partnerships and organisations, including the Safeguarding Adult Board, the Health and Wellbeing Board, MARAC, and the Violence and Against Women and Girls Strategy.

The full document is available from the WSCB website:

<http://www.warwickshire.gov.uk/wscb>

5.1.2 Learning and Improvement Officer.

In October 2013, sadly WSCB lost Mark Simmonds as its Training Officer, as his secondment came to an end.

The opportunity was taken to review the responsibilities of this role, and it was agreed that these would be expanded to include a wider range of learning and improvement activities in support of the new Learning and Improvement Framework, the job title was changed accordingly to that of Learning and

Improvement Officer. The revised post continues to design, co-ordinate and quality assure the delivery of inter-agency training, but it is intended that more of the training will be delivered by a pool of staff from partner agencies. The Learning and Improvement Officer will additionally develop new ways of communicating key messages from WSCB reviews and audit activities, including electronic media, short briefings in agency meetings, and newsletters.

5.1.2 Provision of Safeguarding Training.

Between April 2013 and April 2014 there have been 58 Multi-agency training courses provided for professionals within Warwickshire. A total 658 delegates have attended these courses from a wide range of agencies. The Child Protection Awareness course was attended by 380 delegates; 51 of these were representatives from District Councils, 198 were attended from WCC services and 52 were from voluntary sector agencies. The Police and Probation services were less well represented in this years' courses with a total of 3 delegates from Warwickshire Police Force and 1 from the Probation Service, similarly Health had a low level of attendance with only 2 delegates attending. However, these low figures could be attributed to the Police Force and Health Trusts attending 'in-house' Child Protection Awareness Training.

Other courses offered through the Directory last year evidence an increased representation from multi agencies. Working Together To Safeguard Children face to face training course was delivered to 43 delegates over 2 sessions, 3 delegates from Education settings, 13 delegates from Health, 21 from WCC services (predominately Social Care Teams), 2 from voluntary sector agencies, and 3 from substance misuse agencies. In addition to the Working Together course, Emotional Abuse and Attachment Training courses both witnessed an increased representation from multi-agencies including: Health, Education, Probation and Police.

One concern arisen from this evaluation refers to the imbalance of multi-agency representation on the Core Group training sessions. 2 sessions were planned during the 12 month period identified but 1 session was unfortunately cancelled due to low delegate numbers. The 1 session delivered was attended by 14 WCC services (predominately children's social care), 3 representatives from education and 2 Family support workers – Children's Centre Staff. There was no representation from Health, and no representation from Youth Justice, Probation or Police. This is disappointing, because effective child protection plans and core groups rely on commitment and contribution from the whole multi-agency group. The Core Group training materials are currently under review and will reflect the knowledge gained from the Dartington project and work is being done to encourage a greater representation from multi agencies on this course.

During the period identified a total of 8 training sessions had to be cancelled; 1 Core Group Training session, 2 Child Protection Awareness sessions and 5 Trafficking sessions. The Trafficking sessions at that time were designed and planned for a target audience, predominately Health sector agencies, and were delivered at George Elliot Hospital. All course cancellations were as a result of low delegate numbers, in respect of the Trafficking training this might represent saturation of demand as there had been good take up of this programme, and high demand, in the previous year.

This year efforts have been made to enhance the promotion of available courses through the website, Training Directory, WILMa, WSCB Mailbox emails as well as promotional materials of upcoming sessions and availability provided in delegate handbooks handed out in training sessions.

There were a total of 40 DNA's across all courses between April 2013 and April 2014, There are a number of possibilities for this, including stretched resources and unavoidable individual circumstances. However what has been identified is that none of these 40 DNA's were charged for not attending. Following this the charging policy has come under review. Current enforced changes include delegates being made aware that a cancellation up to 14 days prior to the session will not result in a charge; however cancellations or not attendance after this time may result in subsequent charges. The charging policy remains to be executed at the discretion of the WSCB Interagency Learning & Improvement Officer and charges will be assessed on a case by case basis.

5.1.3 Training Evaluation.

The format used to gain feedback from delegates attending WSCB multiagency courses was through traditional paper feedback forms. This format will change for 2014-2015 and thereafter. A collation of feedback is provided below.

Course – Domestic Abuse and child protection: exploring links between domestic abuse and harm to children.

“A good mix of learning throughout the day, it was very informative”

“Very intense training and useful. Enabled me to feel a lot more confident in this area. Live presentation was particularly useful as it gave an insight into the way in which both parties felt in detail”

“Information on HBV and Forced marriages was very useful”

Course - Working Together to update on child protection and improve Inter-agency communication:

“Meeting colleagues from different agencies and hearing their perspectives enhanced the training”

“It has been really useful to talk through the case studies...in a group with a mixture of professionals”

“Participation exercises were interesting and rewarding offering opportunity to engage with wider networks”

Course - Emotional Abuse – Identification and case management:

“Really useful training, a good refresher and has made me re-think some of my cases, or consider them more”

“Very beneficial training especially coming into new role as a newly qualified, enabled me to reflect on own practice and identify areas of change”

“Frameworks for assessing impact of emotional abuse was so helpful – I am going straight back to use it in 2 cases”

Course - Effective child protection planning and core group working:

“Greater insight into how to establish and lead a core group in an effective manner which encourages the full participation of all members and sets out from the beginning the expectations of all members...”

“Should form part of induction programme for new staff”

Feedback from the core group sessions in the main has identified the need to incorporate more ‘active’ learning in to the session plan. The programme is currently under review and this feedback will assist in shaping the new programme.

Feedback gained across all multi-agency sessions identified in the main that delegate’s knowledge had increased post training. In order to provide a better analysis of the impact of training in the future the WSCB will be implementing a 3 month post training ‘Evaluation on practice’ form. It is envisaged that delegates will complete their evaluations as they do currently immediately after the training event but in addition both the delegate and their manager will receive an evaluation form 3 months post training. This will provide enable the WSCB team to test more effectively the impact of training.

5.1.4 10th WSCB Annual Conference

Another successful WSCB annual conference was held, this year in December, and the theme was ‘Safeguarding Children and Young people from Sexual Exploitation.’ The conference aimed to support the implementation of the CSE strategy, and included a presentation from Warwickshire Police about what is known at the moment in relation to the extent and spread of CSE in Warwickshire, which showed CSE being identified in all areas of the County.

There was a speaker from Barnardos, who have a long track record of working to tackle CSE and learning, who shared the approach taken in another local authority which has had a high profile police investigation and trial.

Some important messages about hearing young people shared by a member of the Children in Care Council were heard, along with a presentation about preventative work being done by Respect Yourself in Warwickshire. This includes developing resources for young people to use themselves to be better informed about healthy relationships, and material to be used in schools.

5.1.5 WSCB Training- Systems Review methodologies

Work to embed systems thinking in local and serious case reviews continued during the year, and this included some training for Board members in September to learn about systems reviews, and particularly to prepare the Board for making a response to systems review findings, which make more demands on a Board than conventional 'SMART' recommendations.

5.1.6 MASH Workshop

A joint workshop was held with the Safeguarding Adults Board in October for members of both Boards to learn about different models of Multi-Agency Safeguarding Hubs (MASHs) around the country to inform debate in Warwickshire about whether such an arrangement would enhance partnership working in the safeguarding arena.

Following the workshop, discussions have been held between the key partners who would lead in a MASH (Police, County Council and CCGs) and the County Council Safeguarding Business unit has appointed a consultant to make some proposals about the scope of a Warwickshire MASH.

5.1.7 Child Death Overview Panel. (CDOP)

During 2013-2014, Warwickshire CDOP reviewed 33 deaths, and modifiable factors were found in 22 (36%) of the reviews. 38 deaths were notified, an increase of 36% on the notifications in the previous year. About half of these were neo-natal deaths, frequently of premature infants, about a quarter were sudden and unexpected, and were investigated under the rapid response protocol, and the remainder were the deaths of children with life limiting conditions. A detailed report of the CDOP panel activity and findings in the sub-region is produced by the Panel Manager, and published on the WSCB website.

SIDS deaths with modifiable factors remain a concern, and as reported last year most of the SIDS deaths reviews held in the sub-region are able to establish that safe sleeping advice was given to the parents. The CDOP Panel Manager has continued to support work to support the local adoption of a safe sleeping

assessment used effectively in Derby, and to facilitate discussion to agree a version of the risk assessment to be incorporated into the 'red book' child health record.

Other significant local learning has included the promotion of advice to parents about the risk of strangulation from objects hanging from bunk beds, and advice to health trusts about the transfer of information in a co-coordinated way when a child's care passes from one service another. The 'headsmart' information for GPs was promoted following reviews across the sub-region, including Warwickshire, where doctors were slow to consider that a brain tumour was a possible cause of presenting symptoms.

5.1.8 Serious Case Review.

Two serious case reviews were initiated during the year. Neither of these are yet complete. The first may be delayed significantly by criminal processes running in parallel, but the second is expected to be complete in December 2014.

The membership of the Special Cases sub-committee was reviewed, and given the large crossover between domestic abuse and child abuse, now includes the WCC Domestic Abuse Manager. This has been very valuable as it has enabled the sharing of learning and ideas between the SCR and domestic homicide review processes, and also the identification of some common themes emerging from these reviews.

5.1.9 Local Case Reviews.

One case review was completed during the year. A systems review methodology was used for this, and it made a number of findings which WSCB is working on a response to. This includes:

- Clarifying what is meant by the statement 'safeguarding is everyone's responsibility', in terms of the culture of practice the Board wishes to promote, and consideration of how escalation might be used within agencies as well as between agencies to support accountability.
- Work being led by the County Council to ensure the 'front door' to social work and social care services is effective and robust.
- Work to increase the offer and take up of CAF to assess early help needs and to structure interventions offered at this level,
- Work to promote 'respectful uncertainty' and 'professional curiosity' amongst health practitioners particularly, but not exclusively; to ensure that the role of adults in a child's life are understood, whether they are supportive or risky, and that pregnant women in problematic or abusive relationships are identified.

- Reinforce minimum standards for locum doctors,
- Develop WSCB procedure and policy on the supervision of staff who work with children, including professional supervision for staff with family support roles.
- Support effective and timely record keeping.

The Board has taken a new approach to these findings, which aims to be more developmental than procedural, and use a range of strategies to create the changes looked for. This new way of working requires a great deal of support, which is being offered by the Special Cases sub-committee.

A review was conducted focusing on the health response to a non-mobile baby with a bruise, in co-operation with another LSCB, which has resulted in new guidance being drafted to clarify advice to practitioners in this situation.

There are two other case reviews currently in progress. This includes the review of a case involving domestic abuse of the mother from more than one partner, this is being used to understand how effective our MARAC and social care systems are for addressing risks to women and children in these situations, including where the information is held across local authority boundaries.

The other review has been initiated to look at the effectiveness of inter-agency working to protect looked after children placed in Warwickshire by other local authorities from sexual exploitation.

5.2 Strengthen Accountabilities.

5.2.1 Quality and Effectiveness of Practice.

WSCB has continued to develop its approach to evaluating the quality and effectiveness of practice, using the Learning and Improvement Framework as a structure. This has included the development of a revised performance data set, which draws on a wider range of partner data, and also more comparative data to enable the information to have some context. In 2014-2015 it is planned to use this to develop a 'scorecard' that will be shared quarterly at WSCB meetings.

5.2.2 External Inspection.

- **Ofsted Thematic Inspection: Early Help.**

In January 2014 Ofsted visited Warwickshire as part of a thematic inspection of Early Help services. The full report is not yet published, but verbal feedback was provided at the end of the visit. There were several strengths identified, which included:

Strong partnership working and information sharing across agency and geographical boundaries, clear belief held by staff in the importance of early help, and the enthusiasm and passion shown by all professionals for children and families. The support available for CAF was highly rated, and the health and schools safeguarding leads were seen as knowledgeable and helpful. These factors represent a strong foundation for the continued development of early help.

As an area for development, the inspectors endorsed the plan already in place to re-launch the Threshold document to ensure it is widely understood and used.

The inspection included some case file audits, which found that decision making on the level of intervention required was appropriate, there were good examples of information sharing and multi-agency attendance at meetings, strong efforts to engage fathers and male carers, and strong partnership working between health and children's centres.

The audits also identified some areas for development; these included more focus on the child rather than just the parents in early help assessments, making better use of existing early help assessments to inform statutory social work assessments, ensuring referrers to social care get feedback on the referral, and developing a protocol for sharing police domestic abuse information with schools.

These themes are being picked up in relevant strands of the work plan.

- **HMIC Inspection of Police responses to Domestic Violence and Abuse**

Her Majesty's inspectorate of constabulary undertook a National inspection, published in March 2014, of police responses to Domestic violence and abuse. In general, this found that responses were frequently not good enough and there was a lot that needs to improve. Warwickshire Police Force was identified as an exception, providing a good service in this important safeguarding area, and identifying the Force works well with partners to tackle domestic abuse and keep victims safe.

There were some areas identified where the response could be strengthened, these included developing a quality assurance process to monitor the response to domestic abuse calls as they are received, addressing uneven levels of training in domestic abuse throughout the Force, commissioning a Warwickshire domestic abuse problem profile, and developing a programme to identify and manage serial perpetrators of domestic abuse.

5.2.3 Audit activity

Audits are undertaken or commissioned by the Performance Monitoring and Evaluation sub-committee of WSCB. As part of the implementation of the Learning and Improvement Framework, an audit programme is being developed which combines undertaking multi-agency audit with reviewing the findings of relevant single agency audits undertaken by partner agencies.

In response to the requirements of Working Together 2013, the WSCB annual report and business plan is being produced earlier this year than it has previously, hence a number of audits for which a plan was made in the business plan last year are still underway and will report in 2014-2015.

- **Audit of compliance with statutory safeguarding requirements ('s.11')**

An audit of statutory safeguarding responsibilities is underway. A new tool is being used for this, which makes more enquiry about the sufficiency and reach of safeguarding training and the request for more illustrative evidence. The responses will be returned in early July 2014, and a report will be made to WSCB in October 2014.

- **Audit of safeguarding arrangements for deaf children.**

An audit is in progress using the tool developed for the purpose by the National Deaf Children's Society.

- **Audit of child protection plans lasting for three months or less.**

This audit, also in progress, is being undertaken to examine the reasons why plans are ended at the first review case conference.

- **Audit of strategy meeting minutes distribution.**

Following a finding from the local case review, an audit is underway to find out more about practice around the county in relation to the distribution of the minutes of strategy minutes, and specifically to establish if it is compliant with the WSCB procedures.

- **Audit of cases at the threshold between 'early help' and statutory social work intervention.**

An independent safeguarding consultant has been commissioned to undertake this audit, which aims to understand what sort of interventions are offered to families who are referred to social care but are considered by social care not to meet the threshold for a social work intervention.

5.2.4 Warwickshire Safeguarding Children Board Escalation Panel

The arrangements for reviewing third child protection plans under the escalation procedure were amended this year, and these cases are now reviewed by a panel on behalf of the Performance, Monitoring and Evaluation sub-committee, with the sub-committee remaining responsible for oversight of learning about systems issues arising from the cases as a whole..

During the year 2013 -2014 the panel considered the cases of seven families and 17 children. In three cases Independent audits were carried out to understand better any issues contributing to delay.

In all seven cases the child protection issues for the children were resolved via legal intervention on average within a twelve month timescale. This involved either full care orders being obtained by the local authority, parental agreement being given to voluntary accommodation for the children or private law proceedings resulting in the children being placed with family members.

As at April 2014 there is an overall reduction in the numbers of children subject to a third plan. This equates to four families and 11 children. The escalation panel has reviewed all these cases and been satisfied that all plans are making appropriate progress.

Themes and issues: Common themes emerging within repeat periods of children being subject to plans are re-emerging, parental dependencies on

alcohol or drugs, mental health issues for parents or issues of domestic violence. Chronic neglect is often evidenced through a series of failed interventions with families that result only in superficial change which is not sustainable. This finding will be taken into account in the development of the neglect strategy, which is on the work plan for the Strategy and Communication sub-committee.

Timeliness of interventions: The data and scrutiny processes now in place provides evidence that once a historical pattern of behaviour is evidenced multi-agency plans focus on timely interventions and permanency plans being achieved without delay. Whilst there is some increase in the number of second plans, the reduction in third plans suggests that there is overall progress in this area.

5.2.5 Other Quality Assurance activity.

- **Scrutiny of the SARC paediatric arrangements**

WSCB has worked with Public Health, NHS England and the staff at the new SARC (Sexual Assault Referral Centre) at George Eliot Hospital to ensure that the arrangements for providing services to children in this excellent new facility are robust, and that they are integrated into the multi-agency safeguarding system in Warwickshire. As a result of this, there are now arrangements in place for sharing information with health visitors and school nurses when children are seen, forensic medicals linked with strategy meetings where required and the arrangements for paediatric cover are being aligned with local need.

- **LSCB 'health check'**

As a result of the 'health check' undertaken last year using the Ofsted tool, membership of WSCB has been reviewed. Participation of children and young people was identified as a significant weakness, and proposals are being considered for developing this area of work.

5.3 Promote Effective Practice.

5.3.1 Provision of Policies, Procedures and Guidance.

A full review of the inter-agency safeguarding procedures was completed in the autumn of 2013, and these have been published on the WSCB website only. (<http://www.warwickshire.gov.uk/wscbresources>)

Although many people prefer consulting a printed manual, case review activity had come across examples of different editions of the printed procedures in use at the same time. Asking professionals to access a single source of the procedures on line ensures that they will always be using the most up to date material.

5.3.2 Child Sexual Exploitation Strategy

- **JSNA needs assessment**

A key strand of the CSE strategy was to obtain more detailed information about the prevalence and nature of CSE in Warwickshire by sponsoring a JSNA needs assessment. This piece of work was initiated in the autumn of 2013, and the data collection was carried out at the start of 2014, using a tool developed by the University of Bedfordshire for the purpose.

The needs assessment received information pertaining to t around 100 children judged to be experiencing, or at risk of experiencing CSE. As many children again were reported informally to the project board, but not submitted formally in the data collection. The varying levels of return from professionals in different parts of the same sector, e.g. secondary schools with a similar demographic profile, suggest that the level of reporting tells as much about how well equipped staff are to recognise CSE as it does the number of children at risk. Agencies were asked to make a 'nil return' if they didn't think they had children to report, but lots of agencies made no return at all suggesting that either the information request was not sent to the right person in the organisation, or that it was not considered to be a priority task.

Bearing all these considerations in mind, it is likely that the exercise has captured some, but by no means all, of the current picture in Warwickshire. The variance in the data is going to be explored in a multi-agency workshop in the autumn of 2014 as a first step towards increasing capacity in the children's workforce to recognise signs of CSE.

- **Contribution of Licensing**

The District Council's sub-committee members have begun working with their licencing departments to looking at how they can contribute to the prevention and detection of CSE. This is a new area of work, and the first stage has been to

provide information to these colleagues, to explore training needs, and agree how they will be met. The long term aim is for them to be equipped to use the licensing system to contribute to disrupting CSE and provide intelligence to the police.

5.3.3 CDOP Protocol for the Involvement of Parents, Families and Carers.

Warwickshire, Coventry and Solihull began implementing a new protocol for involving families in reviews this year. 10 families have taken up the invitation to participate, 6 of these in Warwickshire and the remainder in the other areas of the sub-region. Some parents have contributed by meeting with the CDOP manager and some by sending written information for the panel to consider, and in one case parents met with the Designated Doctor, who is a panel member. In some of these situations, the parents' perspectives on service delivery were very different from the professionals, meaning that their participation enabled the panels to have information available to them that they would not otherwise have had, adding to the rigour of the reviews.

5.3.4 Work with the Dartington Social Research Unit to safely reduce the number of children with CP plans.

WSCB was represented on the steering group driving the work the County Council commissioned from the Dartington Steering group to look at ways to safely reduce the number of children with child protection (CP) plans. The scope of this included development work aiming to increase the effectiveness of child protection plans, a tool to enable reviewing officers to record the progress of a CP plan and the multi-agency contribution to the plan, and work to support early help which could divert families from the CP system altogether. This last strand is addressed in more detail under the next section of the report.

Following work which had been done to identify the different groups of need which resulted in children being made the subject of a CP plan, some exemplar plans have been produced for each group. These are to be used for training and development of all staff who could be asked to be part of a core group. The profiling exercise found that the largest group of children with CP plans were those where there was domestic abuse between their parents, coupled with substance misuse and/or mental health problems, but the exercise also found that adult mental health and substance misuse services were involved with fewer CP plans than would be expected based on this profile. The exemplar plans demonstrate the contribution to be made by the wider network, not just the social work team. Similarly, one of the purposes of the 'RAG' tool for reviewing officers is to record the contribution of professionals from all agencies so that non-participation can be identified and tackled where required.

5.3.5 Private Fostering.

The County Council recruited a Practice Leader for Private Fostering, Jenny Packeer, in December 2012. It was reported last year that this has increased capacity for awareness raising activities reaching a wide range of organisations.

The data included in this report (section 7) on the number of open private fostering cases and enquiries relating to possible private fostering cases to the practice leader show a significant increase during the year, suggesting that this work is having an impact.

A full report on private fostering is made annually to WSCB, the 2013 report was received in December.

5.3.6 E-Safety Forum

The E-Safety Forum, which reports to the Schools and Learning sub-committee, has this year been developing guidance for all agencies on the use of images of children.

The group has also developed a Facebook page 'Staying safe on-line' which aims to reach a much wider audience of parents and carers that can be accessed by delivering briefings in school.

5.4 Promotion of Early Help.

WSCB has continued to develop the approach it takes to supporting and evaluating the effectiveness of early help services to children and families.

The work with the Dartington Social Research Unit included looking at the types of early help that might contribute to addressing difficulties experienced by families before they develop into child protection or result in a child coming into care. 'Triple P' and 'Teen triple P' had been chosen, and considerable investment made in this. Further work done this year has been targeted on providing solutions to the resource difficulties that meant some families were not receiving help swiftly when the need was identified.

The number of CAF / early help assessments being undertaken in Warwickshire is rising, and compares well to other authorities in the region, but the numbers are still very low compared with the number of referrals to social care which do not progress to a service. The case review completed in October 2013 identified some points where an early help assessment could have helped to crystallise the concerns, and either focus intervention more effectively, or made it clearer that a statutory social work assessment should be completed. As a result of this learning, further work is being led by the WSCB representative for the WCC Early Intervention service to look into the barriers to using CAF experienced by professionals.

The WSCB performance framework is continuing to be developed to provide more information about the range of early help.

WSCB has debated a draft of the WCC Early Help and Support strategy, and is continuing to shape this developing document. It has also requested to participate as a stakeholder in the Vulnerable Children JSNA needs assessment, which will be important in determining how early help is offered and to whom, including ensuring that it reaches all children and families who meet the criteria.

Consideration of early help as part of the safeguarding continuum is now becoming embedded in the ordinary business of WSCB, for example the CSE strategy includes consideration of prevention and early help, and the Neglect Strategy that is in development aims to support effective assessment and intervention before cases become child protection, as well as at this level.

6. Contribution of WSCB Partner Agencies.

6.1 Warwickshire Youth Justice Service.

WYJFIS is a multi-agency service and all staff receive child protection and safeguarding training. Managers within the service are fully integrated with mainstream social care services, attending meetings with their peers.

WYJFIS is responsible for safeguarding young people in police custody and undertaking the role of appropriate adult. During 2013/14 Charles Bell the author of Youth Justice Matters, undertook a national study of the provision of appropriate adult services to young people in police custody and their effectiveness in safeguarding young people. As a result of this study Warwickshire was described as an excellent service and best practice nationally, unique in its multi-agency approach which is led by the WYJFIS. Particular recognition was given to procedures between WYJFIS, Warwickshire Police and Warwickshire County Council's Emergency Duty Team. This agreement includes quarterly 'Safeguarding in Custody' meetings to ensure ongoing service improvement for all partners and discussion of non-urgent issues, themes and patterns

In order to prevent young people being detained in custody any longer than necessary the WYJFIS has introduced a triage process to assess the needs of young people and ensure their needs are met swiftly. Once a child or young person is charged with an offence, the police may decide that it is necessary to deny them bail. The WYJFIS has ensured these young people have been released (under PACE) for placement in community placements or secure establishments; keeping the community safe whilst supporting the young people within appropriate child.

During the 2013/14 financial year, 9 young people were transferred to WYJFIS in this way, six of these were placed in secure accommodation and three in community placements

Custodial sentences for young people should only be imposed where the sentence is so serious that a community sentence is inappropriate or where the safety of victims cannot be assured. During 2013/14 11 young people received 14 custodial sentences, representing 6.9% of all court disposals as a result of credible community sentences being provided by the WYJFIS. Re-offending rates for young people supervised by the service are amongst the six lowest in the country.

Challenges.

As a result of keeping young people out of the criminal justice system through prevention and reducing re-offending interventions the service is managing a

cohort of young people with more complex needs, with notable issues around safeguarding, substance misuse, child sexual exploitation, education and parenting. This has resulted in an increase in the number of intensive court orders used to manage chaotic and disengaged young people. As a result the workforce was reviewed and the number of social workers within the service was increased.

A key aspect of safeguarding in custody was to implement the triage approach that had been previously agreed. Triage is a joint assessment between the WYJFIS, the emergency duty service, and the Police, when a young person enters custody. Failure to contact the service led to a number young people remaining in custody. The Police have now committed to this process and agreed a monitoring process to ensure that it is happening, with an immediate escalation to senior managers if matters are delayed. All agencies involved have reflected on the cases that were delayed and agreed points of learning and improvements. Young people are either dealt with quickly or bailed back to a more suitable time when everything is in place to avoid the young person spending time in custody.

Safeguarding priorities for 2014/15

- Custody (remand and sentence) is only imposed where a community alternative is not appropriate.
- Further development of the triage model for young people in custody
- All looked after requirements are met and vulnerabilities managed effectively
- Identification of all young people who are victims of/or at risk of CSE
- Evaluation of interventions measured against the Youth Justice Board Key Elements of Effective Practice Principles.

6.2 Cafcass

Cafcass have a national improvement service (NIS), who have worked with groups of practitioners, and through 1:1 coaching, to improve the quality of practitioner's practice across the organisation. This year the work undertaken included:

- 2 national audits a year are carried out to measure the amount of work graded "good". The last audit, September 2013 saw an increase in the % of work graded good, from 30 to 40% nationally. The next audit is to be undertaken in November 2014, where the target is 60% good.

- The emphasis of supervision has shifted to quarterly performance and learning reviews, and situational supervision is provided as and when required on cases, so both case discussion and review of individual performance are both assessed.
- Quality assurance tools have been implemented that incorporate quality improvement, so there are clear guidelines for practitioners to follow to assist in producing “good” work.
- Learning from IMR’s is circulated for learning purposes
- Tools for assessment have been established to enhance evidence based assessment and analytical report writing.

Cafcass were inspected by Ofsted in February/March 2014, with the outcome that the public and private law was graded “good”.

Challenges to achieving outcomes.

Cafcass’ work is limited to Court Social Work. This can be quite isolating, and there isn’t another agency that undertakes this work, so peer benchmarking is not an option.

In public law, with the challenges of the PLO, the need to improve working between Cafcass guardians and IRO’s has been a challenge, but this has been addressed by the implementation of a protocol between Cafcass and IROs, and through the Local Family Justice boards.

The safeguarding priority for this year 2014/15 is to improve the quality of work to 60% good.

6.3 WCVYS (Warwickshire Children and Voluntary Youth Services.)

WCVYS continues to invest and build on our commitment to safeguarding in Warwickshire and supporting the voluntary and community sector (VCS) across the county. Within this we recognise the changing needs and are proactive in meeting the demands. This year, this included developing a response around bullying and e-safety, a major concern to children and young people and early developments around child sexual exploitation.

Promoting Safeguarding in the Voluntary and Community Sector (VCS)

WCVYS is a Local Delivery Partner (LDP) for Safe Network:

We have worked closely with NSPCC and Children England to be a LDP (Local Delivery Provider) for Safe Network, which is the National Safeguarding Unit for

the Third Sector. It seeks to build common standards for the VCS around safeguarding by providing information and resources to create a culture of safe practice and to help keep children safe. It provides an excellent online self-assessment tool to help organisations and groups audit their arrangements. We have offered one to one support to organisations to develop their policies and procedures including bespoke training to organisations to support a whole organisation approach.

We have engaged with development workers from infrastructure organisations across Warwickshire to increase their knowledge and understanding and build their skills and confidence in supporting groups and signposting them to Safe Network. We have worked with the LADO, both in signposting organisations to share concerns and then supporting voluntary groups with additional support using Safe Network for those that need to improve their practices.

We have seen an increase in knowledge of Safe Network within the sector and an increasing number of organisations seeking support, undertaking the audit and reviewing their policies and procedures. A number of VCS organisations operate under national and regional frameworks but have also made use of some elements of Safe Network such as the code of conduct for staff and volunteers.

Delivery and range of training:

WCVYS has delivered the following 11 free training courses over the past year with a total of 193 participants from the voluntary and community sector:

Safeguarding Workshop:

Disclosure and Barring,

Working Together

Including the following Safe Network courses;

Thinkuknow Introduction Course

E-Safety (2 courses);

Child Protection Awareness Training (2 courses);

Safeguarding for Trustees (Children and Young People's Organisations);

Working Together: Learning from Serious Case Reviews

Safe Network Xtra Standards;

Introduction to Safe Network Awareness Training;

Safer Recruitment Training for Voluntary Sector Partners supported by Adrian Over.

We maintain positive links with the WSCB Interagency Learning & Improvement Officer and we have a VCS representative on the Training Sub-Committee. Our courses complement those offered by the WSCB and are provided at accessible times including evenings and weekends.

In addition we hosted a focused Voluntary and Community Forum looking at Domestic Violence and Abuse and the services available across the county and how to develop proactive work with young people around relationship abuse, which 34 people attended.

“The information given on the Safeguarding training and Safe Network has been invaluable to our organisation.”

WCVYS Satisfaction Survey 2014.

Keeping Safeguarding on the Agenda:

WCVYS maintains a high profile on safeguarding, with information, relevant reports and training opportunities regularly shared through our weekly bulletin and website. Our website front page has a section on safeguarding, incorporating the Disclosure and Barring Service, WSCB, LADO, Child Protection Referral and Safe Network. We have also blogged and tweeted key stories to raise awareness, for example, changes to the Child Protection Procedures and promoting Exploited - a training resource for young people on exploitative relationships. We also supported a Community Forum to host a focus on bullying and e-safety in Rugby, based on a community need identified. This evidenced excellent work being undertaken in some local schools and how best to support children and families.

VCS representatives sit on the WSCB and key Sub-Committees. This encourages an awareness of the needs of the VCS, an appreciation of the wide range of provision they offer, from positive activities to services commissioned by the public sector for some of the most vulnerable children and young people and the contribution the VCS makes to safeguarding in Warwickshire. The learning from these meetings is fed into training and developments across the county. A number of VCS organisations are developing expertise in Child Sexual Exploitation and training and support for those that work with young people. We have supported and encouraged WREP to join the Faith Forum and work is underway to plan events to take place next year.

“Receive regular updates such as the abolition of the blue book, Domestic abuse information and CEOP legislation/training” WCVYS Satisfaction Survey 2014.

Impact:

By evaluating our training and annual satisfaction survey we can see that the high profile given by WCVYS to safeguarding has supported positive outcomes for organisations and young people:

- Positive feedback from training, evidenced by an increase in knowledge and learning pre and post training; knowing how to respond to concerns remains a key gap at the start of training
- Increase in requests for help, via telephone and brought up in one to one visits (anecdotal)
- Increase in Safe Network audits undertaken by organisation
- Increase of organisation aware of safe network – 44% of both WCVYS and partners know about Safe Network (taken from WCVYS Satisfaction Surveys)
- Working with LADO to support change and improve practice
- Organisations are signposted to WCVYS for support from a wide range of partners across the voluntary and public sector

“79% said the support received from the WCVYS team around safeguarding and keeping children and young people safe was very good or good.”
WCVYS Satisfaction Survey 2014.

Challenges

WCVYS is a charity and has limited resources so capacity and funding to support safeguarding remains a challenge. Uncertainty of funding beyond 2015 may impact negatively on our ability to offer continued support to the VCS. We are committed to multi-agency working and work hard to ensure we link in partners as appropriate and maintain dialogues across the VCS and public sector. Offering free training is a key need for the VCS and this may remain a barrier for those exploring the WSCB training and developments offered. In addition looking at accessibility in terms of times, venues and language may also impact.

WCVYS will continue to maintain a priority for safeguarding next year in line with our Strategic Business Plan with a focus on Safe Network and meeting collective and individual needs of those in the VCS and working in partnership to improve outcomes for children and young people.

6.4 Public Health

Achievements

The Public Health Team are working to improve children’s safeguarding through their health improvement programmes and via the contracting process. The Coventry and Warwickshire Sexual Assault Referral Centre – The Blue Sky Centre – commenced services for children and young people in April 2013. The centre has been designed with the help of SARC partners and clients and provides a specialist paediatric forensic medical examiner to work with children and young people. In the first year of operation the centre has assisted 108 young victims of sexual assault as follows: Under 13 = 41 children, 13-15 years

54 young people and 16-17 years 36 young people. This compares with a total of 12 children and young people aged 13 – 18 in 2012-13. The centre has followed national guidelines in the development of its services with the focus on making it easier for victims and their families to both report sexual assault and to receive follow up support and treatment.

The Respect Yourself Programme has established a successful website, designed by and with young people, as a safeguarding tool. The Respect Yourself Website has been backed by the UK Internet Safety Partnership. Five Relationship and Sex Education Boards have been established with school students across the county including: the George Elliott, Avon Valley, Kenilworth, Nicholas Chamberlin and Stratford High Schools. The students have developed a number of resources to improve resilience in relationships and sexual health including a 'relationship checker' to help young people to recognise and deal with violence and abuse in their relationships. The 'relationship checker' is available on the Respect Yourself website. The website and its programmes have recently been purchased by another local authority.

Public Health commissions a number of sexual health services for residents of the county and for general practitioners. Safeguarding requirements are included in all contracts and these are reviewed regularly with all providers.

Public Health also commissions the School Nursing Service delivered by South Warwickshire Foundation trust. School Nurses provide health assessments for all children about whom there are child protection concerns.

Challenges

The Blue Sky Centre and the Respect Yourself programme have both been made possible by very effective partnership working with young people, voluntary organisations, schools, two police services and two local authorities. It has and continues to require good communication between partners and investment in support to young people so that they may participate fully in designing effective programmes and commissioning them.

Priorities for 2014/15

To maintain support for the five RSE Boards to tackle child sexual exploitation, sexting, pornography, consent and healthy relationships

To develop innovative approaches for school nursing management of safeguarding.

6.5 North Warwickshire Borough Council

Achievements

A total of seven child protection referrals were made to Children's Services from three different divisions within the Borough Council.

Two additional reports are held on file, one of which required no further action. The other did not have sufficient information provided.

One safeguarding concern related to Highway issues and the person making the query was advised to raise the concern with the Highways Department at Warwickshire County Council.

One serious case review request for information was received and the documents reviewed. This, however, produced a "nil" return from the Borough Council.

The Borough Council has four members of staff trained by Warwickshire Safeguarding Children Board to deliver Level 1 Awareness Training as part of the Warwickshire Training Pool. Staff were made available to deliver five multi-agency training courses throughout 2013/14 and a total of eight North Warwickshire Borough Council staff received the training (in 2013/14 – most are due to start refresher courses in 2014/15).

Safeguarding was the key principle through which the design and development of the new Coleshill Leisure Centre was undertaken. This building is located at The Coleshill School. The building contractor's policy, procedures and practices relating to safeguarding were formally reviewed and approved prior to their appointment.

Children and young people, parents and guardians and the local community have all been consulted as part of play area improvements undertaken at Long Street, Dordon, and Abbey Green Park, Polesworth, and within the context of developments due to take place in Grendon, Alvecote and Bretts Hall, Ansley Common.

Challenges

Despite its best endeavours, the Borough Council struggles to engage children and young people throughout the various stages of all aspects of its service design, development and delivery.

With regard to the development of the new Coleshill Leisure Centre on the Coleshill School site, and the need to promote the safety and welfare of all vulnerable people, there have been difficulties in balancing, occasionally competing design priorities and in respect of the programming of future activity (including daytime, term-time periods, when the Leisure Centre will be accommodating both education and community use).

At times we have had difficulty ensuring the procedures set out in the Homeless Young Persons Protocol are enacted locally. Where we have had issues relevant team leaders have met to address issues.

Over the year the 5 District and Borough Councils have met with the County Council to address service gaps with regard to 16 and 17 year old homeless young people. We have scoped the problems and these are well documented. Unfortunately we have not yet resolved how to solve them. The multi agency work to address the issues is continuing – strategically across the county and locally.

Safeguarding priorities for 2014/15

There is a need to address those actions that have been identified following completion of the Strategic and Organisational Self Assessment Tool (Section 11 Audit), which clarifies the arrangements in place for Safeguarding and Promoting the Welfare of Children and Young People.

Key actions include:

- Ensuring that members of staff who are safeguarding “leads” have the responsibility identified in their job description.
- Updating the Statement of Particulars for all staff to identify the fact that they have a responsibility for safeguarding and promoting the welfare of all vulnerable people (including children and young people).
- Identifying a training opportunity for the officer responsible for dealing with allegations (preferably through WSCB).
- Providing copies of the Borough Council Child Protection “Quick Guide” to all new staff as part of their induction programme.
- Obtaining and distributing copies of the “What to do if you’re worried a child is being abused” (2006) booklet?
- Working in partnership to assist young people with their housing, training and employment issues.

Staff are again going to be made available to deliver five Level 1 training courses throughout 2014/15. Additional in-house courses may also be necessary to cover the number of staff requiring refresher training.

All staff that come into contact with children and young people during the normal course of their duties will be required to complete Warwickshire Safeguarding Children Boards’ e-learning package on Child Sexual Exploitation.

The Council’s own Child Protection Policy will be reviewed and, subject to the need for change, adopted in 2014/15.

6.6 Stratford District Council

From a Stratford District Council point of view, the biggest challenge we have had is with working with Children's Services in relation to homeless 16/17 year olds.

We identified as part of a county wide review that the Young Persons protocol was not operating consistently across the county, with particular difficulties being experienced in the Stratford District area. Following this review, the existing protocol was reviewed and a programme of training has been developed to educate staff on the updated protocol and provide training in order to create consistency. The District Council are in the process of arranging a rollout of this training. As the revised protocol is embedded it is expected that engagement and joint working within the District Council will continue to improve, achieving better outcomes specifically for homeless 16/17 year olds.

6.7 Rugby Borough Council

Achievements

Rugby Borough Council continued to put the safety and wellbeing of children at the centre of its concerns during 2013/14. The Council has played an active role as a member of the Warwickshire Safeguarding Children Board as well as part of the district and borough sub-group.

Front-line services have continued to take a vigilant and involved approach to children's welfare, not just making safeguarding referrals but also initiating and participating in the Common Assessment Framework arrangements: a key element in intervening early and so preventing harm further down the line.

Challenges

In conjunction with a broader push on safeguarding (ie in relation to vulnerable adults as well), the challenges include having a better understanding of the people we serve so that we have a better insight into risks to the welfare of children. A range of service reviews have helped in this area. As an example, a review of the ability of Council tenants to pay their rent has revealed a range of opportunities to intervene at an earlier stage to alleviate poverty, enable improved independence and engage other agencies in areas such as ensuring a stable home and school attendance.

Arrangements for dealing with homeless children aged 16 or 17 were not being implemented effectively and consistently across the county. The districts and boroughs have worked collectively to review these arrangements with the County Council and will re-launch the countywide protocol shortly, with training,

monitoring and auditing of the effectiveness of the implementation of the protocol being part of this.

Safeguarding Priorities for 2014/15?

Rugby Borough Council will consider the review of the S.11 audit of its arrangements for working in partnership to safeguard children and develop and action plan of improvements to be overseen by the Council's senior management team. In response to the audit, the Council is already taking steps to refresh the training of its staff in relation to safeguarding children to ensure that all relevant posts are occupied by someone who has had the relevant training.

6.8 Safer Schools Partnership.

Safer Schools Partnership group delivers all its work in partnership with other services which reduces barriers to positive outcomes.

Data sharing between partner agencies has been highlighted as a challenge. Partners have identified:

- Further and on-going training to ensure all staff have received updated training and understand safeguarding risks,
- Ensuring young people we work with understand risks
- Raising more awareness in our programmes of work with young people about levels and understanding safeguarding risks
- Safeguarding is a criteria that young inspectors are reviewing as part of their inspection programmes
- Greater targeting of resources

6.9 Nuneaton and Bedworth Borough Council

Nuneaton and Bedworth Borough Council continues to work towards meeting its requirements under legislation and being an effective partner of the Warwickshire Safeguarding Children's Board and other statutory and third sector organisations.

Achievements during 2013/14

Referrals – The Council made a total of 16 referrals during 2013/14 in addition to sharing other pieces of key information with Children's Services.

Training – The Council has continued to play an active part in participating and delivering Child Protection Training. In the last financial year, the Council has had its employees trained in Safeguarding Children, Domestic Abuse, and Common Assessment Framework (CAF). The Council's Equality and Child Protection Officer is a part of the WSCB Training Pool and has delivered several Safeguarding Children courses over the last financial year.

Safeguarding Meetings Attended – The Council is regularly represented at the main Board meetings by the Equality and Child Protection Officer. In addition to this, the Equality and Child Protection Officer currently chairs the District Sub Committee and is a member of the Child Sexual Exploitation Sub Committee.

DBS Policy – The Council has developed and approved a Disclosure and Barring Policy. This Policy was introduced in light of the changes in legislation and the introduction of the definition of regulated activity for working with children and adults. This was approved by Single Member Decision by the Leader of the Council (Portfolio Holder for Finance and Civic Affairs) in January 2014.

SLIP Case Review – The Council took part in a SLIP Case Review during 2013/14. It contributed key information to the Review and as a result of this has been identified as a key partner for other agencies when working with families.

FAQ's Referrals – A frequently asked questions document was produced by the Council to cover employee's questions in connection with the referral process for safeguarding.

Cabinet – The Council approved the funding for the financial year 14/15 to the Board via a decision by its Cabinet. It also included statistics from the county to make members aware of the issues in the borough in comparison to the county.

Address Anti-social behaviour – As part of our duty to address ASB, where the Council has identified safeguarding issues, referrals have been made and/or the Council has participated in multi-agency meetings to address issues.

Addressing challenges to improve Safeguarding outcomes

Working and addressing safeguarding issues with other agencies – The Council will continue to work with other statutory and third sector agencies in order to fulfil safeguarding obligations. Other agencies are seeking the Council's input more into multi-agency meetings & cases due to the information the Council holds on families and the assistance this can provide in safeguarding the welfare of children.

Ensure appropriate referrals are made through to Children's Services – It is important that the right referrals with the key information are made through to Children's Services. The Council will try to act as a filter to ensure only appropriate referrals are made when concerns are disclosed to and identified by the authority.

Ensuring Safeguarding within services – It is key the Council promote awareness of Safeguarding Children and ensure all its employees know what to look out for to identify possible child abuse. Promotion and training will be key to fulfilling this requirement.

Safeguarding priorities for 2014/15

Focus on Action Plan as a result of Section 11 Review – The Council has positively embraced the Section 11 Review recently carried out by the WSCB. The Council will form an action plan for internal improvement following the Review to ensure it is meeting the requirements set under Section 11.

Revise Child Protection Policy & Guidance – The Council will also take the opportunity following the Section 11 review to update its Child Protection Policy & Guidance. The Policy will reflect the current legislative requirements as well as refresh Council Policy on its operational practices within the Guidance.

Carry out programme of DBS checks – Following the introduction of the Disclosure and Barring Policy, the Council will ensure the posts identified under the definition of regulated activity will be subject to a DBS check and programmed in for 3 yearly checks (subject to the post holder being in position).

Promotion of Safeguarding agenda – In addition to the work above, it is vital that the Council promote the Safeguarding agenda to ensure all employees are aware of the signs and symptoms of child abuse and know what to do should they have concerns. Posters and promotional material will be produced in addition to the updating of internal and external websites.

Deliver training to employees & elected members – It is important that Council employees who come into contact with children are trained to the appropriate level required. The Council will develop a training schedule for Safeguarding courses to ensure all relevant employees are trained and receive refresher training every 3 years. For the majority of these employees, this will result in Level 1 training being received with Housing Officers and Housing Advice Officers receiving Level 2 training where required. Appropriate employees will also receive CAF training.

Obtain Leadership approval – All the activities mentioned above will be carried out with approval from the Council Senior Management and Elected Members. The Council's Child Protection Policy & Guidance will be developed in conjunction with the Officer Children's Champion, the Elected Member Children's Champion and the Central Services Portfolio Holder. The Protection Policy & Guidance will then be subject to approval by its Management Team, followed by approval by Elected Members. Following this, the Policy, Guidance, Action Plan and other Safeguarding activities will be reported to and scrutinised by the Council's Economic and Corporate Overview Scrutiny Panel.

6.10 Coventry, Solihull and Warwickshire Partnership (CSWP).

CSWP delivers a range of services to support young people into employment, education or training. These services include careers guidance, mentoring support, placement into vacancies, negotiating tailored learning programmes to enable young people to re-engage with learning and employment.

We manage, on behalf of Warwickshire County Council, a client database of all 13-19 year olds known which is a statutory requirement and has been renewed as part of serious case reviews. The client database contains confidential information and meets all data protection requirements plus there are in place the relevant and appropriate data sharing agreements, particularly with reference to safeguarding.

A major area of our work is with 16-18 year old people who are not in education, employment or training (NEET). In this area the greatest challenge continues to be the sharing of information with other professionals. The challenge is to constantly be vigilant and aware of safeguarding issues.

During the past year, as many services have downsized and restructured as a consequence of funding reductions, the biggest challenge has been to maintain close working relationships between agencies i.e. staff changes and new relationships to be forged.

Our safeguarding priorities for 2014/15 are to continue to ensure our staff are trained and confident about this safeguarding responsibilities and up to speed with all challenges and threats i.e. from indoctrination of young people to trafficking etc.

6.11 Warwickshire Probation Trust.

Achievements.

In its latest Offender Management Inspection Report, Warwickshire Probation Trust was recognised by Her Majesty's Inspectorate of Probation (HMIP) as having high overall standards in the assessment and management of risk of harm to both Children and Adults. One potential area identified for improvement however was the management oversight of cases with child protection concerns. During the course of the year the Trust established a process for informed management oversight of Child Protection cases. The % of such cases with active management oversight increased from 58 % to 88%.

Challenges

The Trust underwent significant organisational change in preparation for the split of Probation functions into either the new National Probation Service or Community Rehabilitation Company. During this period of change we have been concerned to continue to focus on child safeguarding issues and to prepare the two new organisations to effectively undertake their duties.

Our management oversight of Child protection cases highlighted the need for a clear escalation process where agencies had different perspectives on risk and need. This has been incorporated into the WSCB procedures.

Safeguarding priorities for 2014/15

Community Rehabilitation Company:

The newly created Warwickshire and West Mercia Community Rehabilitation Company (CRC) includes public protection as a strategic priority and will work towards designing and implementing an intelligence led strategy to improve responses to Safeguarding Children - this will include ensuring good, effective attendance by CRC at Safeguarding Children partnership meetings. The CRC has been created as a result of the Transforming Rehabilitation reforms and although now separate from the National Probation Service (NPS), and subject to a proposed transfer to new ownership during 2014/15, it will continue to work closely with the NPS to ensure quality risk assessment and review of those cases that require joint involvement.

National Probation Service:

The National Probation Service (NPS) will be responsible for public interest decision making and the management of high risk of harm offenders. Its priority will be to ensure information relevant to the safeguarding needs of children is sought at sentence commencement and used to inform sentence planning in both the NPS and CRC. The NPS structures mean that local senior managers will participate in 3 sets of child safeguarding arrangements and so the organisation will prioritise incorporating the learning this generates into both its own work and the Warwickshire Safeguarding Board partnership.

6.12 Coventry and Rugby Clinical Commissioning Group/Warwickshire North Clinical Commissioning Group / South Warwickshire Clinical Commissioning Group

- NHS Warwickshire and NHS Coventry were formally replaced by three Clinical Commissioning Groups in April 2013. Each of the CCGs have a defined area of Warwickshire for which they commission services for their

local populations. This is predominantly achieved through contracts with the four large local providers University Hospitals NHS Coventry and Warwickshire, Coventry and Warwickshire Partnership NHS Trust, South Warwickshire Foundation NHS Trust and George Eliot Hospital.

- Coventry and Rugby CCG host the safeguarding team with clear provision of time allocated to each of the three CCGs.
- The CCGs are committed to ensuring that there are robust, co-ordinated safeguarding systems in place which ensures children are safe, healthy and achieve their life chances.
- All three CCGs are represented on the WSCB at board level and within the sub groups demonstrating a clear intent to work closely with other agencies to safeguard children.

Achievements

- The Clinical Commissioning Groups have taken action to ensure that learning from serious case reviews is progressed within the Warwickshire health economy through provider organisations and primary care. The designated nurse chairs the health sub group of the board and good practice and learning is shared readily across health providers in Warwickshire to ensure the best outcomes for children and their families.
- The CCGs have reviewed the revised document on Safeguarding children and young people: Roles and competencies for health care staff. Intercollegiate document. (2014) to ensure that training for all staff both within the CCGs and across provider organisations is at the required level. Each of the CCGs has a mandatory training programme to ensure that all staff receive child protection training.
- The Designated Nurse and Safeguarding trainer have delivered child protection training to all GP practices in Warwickshire and support GP's to demonstrate that they and their staff are trained to the appropriate level. The Level 3 sessions have specifically addressed key WSCB priorities such as Child sexual exploitation, domestic violence and abuse, and learning from serious case reviews. As a result, GP's report increased awareness and confidence in detection of abuse and escalation of concerns to designated professionals where appropriate. This can be evidenced through an increased number of relevant contacts with Designated professionals and increased involvement in serious case review processes.
- The CCGs are using a self-assessment tool called the "markers of good practice" for safeguarding children to review child protection provision within the services that it commissions.
- The Designated Nurse for Safeguarding has been working in collaboration with the Domestic Abuse Co-ordinator in Warwickshire County Council to

increase awareness raising and confidence in responding to issues relating to Domestic violence and abuse across the Warwickshire health economy.

- The CCGs Designated Nurse and the Designated Doctor for Child Protection are WSCB's health advisors and are actively engaged in all of the WSCB sub groups. The impact of this is that there is expert input from safeguarding health professionals into the sub groups of the WSCB, which is independent of providers, to challenge, identify good practice and support the development of quality assurance mechanisms such as audit and provide safeguarding leadership in relation to health practice.
- The CCGs have been represented in the research and development of a number of multi-agency Safeguarding initiatives across Warwickshire including work on child sexual exploitation and the multi-agency safeguarding hub.

Challenges

- One of the most important issues for all three of the CCGs is to ensure that the voice of the child is evidenced in all aspects of work. There will be on-going work to address and develop the involvement of young people to inform safeguarding service development.

Priorities for 2014/2015

- The Designated Nurse will engage with current children and young people's advisory groups to inform safeguarding service development and understand the needs and diversity of the population across Warwickshire.
- The CCGs are committed to the review of the section 11 audit and will work with WSCB to further improve services.
- South Warwickshire Clinical Commissioning Group is leading on a review, on behalf of all three CCGs, of health services for Looked After Children in Warwickshire .
- The CCGs will coordinate a review of child deaths across Warwickshire to address key areas of service provision across each geographical area.
- The CCGs will continue to work effectively in partnership with all agencies across Warwickshire to protect children and young people.

6.13 Warwickshire County Council Communities Group

Achievements.

Gypsy and Travellers: The Gypsy and Traveller service deals with one of the most vulnerable communities in our society today and over the years we have built up the trust required to break down the communication barriers. The service

has engaged the community in issues around safeguarding and what to report and how. Over the last year we have support families going through Domestic abuse, needing to be re-housed, finding accommodation, getting children into education and with other professionals provided a safe haven when required. We have become the link between the traveller communities and other agencies.

Trading Standards: Warwickshire Trading Standards, working in partnership with other enforcement bodies undertook intelligence led action to protect the health of children and young people by preventing the sale of alcohol and tobacco products to under 18's. Eighty test purchase exercises were conducted with child volunteers and six sales were made. Enforcement action was taken against sellers and licensees/owners, including the prosecution of a nightclub owner who allowed under aged drinking and employed young people under 18 to sell alcohol. Premises were also advised to operate 'Challenge 25' proof of age scheme. Sniffer dogs were used to find fake and illicit tobacco products hidden on retail premises. Sellers of illegal products are less likely to seek to prevent sales to children and counterfeit cigarettes (and also alcohol) can pose a very serious risk of damage to health (even above that posed by genuine products). Officers also participated in over 100 licence application checks and made representations on 22 occasions to request additional conditions for the protection of children from harm.

Environmental Health and Trading Standards visited 59 High Street sunbed salons, both to test the safety of the sunbeds in use, but also to ensure that the owners were complying with the law and preventing under 18's using sunbeds. Over one-third of sunbeds tested had UV emissions in excess of permitted levels.

Trading Standards help ensure that toys do not pose a danger to babies and children. Recently, officers targeted the manufacturers and sellers of unsafe soother clips following a rise in the sale of these products on social networking sites.

Trading Standards have been working in school to educate children about the dangers posed by fireworks. Over 1000 children entered a firework poem and poster competition. Through 'Talkingshop', Trading Standards have provided secondary school students with educational inputs on consumer rights and financial literacy, helping protect young people from scams and avoid debt problems in the future.

Drugs & Alcohol Action Team (DAAT):

- We have direct input in to the adult treatment provider clinical & social governance group. All clients are provided with secure drug boxes e.g. to facilitate the safe storage of methadone and other medication in the home.
- Self-audit against ADFAM Medications In Drug Treatment: Tackling the Risks to Children report http://www.adfam.org.uk/cms/docs/adfam_ost_fullreport_web.pdf
- Ongoing monitoring of incidents through monthly incident reporting from the adult and YP treatment services.
- All clients entering service are assessed and regularly reviewed in respect of their parental status and contact with children.
- Joint working of cases with social care and instigation of CAFs as required.
- There is a local organisation lead within the treatment service.

Youth Justice & Family Intervention:

The Youth Justice Service is a statutory board member, and a separate report is provided.

Domestic Abuse:

Warwickshire launched a new approach to tackling violence against women and girls in November 2013. Warwick University undertook an in depth consultation and analysis with professionals and service users to draw together a new strategic approach to not only domestic and sexual violence but also stalking and harassment, forced marriage, honour based violence, FGM, forced prostitution and trafficking for sexual exploitation. The move from looking purely at domestic abuse and sexual violence to a wider, co-ordinated VAWG agenda ensures a more integrated approach to those affected by violence and abuse that more accurately reflects a victim's experiences and offers potential for more effective interventions and responses. A new VAWG Board is developing in order to ensure the new approach is developed and delivered effectively.

During 2013-14 we supported Warwickshire's four Community Safety Partnerships by co-ordinating responses to 2 new referrals for a Domestic Homicide Review while continuing to support with reviews that already started. Actions relating to the safeguarding of children and young people have arisen from Warwickshire DHRs and following Home Office approval will be included in the published reviews.

Safeguarding of children is central to the Multi-Agency Risk Assessment Conferences (MARAC) process. 538 cases were heard at Warwickshire MARACS over the year and these worked to protect 710 children (368 cases). The MARAC was able to remove or reduce the levels of risk in 37% of cases. As of October 2013 MARACS began accepting referrals of 16 and 17 year olds

assessed as being at high risk of serious harm or homicide from domestic abuse. Over quarter 3 and 4 of the year there were 3 referrals for victims aged 16-17 and 2 where the offender was 17 or under.

A two day workshop on Provision of Freedom Programme for Professionals training

is aimed at professionals who want to increase their knowledge and deepen their understanding of domestic abuse.

Aims:

- To provide an opportunity for professionals to experience, cognitively and emotionally, what it would be like to live with domestic abuse
- To leave a lasting emotional impact, deeper understanding and greater awareness of the psychology and beliefs that underpin domestic abuse

Objectives:

- To enable professionals to make more informed, robust and realistic assessments
- To increase child safety

During 2013-14 we trained 160 practitioners. Feedback included:

- I have been working in the field for 5 1/2 years and this is the first bespoke course that has been so informative on DA and the process that victims go through."
- "This was the most powerful and enlightening training I have ever attended. ...all professionals who deal with victims of DV should attend. I thought I had a really good understanding already of DV and victim issues, how wrong I was. This training really looks at the whole thing through the eyes of the victims."

We were successful in bidding to the Police and Crime Commissioner's Innovation Fund for 2013-14 in order to develop 2 new resources for young people in partnership with the Respect Yourself Campaign. Both resources have been designed by young people, for young people.

- UR Decision: Life's not a rehearsal is an on-line interactive resource covering abuse, sexting, consent and child sexual exploitation. www.urdecision.info
- Relationship Health Checker is designed to get you thinking about your personal relationships and will try to point you in the right direction. www.respectyourself.info/rhc

Community Safety: The community Safety Team have been supportive of the Blue Sky Centre (SARC) and in particular instrumental in providing a garden

space (haven). 131 children have accessed the SARC in its first year. Anecdotal reports included in the first annual report cite the garden as having particular positive effects on young people.

In Nuneaton and Bedworth as part of a wider initiative to reduce problems from nuisance motorcycles led by Community Safety Project Officers, young people (14-19yrs) are referred to the 'Two Wheels in Motion' project where they take part in a 3 session course aimed at ensuring they are able to ride cycles responsible and safely and leave understanding the dangers and consequences of their previous behaviour.

Public Health

Public Health is a Board partner and a separate report is provided.

Challenges

Gypsy and Travellers: The main challenges for the Gypsy and Traveller service is prejudice from professionals and agencies. Getting children registered with GP's, schools refusing to take children or putting barriers in the way and providing accommodation. There is a lack of understanding of cultural issues and sensitivities which this community believe in

Trading Standards: The consumption of 'legal highs' (including by children), has often led to illness, hospitalisation and sometimes death. Trading Standards are working with Warwickshire Police to tackle this issue.

Priority Families: The Priority Families Programme is now two thirds through its first Phase and is performing well. We recognise the need for close working links with the Board and those involved in the safeguarding agenda and are keen play our full part. The successes and learning derived from the first Phase of the Programme will provide us with a solid foundation for the future and the proposed new eligibility criteria augur well for even close working relationships.

Drugs & Alcohol Action Team (DAAT): Communication and information sharing is always an issue. For example, it is often the case that the treatment service is only aware of social care involvement when the client discloses it. We have attended social care team meetings to raise the profile of services and highlight how to refer and the importance of doing so.

Domestic Abuse:

The biggest single challenge has been reduced resources accompanied by continuously increasing demand. Services we commission report individuals presenting with more complex cases which require more intensive, support, reducing the capacity for new clients.

We are working to address this through working with the Office of the Police and Crime Commissioner who has domestic and sexual violence as a priority in the updated Police and Crime Plan. From April 2015 the OPCC will be responsible for commissioning victim support services. We worked with the OPCC to successfully bid for funding to establish the IRIS Programme across the county in 2014. IRIS supports General Practitioners in identifying and responding to domestic abuse and provides direct support for GP's to refer victims to.

There is a perception that domestic abuse is 'done' by Community Safety. Domestic abuse, and now VAWG must be everybody's business, as is safeguarding children. Frontline practitioners across the board must be skilled in identifying and responding appropriately.

Reduced resources across the multi-agency landscape have left reduced capacity and a reduced ability to undertake the intensive work sometimes required. This will of course impact on the ability of those affected by DA to cope, recover and safeguard their children effectively.

Safeguarding priorities for this year 2014/15

Gypsy and Traveller Service:

- Refresher trainer for the team.
- Continue to work with agencies to understand the cultural differences and communication issues within the community.
- Apply for funding to support this community getting access to other agencies.
- Project lead on a health study.

Drugs & Alcohol Action Team (DAAT): We have recently been made aware of concerns regarding sexual exploitation and drug misuse amongst secondary school children at a number of Rugby schools. We responded to this by holding an initial multi-agency meeting involving social care, schools, YP services, Council safeguarding and police. This will be followed up by an action plan with appropriate interventions that will be overseen by this group over the course of the year.

Localities & Partnerships:

- We will be undertaking a refresh of the Warwickshire Child Poverty Strategy.
- We will also be building on work to ensure that vulnerable families have access to financial advice, affordable warmth and affordable food.
- Both of these initiatives may have implications for safeguarding.

Domestic Abuse:

- Further develop work to keep young people safe in their relationships.
- Embed the new approach to tackling violence against women and girls.
- Deliver the actions arising from Domestic Homicide Reviews and MARAC Self-Assessment.

Community Safety:

- Continue to provide support to the SARC (Action day completed 21/5/14).

- Continue support for diversion schemes such as 'Two Wheels in Motion' project.

6.14 Warwickshire County Council Children's Social Care

The promotion of safeguarding is a core statutory function of children's social care and is evidenced throughout the data in the annual report relating to referrals, assessments and service provision.

As a single agency we have been challenged by the continuing high rate of cases referred to social care .which impacts upon our ability to manage these effectively. During 2013/14 we continued to work more closely with our colleagues in WCC Early Help and Targeted Support in order to offer families early help at the earliest opportunity to prevent the need for social work services unless this was felt to be the most appropriate service.

During 2013/14, much of the focus of our work was in developing a child protection strategy which focused upon reducing the number of children who need to be subject to child protection plans through intervening earlier and refining our processes. This was an extension to the work already being undertaken to safely reduce the numbers of children who need to become looked after with the Dartington Social Research Unit (SRU). The work undertaken with the Dartington Social Research Unit (SRU) has enabled Children's Social Care to explore more fully how the child protection system is used with families and to explore more effective ways to work with families in order to safeguard children.

With regards to multi-agency working we are redesigning our front door with the objective of improving the consistency and effectiveness of the response to referrers. This aims to provide the right services at the right time for children and families, using early intervention services much more readily and providing more effective social work services which better safeguard children and their families.

During 2013/14 we continued to see an increase in the number of children subject to a child protection plan for 2 years or more or for a second or subsequent time during 2013/14. Further work is being undertaken by the Performance Monitoring and Evaluation Sub-committee in relation to these child protection plans as well as understanding better those children who are subject to a child protection plan for 3 months or less. As part of our work with the Dartington SRU the Independent Reviewing Service has developed a RAG system to assist in identifying blocks to achieving the outcomes of the child protection plan. Further work is needed to engage wider WSCB agencies in this process.

In 2014/15 our key priorities will continue to focus upon safeguarding children and their families in accordance with statutory guidance and legislation. A key

priority will be to continue to focus upon reducing the numbers of children who need to be subject to child protection plans and also to safely reduce the numbers of children who become looked after. We will continue to embed the “Think Family” protocol in our work with vulnerable children and adults to ensure that we are providing a joined up approach to families' needs and ensuring that universal and specialist services improve the identification of children in need and in need of protection through increased understanding of the impact of an adult's problems on a child's life. The implementation of The Care Act 2014 and The Children and Families Act 2014, provides an opportunity to more closely respond to the transition issues that some vulnerable children experience when they become adults.

Another key priority is to continue to develop the proposals for the design of a Multi-agency Safeguarding Hub (MASH) which aims to bring professionals together to share information and to provide support for families more effectively.

Underpinning the key priorities are the significant financial challenges that the County Council will face during 2014-18 which will impact upon the way in which we deliver services to children and their families. Children's Social Care is redesigning a number of services in order to provide an effective service to children and families within the context of the financial challenges.

6.15 Warwickshire Police

Warwickshire Police do not have any targets set by the Police & Crime Commissioner (PCC) and instead focus all efforts on achieving our single vision to 'protect people from harm'. To achieve this we seek to provide the best possible protection with the resources available to us, and reduce harm by managing the risk of it happening. This way of working allows us to achieve our vision by managing and responding to real time threats and risks. This is more effective in protecting communities than the traditional method of setting annual objectives and targets. It is about doing the right thing and focusing on those issues that really matter to local communities. This empowers our workforce to concentrate on delivering the maximum protection possible to those communities.

As part of achieving our vision to 'protect people from harm', Warwickshire Police undertakes activity to safeguard and promote the welfare of children at both a strategic and operational level. In doing so it works closely in partnership with other statutory and third-sector agencies. At the strategic level, duties and responsibilities are exercised through active membership of Warwickshire Safeguarding Children Board (WSCB) and through the development of Police policy and standard operating procedures that take cognisance of legislation and statutory guidance, national strategy and research, and local need.

At the operational level, Warwickshire Police work closely in partnership on a day-to-day basis to undertake activity to safeguard children, taking primacy for the investigation of cases where it is believed a criminal offence may have taken place. This activity is done in compliance with the '*WSCB Inter-Agency Safeguarding Procedures*', and in line with operational guidance issued by the Association of Chief Constables (ACPO) and the College of Policing. This includes working closely with agencies at a local level when delivering neighbourhood-policing services and the Safer Schools programme, as well as the provision of specialist 'Protective Services' resources.

A particular focus of Warwickshire Police over the last 12 months has been the continuing development of policing services in alliance with neighbouring West Mercia Police. Our two forces now deliver all services together within a single policing framework across Warwickshire, Herefordshire, Worcestershire, Shropshire and Telford & Wrekin. This includes a single 'Protecting Vulnerable People' (PVP) department with responsibility for child protection and abuse investigation, safeguarding vulnerable adults, domestic abuse, missing persons, and the management of registered sexual offenders and violent offenders.

A Detective Superintendent heads the overall PVP department for Warwickshire Police and West Mercia Police, with a Detective Chief Inspector leading PVP within each of three geographical areas: Warwickshire, Herefordshire/Worcestershire, and Shropshire/Telford & Wrekin. Operational responsibility for overseeing child protection matters within each area is led by a PVP Detective Inspector, who has specialist investigative resources at their disposal.

As part of enhancing the work of Warwickshire PVP in respect of safeguarding children, an increase in the level of supervision with our Child Protection Units has now been implemented. In addition, a new role of 'Child Protection Liaison Officer' has been introduced, with a primary responsibility for dedicated attendance at Child Protection Conferences. Safeguarding activity is supported by an already well-established 'Harm Assessment Unit', which manages and coordinates all referral activity into and out of the Warwickshire Policing area and acts as the gateway to other agencies, including child safeguarding pathways. Over recent years an investment has been made in providing better training for staff on child safeguarding matters, in particular in the context of domestic abuse, and this improved awareness has resulted in an increase in referrals from the Police. This in turn improves the opportunities for a multi-agency approach to identify vulnerable children and take action to safeguard and promote their welfare.

Warwickshire Police external referral/notification activity for this period was as follows:

| Warwickshire Police PVP HAU External Referrals 2012-2014* (DOMESTIC ABUSE) | Children's Social Care | | | Children's Social Care (2+ criteria) | | | Adult Social care | | | Mental Health | | | GP/Other NHS | | | DA Support Services (first review only) | | | Alcohol/Drugs Services | | | Total | | |
|--|------------------------|---------|-------|--------------------------------------|---------|-------|-------------------|---------|-------|---------------|---------|-------|--------------|---------|-------|---|---------|-------|------------------------|---------|-------|---------|---------|-------|
| | 2012/13 | 2013/14 | % +/- | 2012/13 | 2013/14 | % +/- | 2012/13 | 2013/14 | % +/- | 2012/13 | 2013/14 | % +/- | 2012/13 | 2013/14 | % +/- | 2012/13 | 2013/14 | % +/- | 2012/13 | 2013/14 | % +/- | 2012/13 | 2013/14 | % +/- |
| | April | 337 | 187 | -45% | 36 | 119 | 231% | 19 | 7 | -63% | 106 | 121 | 14% | 225 | 158 | -30% | 145 | 128 | -12% | 5 | 6 | 20% | 873 | 726 |
| May | 288 | 202 | -30% | 72 | 144 | 100% | 20 | 12 | -40% | 87 | 147 | 69% | 216 | 192 | -11% | 144 | 134 | -7% | 17 | 3 | -82% | 844 | 834 | -1% |
| June | 255 | 195 | -24% | 49 | 158 | 222% | 11 | 12 | 9% | 80 | 109 | 36% | 180 | 203 | 13% | 128 | 122 | -5% | 19 | 6 | -68% | 722 | 805 | 11% |
| July | 365 | 279 | -24% | 38 | 175 | 361% | 19 | 11 | -42% | 116 | 165 | 42% | 263 | 252 | -4% | 151 | 182 | 21% | 17 | 6 | -65% | 969 | 1070 | 10% |
| August | 365 | 176 | -52% | 20 | 162 | 710% | 18 | 11 | -39% | 104 | 135 | 30% | 244 | 182 | -25% | 144 | 122 | -15% | 21 | 3 | -86% | 916 | 791 | -14% |
| September | 299 | 178 | -40% | 2 | 191 | 9450% | 10 | 12 | 20% | 81 | 131 | 62% | 198 | 182 | -8% | 105 | 149 | 42% | 11 | 3 | -73% | 706 | 846 | 20% |
| October | 368 | 181 | -51% | 28 | 187 | 568% | 7 | 9 | 29% | 94 | 135 | 44% | 226 | 176 | -22% | 134 | 118 | -12% | 11 | 3 | -73% | 868 | 809 | -7% |
| November | 296 | 144 | -51% | 31 | 177 | 471% | 10 | 6 | -40% | 111 | 115 | 4% | 185 | 172 | -7% | 134 | 113 | -16% | 5 | 4 | -20% | 772 | 731 | -5% |
| December | 326 | 168 | -48% | 36 | 174 | 383% | 10 | 11 | 10% | 91 | 99 | 9% | 194 | 168 | -13% | 117 | 148 | 26% | 6 | 5 | -17% | 780 | 773 | -1% |
| January | 266 | 204 | -23% | 63 | 153 | 143% | 9 | 15 | 67% | 85 | 109 | 28% | 176 | 185 | 5% | 108 | 153 | 42% | 2 | 0 | -100% | 709 | 819 | 16% |
| February | 222 | 129 | -42% | 70 | 185 | 164% | 13 | 16 | 23% | 102 | 89 | -13% | 172 | 170 | -1% | 98 | 128 | 31% | 3 | 1 | -67% | 680 | 718 | 6% |
| March | 204 | 138 | -32% | 80 | 185 | 131% | 21 | 12 | -43% | 124 | 93 | -25% | 164 | 181 | 10% | 101 | 123 | 22% | 5 | 3 | -40% | 699 | 735 | 5% |
| | 3591 | 2181 | -39% | 525 | 2010 | 283% | 167 | 134 | -20% | 1181 | 1448 | 23% | 2443 | 2221 | -9% | 1509 | 1620 | 7% | 122 | 43 | -65% | 9538 | 9657 | 1% |

*Does not include referrals to MARAC

| Warwickshire Police PVP HAU External Referrals 2012-1014 (OTHER INCIDENTS) | Children's Social Care | | | Children's Social Care (2+ criteria) | | | Adult Social care | | | Mental Health | | | GP/Other NHS | | | CAMHS | | | Alcohol/Drugs Services | | | Total | | |
|--|------------------------|---------|-------|--------------------------------------|---------|-------|-------------------|---------|-------|---------------|---------|-------|--------------|---------|-------|---------|---------|-------|------------------------|---------|-------|---------|---------|-------|
| | 2012/13 | 2013/14 | % +/- | 2012/13 | 2013/14 | % +/- | 2012/13 | 2013/14 | % +/- | 2012/13 | 2013/14 | % +/- | 2012/13 | 2013/14 | % +/- | 2012/13 | 2013/14 | % +/- | 2012/13 | 2013/14 | % +/- | 2012/13 | 2013/14 | % +/- |
| | April | 34 | 83 | 144% | 0 | 1 | 17 | 49 | 188% | 9 | 32 | 256% | 5 | 0 | 0 | 1 | 1 | 2 | 1 | 1 | 1 | 68 | 167 | 146% |
| May | 51 | 62 | 22% | 0 | 0 | 28 | 57 | 104% | 6 | 33 | 450% | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 87 | 153 | 76% | |
| June | 55 | 51 | -7% | 0 | 1 | 42 | 44 | 5% | 24 | 26 | 8% | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 123 | 124 | 1% | |
| July | 66 | 68 | 3% | 0 | 1 | 48 | 31 | -35% | 30 | 36 | 20% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 144 | 137 | -5% | |
| August | 72 | 71 | -1% | 0 | 0 | 37 | 45 | 22% | 26 | 38 | 46% | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 1 | 2 | 137 | 156 | 14% | |
| September | 50 | 53 | 6% | 0 | 0 | 48 | 40 | -17% | 34 | 39 | 15% | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 1 | 134 | 133 | -1% | |
| October | 54 | 70 | 30% | 2 | 0 | 37 | 40 | 8% | 19 | 36 | 89% | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 114 | 147 | 29% | |
| November | 42 | 58 | 38% | 0 | 0 | 32 | 27 | -16% | 27 | 18 | -33% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 101 | 103 | 2% | |
| December | 55 | 53 | -4% | 0 | 0 | 50 | 37 | -26% | 27 | 22 | -19% | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 134 | 112 | -16% | |
| January | 55 | 45 | -18% | 1 | 0 | 47 | 45 | -4% | 29 | 36 | 24% | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 134 | 126 | -6% | |
| February | 67 | 78 | 16% | 0 | 0 | 36 | 33 | -8% | 40 | 33 | -18% | 2 | 1 | 2 | 2 | 0 | 1 | 0 | 0 | 0 | 148 | 145 | -2% | |
| March | 52 | 65 | 25% | 2 | 0 | 31 | 30 | -3% | 20 | 27 | 35% | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 105 | 123 | 17% | |
| | 653 | 757 | 16% | 5 | 3 | 453 | 478 | 6% | 291 | 376 | 29% | 10 | 1 | 0 | 6 | 2 | 11 | 9 | 0 | 0 | 1429 | 1626 | 14% | |

Warwickshire Police particularly recognises the importance of tackling Child Sexual Exploitation (CSE) and the need to protect very vulnerable children from significant sexual offending. In line with many other Police Forces' nationally and together with our partners we are redefining how we manage and investigate these cases. Much has been progressed already but this work will continue to be prioritised over the next 12 months and includes the scoping of a dedicated multi-agency CSE team.

As part of the ongoing development of partnership working, Warwickshire Police are closely supporting scoping activity that is considering the development of a Multi-Agency Safeguarding Hub (MASH), which could be an important step forward for more dynamic information sharing and decision making.

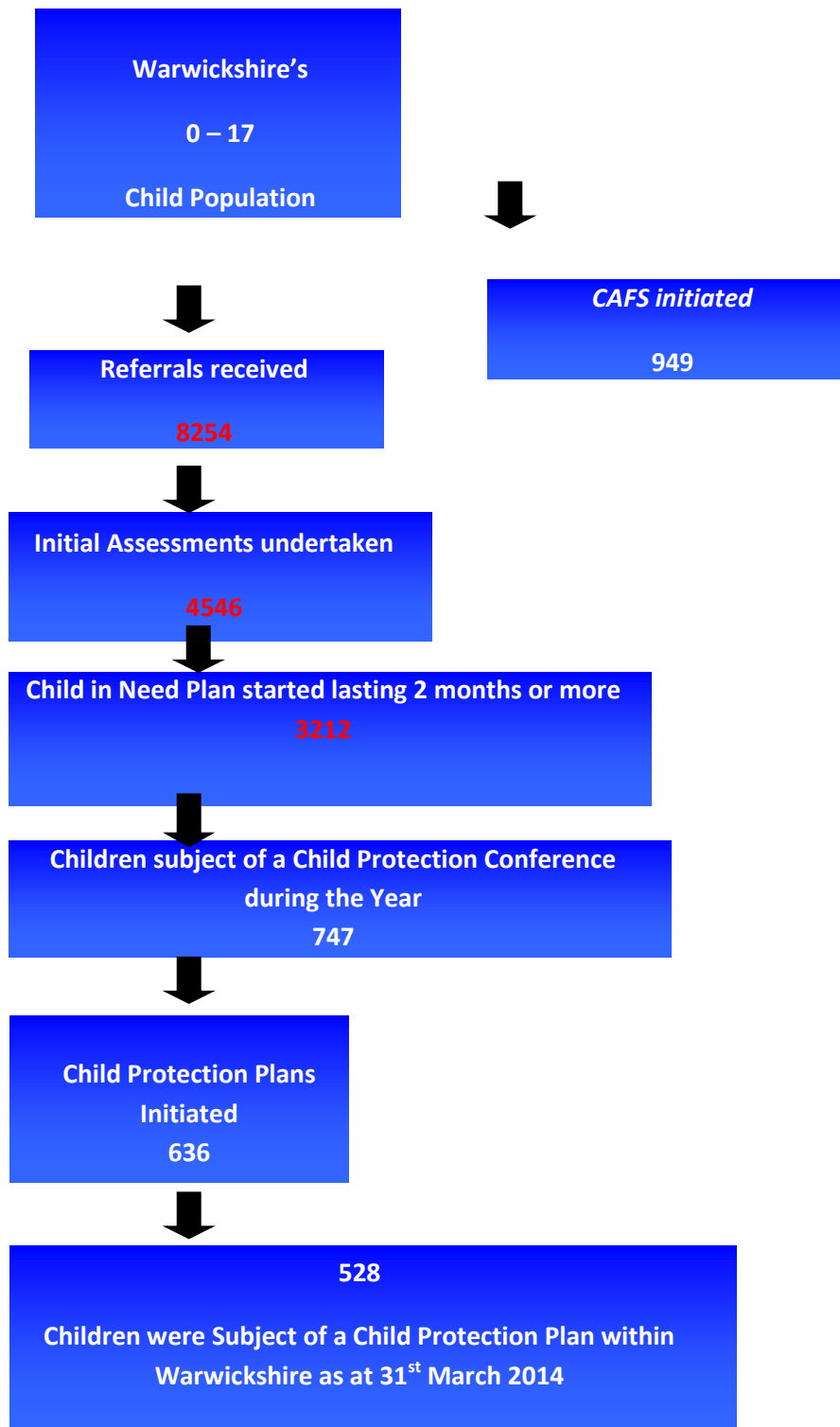
7. Effectiveness of Safeguarding Arrangements in Warwickshire.

Warwickshire Safeguarding Statistics 2013/14

Summary of Key Issues

- In 2013-14 there has been an increase of 45.3% in the number of CAFs initiated.
- There has been a 25% increase in the number of referrals received by Children's Social Care.
- A similar proportion of referrals in 2013-14 received an initial assessment (54%) compared with 2012-13, but there has been increase in the proportion of referrals which result in a service lasting for more than 2 months, from 30% to 39%.
- There has been a smaller increase in the number of children who were made subject of a Child Protection Plan with 636 plans initiated during 2013/14 in comparison to the 609 initiated in 2012/13, which is an increase of 4%. However, despite this fewer plans were initiated than closed this year which is the reason the number at year end saw a decrease.
- As at 31 March 2014, 528 children were subject of a Child Protection Plan in Warwickshire. This is a 4% decrease on the 550 children subject of a plan as at 31st March 2013.
- As at 31 March 2014, the largest group of children who were subject of a Child Protection Plan were those aged 5-9 years. This is the same as the previous year.
- 8.1% of children who are subject of a CP Plan in Warwickshire at 31 March 2014 were from black or ethnic minority families . This is slightly lower than the overall proportion of the general 0-17 population in Warwickshire that are BME (14.8%).
- 2.1% of children with CP plans were recorded as having a disability, compared with an estimated 6% of children in the general population having a disability.
- The number of child protection plans closed during the year which had been open for two years or more (long plans) saw an increase this year up from 8.0% to 9.3%. This is a slight deterioration in performance.
- The percentage of children becoming subject of a child protection plan for a second or subsequent time (Previously NI65) during 2013/14 saw a slight deterioration in performance this year, up from 13.3% to 16.7%.

SUMMARY OF ACTIVITY DURING 2013/14



SECTION 1. INTRODUCTION

1.1 This report summarises safeguarding activity in Warwickshire between 1 April 2013 and 31 March 2014.

1.2 Warwickshire's Safeguarding Children Board has agreed the dataset on which this report is based.

SECTION 2: EARLY HELP

2.1 CAFS initiated over the last 2 years

During 2013/14 a total of 949 CAFS were initiated within Warwickshire which is a 45.3% increase on the number initiated in the previous year. This is a welcome increase, as it suggests that more children who are causing concern to professionals but whose needs are below the threshold for statutory social work services are receiving co-ordinated early help.

The biggest increase in CAF activity as a proportion of the relevant population was in Stratford, which previously had a very low level of CAF initiation. The largest number and highest % per 10,000 of CAFS initiated were within the most deprived district within Warwickshire, Nuneaton & Bedworth, but CAF activity across the county is now broadly aligned with the deprivation indicators, as would be expected. The exception is Warwick, where CAF activity is higher relative to the deprivation indicators than elsewhere in the county.

| District | 2012/13 | | 2013/14 | |
|-------------------|--------------------------|--|--------------------------|--|
| | Number of CAFS initiated | Number of CAFS initiated per 10,000 of the 0-17 child population | Number of CAFS initiated | Number of CAFS initiated per 10,000 of the 0-17 child population |
| North Warks | 99 | 79 per 10,000 | 130 | 104 per 10,000 |
| Nun. & Bed. | 192 | 70 per 10,000 | 294 | 108 per 10,000 |
| Rugby | 165 | 75 per 10,000 | 225 | 102 per 10,000 |
| Stratford on Avon | 88 | 38 per 10,000 | 146 | 62 per 10,000 |
| Warwick | 109 | 41 per 10,000 | 154 | 58 per 10,000 |
| Warwickshire | 653 | 58 per 10,000 | 949 | 85 per 10,000 |

2.2 CAFS by area mapped against poverty indicators

| District | Jobseekers Allowance (Feb 14) % working age population | All DWP working age benefit claimants (Aug 13) % working age population | Estimated % of Children in "Poverty"* (2012) | Free School Meal Eligibility (Jan14) % pupils attending maintained school in Warwickshire eligible for FSM | Number of CAFS initiated per 10,000 of the 0-17 child population |
|-------------------|--|---|--|--|--|
| North Warks | 1.7% | 10.9% | 11% | 10.8% | 104 per 10,000 |
| Nun. & Bed. | 3.3% | 14.9% | 17% | 15.1% | 108 per 10,000 |
| Rugby | 1.6% | 9.7% | 11% | 9.5% | 102 per 10,000 |
| Stratford on Avon | 0.9% | 7.5% | 7% | 6.5% | 62 per 10,000 |
| Warwick | 1.3% | 7.9% | 9% | 8.3% | 58 per 10,000 |
| Warwickshire | 1.8% | 10.1% | 11% | 10.1% | 85 per 10,000 |
| England | 3.5% | 13.2% | 20% | 18.3%^ | N/A |

Source: NOMIS, School Census, CRSP

*Child Poverty data compiled by the Centre for Research in Social Policy (CRSP), using Tax Credit data

^National FSM figure as at January 2013

2.2 Breakdown of CAFS by Initiating agency

Education initiated almost two thirds of all CAFS during the year.

| Agency | As a % of all CAFS initiated during 2012/13 | As a % of all CAFS initiated during 2013/14 |
|---|---|---|
| Education - Primary | 33.10% | 36.50% |
| Education - Secondary | 24.00% | 25.80% |
| Education - School Health | 1.70% | 3.20% |
| Social Care | 13.80% | 13.10% |
| Children's Centre | 6.90% | 7.10% |
| Health Visitor/Midwife | 3.10% | 3.10% |
| Health Other | 0.90% | 0.40% |
| EIS (Early Intervention Service) | 3.50% | 1.90% |
| Youth Justice Service | 2.30% | 1.20% |
| Parent Support Advisor | 1.80% | 0.90% |
| Other Organisations (10 or less CAFS initiated) | 8.90% | 6.80% |
| Total | 100% | 100% |

In general, the initiating agency is continuing to provide the lead professional for the family support plan. Where the initiating agency is a Children’s Centre or school, the provision of a lead professional from another agency almost always happens because the family support plan follows the child into the next school as they get older. Youth Services and school nurses generally assume the role of lead professional when they initiate a family support plan.

Where Children’s social care is the initiating agency, they most frequently do not assume the role of lead professional, doing so only in 11 out of 119 cases. These family support plans will generally be part of a ‘step down’ arrangement at the end of a statutory assessment or intervention. Other agencies initiating small numbers of CAFs but not taking on the role of lead professional are CAMHS (1 case out of 5 initiated) and police (1 out of three initiated).

2.4 Breakdown of CAFS by Ethnicity

The largest proportion of children who had a CAF initiated during 2013/14 were White British/Irish/Other accounting for 91.6%. Last year the number of children with no ethnicity recorded was extremely high whilst this year there has been considerable improvement with only 3 children with no ethnicity recorded.

The proportion of children from a black or minority group with a CAF during the year was lower than the proportion of school children described as BME in the school census. (8%; or 11.86% if the ‘not recorded’ category is included, compared with 14.8% in the school population). This raises the question of whether all black and minority ethnic children who would benefit from co-ordinated early help are receiving it.

| Ethnicity of Children who had a CAF initiated during the year | 2012/13 | 2013/14 |
|--|----------------|----------------|
| White British/Irish/Other | 262 | 869 |
| BME | 12 | 77 |
| Not Recorded | 379 | 3 |
| Total | 653 | 949 |

2.5 Family Group Conferencing - 2013/2014

Family Group Conferencing is an intervention offered by the County Council to families at a range of points on the safeguarding spectrum, from early help to edge of care. The aim is to support families to find their own solutions to problems which could result in a child coming into care, or being at risk of harm. 52 families received this service in 2013-14.

| Engagement of Fathers | Total | % Total |
|--|--------------|----------------|
| Birth father involved | 67 | 55% |
| Father figure involved (inc. birth father) | 78 | 64% |
| Father engaged with FGC process | 75 | 96% |
| Father involved but didn't engage | 3 | 4% |

| Outcomes | Total | % Total |
|---|--------------|----------------|
| No. at risk of care | 26 | - |
| Care Avoided | 23 | 88% |
| Improved Safeguarding Arrangements | 18 | 55% |
| Reduced Conflict in Home | 12 | 36% |
| Improved Health & Wellbeing | 16 | 48% |
| Improved Family Relationships | 24 | 73% |
| CYP Evaluations | Total | % Total |
| No. Submitted feedback (from attendees) | 19 | 86% |
| Had an advocate | 17 | 89% |
| Felt advocate helped a lot | 17 | 100% |
| Felt listened to | 17 | 89% |
| Said what they wanted | 15 | 79% |
| FGC helped to make changes | 14 | 74% |

| Adult Evaluations | Total | % Total | |
|---|--------------|----------------|---------------------|
| No. Submitted feedback (from attendees) | 179 | 66% | |
| Process helped | 168 | 94% | |
| Enabled family to communicate better | 144 | 80% | |
| Felt opinion mattered | 173 | 97% | |
| Felt important to decisions made | 169 | 94% | |
| Enabled all issues of concern to be resolved | *83 | 52% | 92% combined |
| Enabled some issues of concern to be resolved | *65 | 40% | |

* This question was not included in the Evaluation form in Qtr. 1

2.6 CAF Family Support Work - 2013/2014

202 families received an intervention from a CAF family support worker, as part of a CAF, during 2013-14.

| Engagement of Fathers | Total | % Total |
|-----------------------------------|--------------|----------------|
| Birth father involved | 131 | 65% |
| Father figure involved | 162 | 80% |
| Father engaged with FSW process | 105 | 65% |
| Father involved but didn't engage | 57 | 35% |

| Outcomes | Total | % Total |
|-------------------------------|--------------|----------------|
| Improved Behaviour in school | 92 | 61% |
| Improved School Attendance | 38 | 25% |
| Improved Health/ Wellbeing | 64 | 43% |
| Improved Parenting | 104 | 69% |
| Reduced Conflict in the home | 68 | 45% |
| Improved Family Relationships | 83 | 55% |

| Adult Evaluations | Total | % Total |
|--|--------------|----------------|
| No. submitted feedback | 58 | 29% |
| Highly rated the help they got from the FSW | 57 | 98% |
| Think they have been helped? | 57 | 98% |
| Help has made a difference to them and their family? | 55 | 95% |

| CYP Evaluations | Total | % Total |
|--|--------------|----------------|
| No. submitted feedback | 24 | ** |
| Highly rated the help they got from the FSW | 24 | 100% |
| Think they have been helped? | 24 | 100% |
| Help has made a difference to them and their family? | 24 | 100% |

*** Not all children involved in the process would be expected to give feedback, for example they might be too young.*

2.7 Parental Satisfaction Rates for 1:1 Triple P Programmes 2013/14

Triple P parenting programmes are provided by the WCC Parenting Development Team to families where this has been identified as a suitable service by other professionals. This is one of the evidence based interventions being offered to reduce the number of children coming into care and needing a child protection plan. In 2013/2014 162 families were offered the programme. Evaluation overwhelming shows that parents value this intervention. To increase the number of Teen Triple P programmes that can be provided, an additional practitioner has been recruited.

| Parental Satisfaction Rates for 1:1 Programmes | Total | % Total |
|---|--------------|----------------|
| Number Evaluations Submitted | 137 | 85% |
| Programme met child's needs? | 124 | 91% |
| Programme met parents' needs? | 129 | 94% |
| Able to deal with child's behaviour? | 130 | 95% |
| Parents were satisfied with programme? | 121 | 88% |
| Parents would come back to Triple P? | 119 | 87% |
| Child's behaviour improved? | 110 | 80% |
| Satisfied with child's progress? | 116 | 85% |

Verbal feedback from Ofsted at the end of the Thematic inspection of early help included positive feedback on the efforts to engage fathers in these early help interventions.

Parents and young people providing feedback on these services are positive about their impact, but it is not known whether participants who don't provide feedback are equally positive.

2.8 Children reported 'missing' to Police.

| | 2012-2013 | 2013-14 |
|---|-----------|---------|
| Number of police reports of missing children (number of missing episodes) | 603 | 533 |
| Number of children reported missing to police one or more times | 262 | 265 |
| Number of children reported missing 2 or more times | 82 | 84 |
| Number of missing children receiving 'return home' interview from missing children's practitioner | 51 | 42 |
| Percentage of all missing children receiving service from missing children's practitioner | 19% | 16% |

Warwickshire County Council employs a missing children practitioner, who is located with the Police missing person co-ordinator at the police station in Leamington Spa, to undertake return home interviews with some children reported missing. Generally a little under 20% of children reported missing are seen, a risk assessment model is used to decide which children will be seen. There has been a short period this year when the post was unfilled, resulting in a reduction in the number of children receiving the service.

An evaluation of the missing practitioner post published in 2013 found that it had been effective in reducing the number of missing children. In the current year, the trend has continued, but importantly, individual 'high risk' children who receive the service are much less likely to be reported missing after intervention.

The statutory guidance for responding to children who runaway or go missing from home was updated this year, and this requires that all children who are reported missing should have a return home interview from an independent practitioner. In the light of this, and also the proven benefit of the limited service currently available in Warwickshire, WSCB is concerned that such a small percentage of missing children are receiving a return home interview.

SECTION 3. REFERRALS & STATUTORY ASSESSMENTS

3.1 Referrals & Assessments

During 2013/14, there were 8177 referrals to children's social care teams. This is a large increase on the number of referrals seen in the previous year. Of these referrals, 54% resulted in an initial assessment and 39% resulted in a child in need plan lasting 2 months or more compared with 30% in the previous year..

| | 2011/12 | 2012/13 | 2013/14 |
|--|-----------------|---------------|-----------------|
| Number of referrals received during the year | 6998 | 6524 | 8154 |
| Number of referrals moved on to initial Assessments started during the year | 4216/6998=60.2% | 3525/6524=54% | 4427/8177=55.8% |
| Number of Core Assessments started during the year | 918 | 847 | 822 |
| Number of new child in need cases opened during the year that stayed open for 2 months or more | 2068 | 1982 | 3212 |

3.2 Referrals by District

The largest number of referrals received during 2013/14 was by Nuneaton & Bedworth, accounting for 31.9% of all referrals received and also saw the highest rate of referrals per 10,000. Stratford had the second highest volume of referrals during 2013/14 and the second highest rate of referrals per 10,000.

| District | Number of referrals received during 2011/12 | Number of referrals during 2011/12 per 10,000 of the 0-17 child population | Number of referrals received during 2012/13 | Number of referrals during 2012/13 per 10,000 of the 0-17 child population | *Number of referrals received during 2013/14 | *Number of referrals during 2013/14 per 10,000 of the 0-17 child population |
|-------------------|---|--|---|--|--|---|
| North Warks | 739 | 590 per 10,000 | 619 | 494 per 10,000 | 668 | 533 per 10,000 |
| Nun. & Bed. | 2354 | 862 per 10,000 | 1775 | 650 per 10,000 | 2610 | 956 per 10,000 |
| Rugby | 1164 | 527 per 10,000 | 1136 | 514 per 10,000 | 1318 | 596 per 10,000 |
| Stratford on Avon | 1240 | 530 per 10,000 | 1710 | 731 per 10,000 | 1922 | 822 per 10,000 |
| Warwick | 1031 | 388 per | 1035 | 389 per 10,000 | 1435 | 540 per 10,000 |

| | | | | | | |
|--------------|------|----------------|-------|----------------|-------|----------------|
| | | 10,000 | | | | |
| Warwickshire | 6998 | 625 per 10,000 | *6524 | 583 per 10,000 | *8177 | 731 per 10,000 |

*The Warwickshire total includes referrals received by countywide teams and IDS.

Comparing referral rates with estimated figures for the number of children living in poverty in each area shows that this consideration alone does not account for the variation in referral rates.

| District | Referral rate as percentage of 0-17 population | Estimate of children living in poverty* | Ratio of referrals to children in poverty |
|-------------|--|---|---|
| North Warks | 5.3% | 11% | 0.48 |
| Nun & Bed | 9.56% | 17% | 0.56 |
| Rugby | 5.96% | 11% | 0.54 |
| Stratford | 8.22% | 7% | 1.17 |
| Warwick | 5.40% | 11% | 0.60 |

*Child Poverty data compiled by the Centre for Research in Social Policy (CRSP), using Tax Credit data ^National FSM figure as at January 2013

It can be seen that the referral rate in Stratford is much higher than would be expected by deprivation alone; and the referral rate in North Warwickshire is a little lower.

3.3 Referrals by Ethnicity, First Language & Disability

| Ethnicity | Referrals 2011/12 | | Referrals 2012/13 | | *Referrals 2013/14 | | Warwickshire School Age Children (Reception to Yr 11) Source: School Census – January 2014 |
|---------------------------|-------------------|-------------|-------------------|-------------|--------------------|-------------|---|
| | Number | % | Number | % | Number | % | % |
| White British/Irish/Other | 5425 | 77.5% | 5141 | 78.8% | 6754 | 82.6% | 85.2% |
| BME | 598 | 8.5% | 541 | 8.3% | 735 | 9.0% | 14.8% |
| Not Recorded | 908 | 13.0% | 769 | 11.8% | 616 | 7.5% | N/A |
| Unborn | 67 | 1.0% | 73 | 1.1% | 72 | 0.9% | N/A |
| Total referrals | 6998 | 100% | 6524 | 100% | 8177 | 100% | 100% |

| Language Preferred | Referrals 2011/12 | | Referrals 2012/13 | | *Referrals 2013/14 | | Warwickshire Profile 0-17 (Census 2011) | |
|------------------------|-------------------|-------------|-------------------|-------------|--------------------|-------------|---|-------------|
| | Number | % | Number | % | Number | % | ^Number | % |
| English | 6171 | 88.2% | 5546 | 85.0% | 7045 | 86.2% | 77,452 | 95.2% |
| Non English Speaking | 95 | 1.4% | 138 | 2.1% | 181 | 2.2% | 3,868 | 4.8% |
| Not Recorded | 665 | 9.5% | 767 | 11.8% | 879 | 10.7% | N/A | N/A |
| Unborn | 67 | 1.0% | 73 | 1.1% | 72 | 0.9% | N/A | N/A |
| Total referrals | 6998 | 100% | 6524 | 100% | 8177 | 100% | 111,913 | 100% |

^Please note that the Warwickshire profile numbers/percentage for language preferred is based on the main language for age groupings of 3-15 as provided on OMS/NOMIS. This is as detailed as is currently available.

| Disability | Referrals 2011/12 | | Referrals 2012/13 | | *Referrals 2013/14 | | ^^National average of disabled children |
|--------------------|-------------------|------|-------------------|------|--------------------|------|---|
| | Number | % | Number | % | Number | % | % |
| Referrals received | 283 | 4.0% | 233 | 3.6% | 244 | 3.0% | 6% |

^^ National average of disabled children. Source: Department for Work and Pensions (2013) Family resources survey: United Kingdom 2011/12 (PDF). The DWP does not define everyone under the age of 18 as a child. The DWP defines a child as an individual aged under 16, or aged from 16 to 19 years old and: not married nor in a Civil Partnership nor living with a partner; and living with parents/a responsible adult; and in full-time non-advanced education or in unwaged government training

The first two sections of this data were sought to try and understand whether children from black and minority ethnic families and new immigrants from Europe were being identified as possible children in need by referrers. This question is raised because children who are not white appear to be under-represented in CAF and CP numbers. Unfortunately the high level of referrals in which the referrer does not provide information about ethnicity and preferred language makes it hard to draw firm conclusions.

The numbers for whom this information is provided strongly suggest that children from minority ethnic and linguistic groups are not having needs recognised, as they are lower than would be expected compared with the general Warwickshire population. Failure by agencies to request or record information about ethnicity and language suggests that these issues have a lower profile than they should in the mind-set of professionals.

Similarly, the proportion of children described as disabled being referred, compared with the prevalence of children with disabilities in the general population, raises the question of whether their safeguarding needs are being recognised. The difference is marked – half as many children with disabilities referred as would be expected based on the number of children with disabilities in the general population. Although differences of definition may be a factor, and possibly also some children not having their disability recorded at the time of referral, these figures suggest further enquiry should be

undertaken for WSCB to seek to understand whether the safeguarding needs of children with disabilities are being recognised fully.

3.4 Breakdown of Referrals by Source of Referral

As part of the CIN Census 2013/14 the DfE will be collating data on the source of referrals from all local authorities. This will mean in future years we will be able to compare our referral source rates. Please note that the DfE asked local authorities to change the names of their referral source as part of this return so that they can be directly compared. Therefore we are not able to directly match the referral source for 2013/14 to that in 2012/13.

| Source of Referral | Number of Referrals during 2013/14 | As % of all Referrals received in 2013/14 |
|---|------------------------------------|---|
| Individual - Family member/relative/carers | 500 | 6.1% |
| Individual - Acquaintance (including neighbours and child minders) | 44 | 0.5% |
| Individual - Self | 120 | 1.5% |
| Individual - Other (including strangers, MPs) | 46 | 0.6% |
| Schools | 1322 | 16.2% |
| Education Services | 89 | 1.1% |
| Health services - GP | 98 | 1.2% |
| Health services – Health Visitor | 198 | 2.4% |
| Health services – School Nurse | 25 | 0.3% |
| Health services – Other primary health services | 388 | 4.8% |
| Health services – A&E (Emergency Department) | 167 | 2.0% |
| Health services – Other (e.g. hospice) | 68 | 0.8% |
| Housing (LA housing or housing association) | 151 | 1.9% |
| LA services – Social care e.g. adults social care | 303 | 3.7% |
| LA services – Other internal (department other than social care in LA e.g. youth offending (excluding housing)) | 489 | 6.0% |
| LA services – External e.g. from another LAs adult social care | 239 | 2.9% |
| Police | 2371 | 29.1% |
| Other legal agency – Including courts, probation, immigration, CAFCASS, prison | 236 | 2.9% |

| | | |
|---|-------------|-------------|
| Other – Including children’s centres, independent agency providers, voluntary organisations | 500 | 6.1% |
| Anonymous | 471 | 5.8% |
| Unknown | 352 | 4.3% |
| Total | 8177 | 100% |

The largest number of referrals was from the police (29%) which is the same proportion as the previous year (29.6%). The second largest number of referrals was received from schools accounting for 16.2% of all referrals which is again similar to the previous year (16.5%).

Many of the police referrals relate to their attendance at domestic abuse incidents where there are children in the household. It is not possible to identify what percentage of police referrals are domestic abuse related. However in 2013/14 the police made 4,191 reports to children’s social care of domestic abuse incidents, a small increase on 2012/13 when it was 4,116. 2371 of these notifications were recorded as referrals by children’s social care.

SECTION 4: CHILDREN IN NEED

4.1 PRIVATE FOSTERING

A privately fostered child is defined as a child under the age of 16 (18 if disabled) that is cared for by someone other than a close relative (i.e. a grandparent, brother, sister, uncle, aunt, or step-parent). A child is not privately fostered if the person caring for him or her has done so for fewer than 28 days and does not intend to do so for longer than that. Local Authorities have a responsibility to ensure that the welfare of privately fostered children is promoted

| | 2011/12 | 2012/13 | 2013/14 |
|--|----------|----------|-----------|
| The number of notifications of new private fostering arrangements received during the year | 9 | 12 | 24 |
| Number of new arrangements that began during the year | 8 | 11 | 20 |
| Number of private fostering arrangements that ended during the year | 11 | 11 | 11 |
| Number of children in private fostering arrangements as at year end (31 March) | 4 | 4 | 13 |

Between 01 April 2013 to 31 March 2014, in addition to queries relating to procedures and process, there were 43 specific queries to the practice leader, Private Fostering, to clarify if a child was privately fostered. Of which, **8** progressed to Notifications made to Warwickshire Children Teams. The source of these queries is indicated in the chart below.

| Source of Enquiry | 01 April 2013 to 31 March 2014. |
|--|---------------------------------|
| Birth Parent | 1 |
| CAF officer | 4 |
| Children team | 13 |
| Education | 14 |
| Family Group Conference Service | 2 |
| Health Visitor | 1 |
| IRO | 2 |
| Language school | 2 |
| Member of the public | 1 |
| Outreach Development Worker Family Information Service | 1 |
| Prison Service | 1 |
| Private foster carer | 1 |

The records of consultations with the Practice Leader in 2012-2013 are from 29-11-2012 to 31 March 2013. A comparison with the same period over the year 29-11-2013 to 31-03-2014 is shown below evidencing an increase over the same time period. Notifications also increased from **1 to 4** in this period.

| Source of Enquiry | 29-11-2012 to 31 March 2013 | Source of Enquiry | 29-11-2013 to 31 March 2014 |
|-------------------|--------------------------------|-------------------|--------------------------------|
| Birth Parent | 0 | Birth Parent | 1 |
| CAF officer | 0 | CAF officer | 1 |
| Children Team | 1 | Children Team | 8 |
| Education | 4 | Education | 5 |
| Health Visitor | 0 | Health Visitor | 1 |
| TOTAL | 5 | TOTAL | 16 |

This data suggests that the concerted efforts being made by social care to promote awareness of private fostering and increase notifications is having a positive impact.

4.2 Number of MASE meetings convened by social care: 27

4.3 Number of MASE meetings for LAC including those placed in Warwickshire by other LAs: 11

Of the 14 held before the end of September 2013 (the first 6 months of the period) 8 young people were LAC (of these 5 were placed in a residential establishment), 1 placed in supported accommodation, 2 initially lived with parents but then became LAC, and 3 young people lived with parents. In the second 6 months of the year, 3 young people were LAC, and the other 10 lived with parents.

This is the first year the CSE procedure has been in operation, and the information gathered from professionals via the Joint Strategic Needs Assessment showed very variable understanding about CSE and how it can be identified. If the CSE strategy is being successful it would be expected that the numbers of 'MASE' meetings (multi-agency sexual exploitation meetings) would be greater in 2014-2015.

4.4 Police Investigations into CSE.

The police are not currently able to provide data about the numbers of new or concluding investigations into CSE. Work is being done in Warwickshire and Wes Marcia to enable this information to be extracted from police records so that it can be reported on in the future. This data is required so that the success of the CSE strategy in bringing prosecutions can be measured.

4.4 Number of Warwickshire LAC missing, identifying repeat episodes

During 2013/14 a total of 25 episodes of looked after children missing from their agreed placement for 24 hours or more were recorded on Carefirst by children's social care teams. These 25 episodes related to 17 children of which 5 of these went missing twice or more during 2013/14.

| Number of LAC missing during 2013/14 | Number of Episodes of LAC missing during 2013/14 | Number of Children who had repeat missing episodes in the year |
|---|---|---|
| 17 children | 25 episodes | 5 children |

Source: Carefirst

Data on looked after children missing from their placement is returned to the Department for Education on an annual basis and this data is then published on the government's statistics website. Comparisons with other data sources, including numbers of missing children reported to the police, indicate that the figures presented in this publication may be an undercount of the true figure and should be treated with caution. As a result of this the DfE are asking all local authorities to look at improving the quality of the data they record around missing looked after children.

Going missing from care can be an indicator of serious harm such as sexual exploitation or trafficking, as well as an indicator of factors such as the child being unhappy about their care plan or their placement.

These figures record the numbers of children looked after by Warwickshire who have been missing from their placement for more than 24 hours, wherever the placement is. Warwickshire police are not currently able to extract figures from their missing children data about looked after children placed in Warwickshire by other local authorities, however the missing children's practitioner and missing person's co-ordinator know that some children they have provided a service to were placed in Warwickshire children's homes by other local authorities, and that CSE was known or suspected for these children. The police have been asked to look at how they can produce this data for 2014-15.

4.5 Number of Warwickshire LAC in out of area residential placements on the last day of last quarter

The number of children who are placed out of county in a residential setting has seen an increase throughout the year with only 24 at 30 June 2013 compared to 27 at 31 March 2014.

| Number of Warwickshire LAC in out of area residential placements | | | |
|---|-----------------------------|----------------------------|-------------------------|
| At 30 June 2013 | At 30 September 2013 | At 30 December 2013 | At 31 March 2014 |
| 24 | 22 | 25 | 27 |

Source: Carefirst

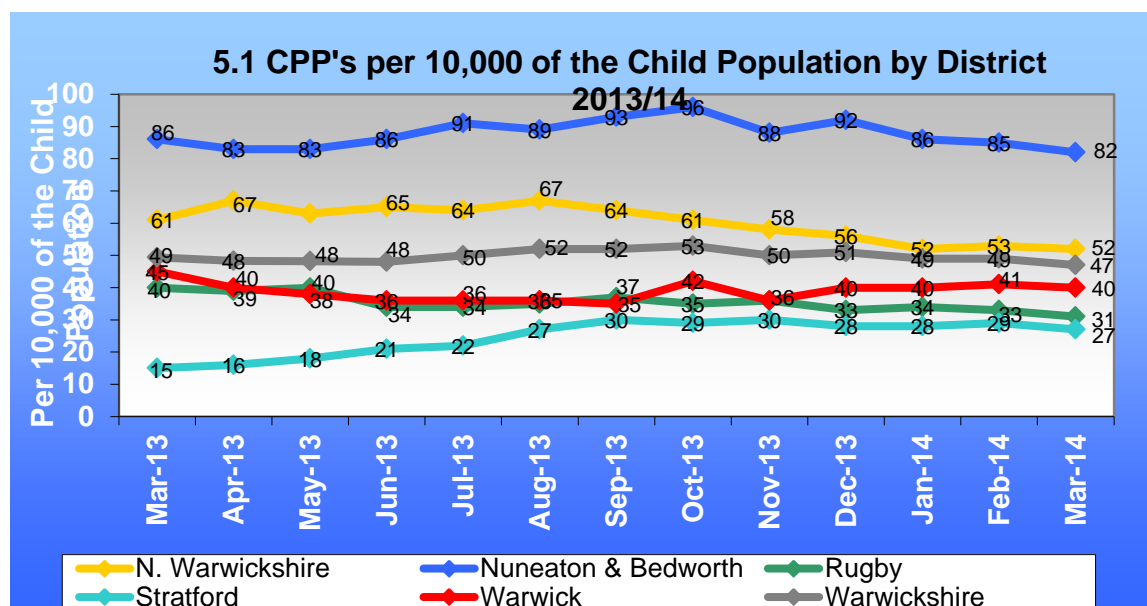
Residential care is used for looked after children with the greatest level of need, and who are therefore potentially particularly vulnerable to a range of risks. There are a range of measures used to monitor these placements to try and ensure the children in them are safe, these include monitoring of the establishment provided by Ofsted regulation and inspection, and monitoring of the child’s care plan via social work visits and statutory reviews.

The revised guidance for children who runaway and go missing strengthens the requirement on LSCBs to scrutinise safeguarding arrangements for these children, and for groups of children such as those looked after who are more likely to runaway. This data should therefore be regarded as benchmarking data for future work.

SECTION 5 CHILD PROTECTION ACTIVITY

5.1 NUMBER OF CHILDREN SUBJECT OF A CHILD PROTECTION PLAN PER 10,000 OF 0-17 POPULATION

Child Protection plans are a multi-agency intervention, led by social care, and initiated when children are suffering or at risk of suffering significant harm. The plan aims to ensure the child is safe, prevent the child from suffering further harm and to support the family to safeguard and promote the wellbeing of the child, provided it is in the best interests of the child for them to remain with their family.



Source: Carefirst

The county rate per 10,000 has decreased from 49 at 31 March 2013 to 47 at 31 March 2014. The highest rates per 10,000 continue to be within the north of the county as would be expected given the higher rates of deprivation in these districts. However, during 2013/14 North Warwickshire District saw a significant decrease (down from 61

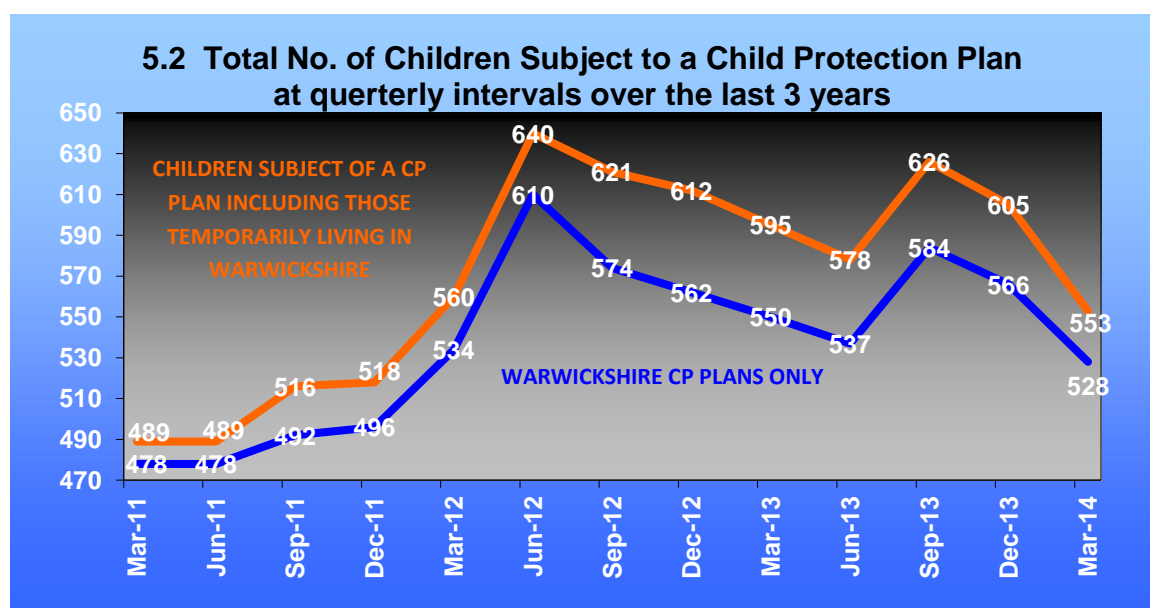
per 10,000 to 52 per 10,000) whilst at 31 March 2014 Nuneaton & Bedworth saw its lowest rate per 10,000 since December 2011 when there were 80 children subject of CP Plans per 10,000. The most significant rise this year has been seen in Stratford District (up from 15 per 10,000 at 31 March 2013 to 27 per 10,000 at 31 March 2014).

The table below shows these figures compared with the estimated rates of child poverty used at 2.2 and 3.2 for CAFs and referrals respectively:

| District | Number of CP plans on 31 st March per 10 000 children | Estimate of children living in poverty* | Ratio of CP plans to children in poverty |
|-------------|--|---|--|
| North Warks | 52 | 11% | 4.73 |
| Nun & Bed | 82 | 17% | 4.82 |
| Rugby | 31 | 11% | 2.82 |
| Stratford | 27 | 7% | 3.86 |
| Warwick | 40 | 11% | 3.64 |

5.2 CHILDREN SUBJECT OFF A CHILD PROTECTION PLAN AS AT 31st MARCH 2014

As at 31 March 2014, 528 Warwickshire children were subject of a Child Protection Plan in Warwickshire. This is a 4% decrease on the 550 children subject of a plan as at 31st March 2013.



Source: Carefirst

5.3 CHILD PROTECTION POPULATION DEMOGRAPHICS

| | 31-Mar-12 | | 31-Mar-13 | | 31-Mar-14 | |
|-----------------------------------|------------|-------------|------------|-------------|------------|-------------|
| | Number | % | Number | % | Number | % |
| Total CP Plans at 31 March | 534 | 100% | 550 | 100% | 528 | 100% |
| Gender | | | | | | |
| Male | 276 | 51.7% | 260 | 47.3% | 272 | 51.5% |
| Female | 249 | 46.6% | 276 | 50.2% | 246 | 46.6% |
| Unborn | 9 | 1.7% | 14 | 2.5% | 10 | 1.9% |
| Age | | | | | | |
| Unborn | 9 | 1.7% | 14 | 2.5% | 10 | 1.9% |
| Under 1 | 64 | 12.0% | 54 | 9.8% | 55 | 10.4% |
| 1 to 4 | 167 | 31.3% | 152 | 27.6% | 148 | 28.0% |
| 5 to 9 | 150 | 28.1% | 175 | 31.8% | 156 | 29.5% |
| 10 to 15 | 128 | 24.0% | 132 | 24.0% | 139 | 26.3% |
| 16 - 17 | 16 | 3.0% | 23 | 4.2% | 20 | 3.8% |
| Ethnicity | | | | | | |
| White British/Irish/Other | 456 | 85.4% | 479 | 87.1% | 473 | 89.6% |
| BME | 66 | 12.4% | 49 | 8.9% | 43 | 8.1% |
| Not Recorded | 3 | 0.6% | 8 | 1.5% | 2 | 0.4% |
| Unborn | 9 | 1.7% | 14 | 2.5% | 10 | 1.9% |
| Language Preferred | | | | | | |
| English | 472 | 88.4% | 476 | 86.5% | 473 | 89.6% |
| Non English Speaking | 13 | 2.4% | 18 | 3.3% | 9 | 1.7% |
| Not Recorded | 40 | 7.5% | 42 | 7.6% | 36 | 6.8% |
| Unborn | 9 | 1.7% | 14 | 2.5% | 10 | 1.9% |
| Disability | 10 | 1.9% | 8 | 1.5% | 11 | 2.1% |

Source: Carefirst

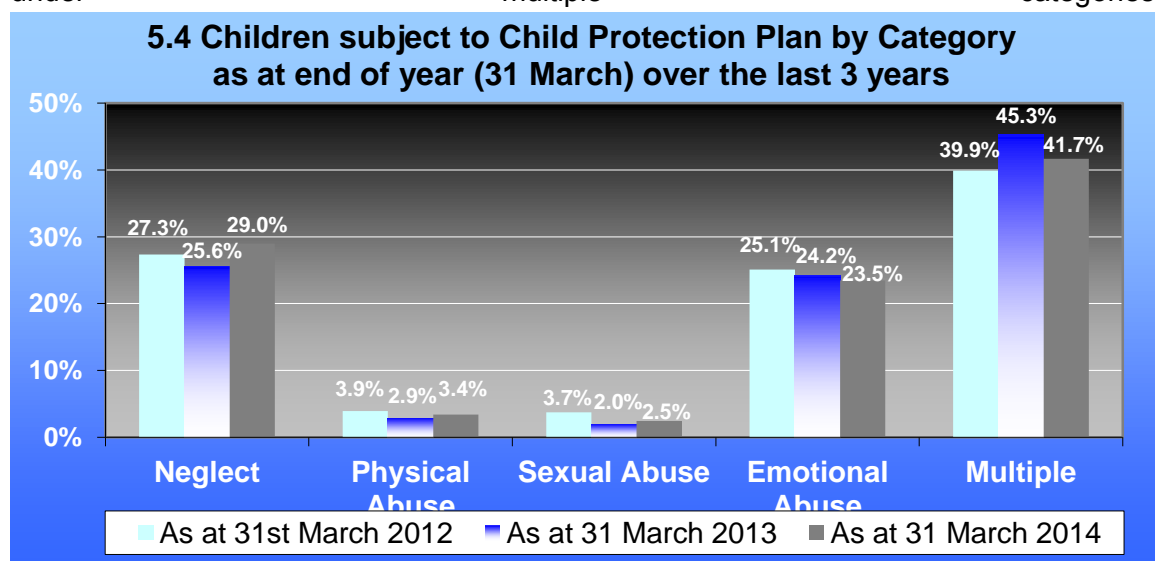
The higher ratio of males than females subject of a CP Plan mirrors the national picture, although last year the reverse was the case in Warwickshire.

As at 31 March 2014, the largest proportion of children subject of a Child Protection Plan in Warwickshire were those aged 5 to 9 which is the same as the previous year. In comparison the largest age group subject of a CP plan nationally were those aged 1 to 4 which is the second largest group in Warwickshire as at 31 March 2014. It is also interesting that the largest proportion of the local Warwickshire 0-17 population are aged 10 to 15 whilst this is the third largest age group of children subject of a CP Plan.

8.1% of children who are subject of a CP Plan in Warwickshire at 31 March 2014 were BME. This is slightly lower than the overall proportion of the general 0-17 population in Warwickshire that are BME (10.6%) but is significantly lower than the national proportion of BME children that are subject of a CP Plan (21.0%). As noted in earlier sections of this report the figures at all points of the safeguarding continuum suggest that the safeguarding needs of some black and minority ethnic children in Warwickshire are not being recognised by the professionals working with them.

The percentage of children with CP plans who are described as having disabilities is also lower than their representation in the general population, mirroring the comments made in section 3, referrals. Whilst the percentage has been increasing slightly over the last three years, it remains about a third of the rate that might be expected based on data about the proportion of children generally who have disabilities. Again, this raises questions about whether this group of children are having their safeguarding needs recognised.

5.4 Chart 5.4 shows the categories under which children were subject of a Child Protection Plan as at 31st March 2014 with the previous year's figures shown for comparison. Increases were seen this year in children under categories of 'Neglect', 'Physical Abuse' and 'Sexual Abuse'. However, a slight decrease was seen in children subject of Child Protection plans under the category of 'Emotional Abuse' and those under 'multiple' categories.



Source: Carefirst

5.5 Number of children who were the subject of a CP Plan at 31 March 2013, by initial and latest category of abuse

| | Number of children who were the subject of a child protection plan at 31 March 2013 | Initial category of abuse | | | | | Latest category of abuse | | | | |
|-------------------------------|---|---------------------------|----------------|--------------|-----------------|-----------------------|--------------------------|----------------|--------------|-----------------|-----------------------|
| | | Neglect | Physical Abuse | Sexual Abuse | Emotional Abuse | Multiple ⁴ | Neglect | Physical Abuse | Sexual Abuse | Emotional Abuse | Multiple ⁴ |
| Warwickshire | 550 | 182 | 20 | 11 | 101 | 236 | 141 | 16 | 11 | 133 | 249 |
| (Percentage) | 100.0 | 33.1% | 3.6% | 2.0% | 18.4% | 42.9% | 25.6% | 2.9% | 2.0% | 24.2% | 45.3% |
| England | 43,140 | 17,930 | 4,670 | 2,030 | 13,640 | 4,870 | 17,980 | 4,280 | 2,030 | 14,730 | 4,120 |
| (Percentage) | 100.0 | 41.6% | 10.8% | 4.7% | 31.6% | 11.3% | 41.7% | 9.9% | 4.7% | 34.1% | 9.6% |
| West Midlands | 5,240 | 2,280 | 400 | 290 | 1,800 | 470 | 2,230 | 390 | 290 | 1,910 | 430 |
| (Percentage) | 100.0 | 43.5% | 7.6% | 5.5% | 34.4% | 9.0% | 42.6% | 7.4% | 5.5% | 36.5% | 8.2% |
| Statistical Neighbours | | | | | | | | | | | |
| Cheshire East | 160 | 64.4% | x | x | 30.0% | 0.0% | 61.9% | 0.0% | x | 35.6% | x |
| Cheshire West and Chester | 212 | 36.3% | 21.7% | 4.2% | 37.7% | 0.0% | 27.8% | 18.4% | 4.2% | 49.5% | 0.0% |
| East Riding of Yorkshire | 234 | 54.3% | 15.0% | 6.4% | 24.4% | 0.0% | 52.1% | 14.5% | 6.4% | 26.9% | 0.0% |
| Essex | 547 | 46.4% | 6.9% | 4.4% | 23.2% | 19.0% | 48.4% | 5.3% | 4.0% | 27.8% | 14.4% |
| Hampshire | 909 | 51.9% | 25.0% | 6.4% | 16.7% | 0.0% | 51.4% | 21.2% | 5.9% | 21.5% | 0.0% |
| Kent | 999 | 34.7% | 2.7% | 3.2% | 12.8% | 46.5% | 35.3% | 2.0% | 3.6% | 17.1% | 41.9% |
| Leicestershire | 393 | 13.0% | 5.9% | 4.8% | 9.2% | 67.2% | 19.6% | 3.6% | 4.3% | 14.5% | 58.0% |
| Northamptonshire | 469 | 28.4% | 7.7% | 2.1% | 24.1% | 37.7% | 29.6% | 7.0% | 2.1% | 23.0% | 38.2% |
| Staffordshire | 535 | 55.5% | 6.9% | 5.0% | 29.9% | 2.6% | 55.5% | 6.0% | 5.4% | 30.3% | 2.8% |
| Worcestershire | 428 | 49.5% | 6.1% | 9.3% | 31.8% | 3.3% | 49.1% | 4.2% | 8.6% | 34.8% | 3.3% |

Source: Characteristics of Children in Need in England 2012-13 (Published by Department for Education based on Children in Need Census returns for 2012/13)

4. The multiple category is for when more than one category of abuse is relevant to the child's current protection plan. It is not for children who have been the subject of more than one child protection plan during the year.

x Any number between 1 and 5 inclusive has been suppressed and replaced by x. There may be some secondary suppression to preserve confidentiality

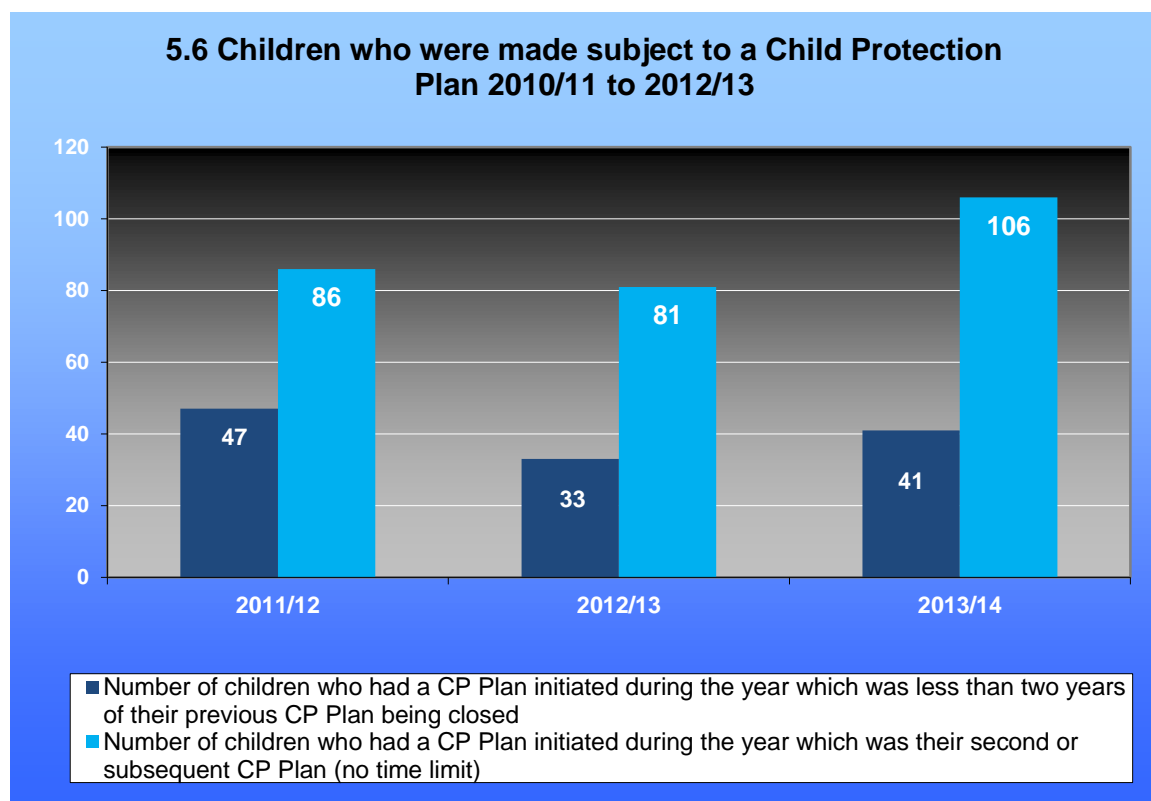
Source: Carefirst

Warwickshire has a higher proportion of children subject of CP Plans on ‘multiple’ categories compared to the England/West Midlands average. Of our statistical neighbours, we have the third highest number of children subject of multiple categories both by initial/latest category of abuse (lower than Kent and Leicestershire). From April 2014 we will collect information showing the breakdown of ‘multiple’ plans so that the underlying reasons for the plan can be better understood.

The comparison, above of the categories of plans of Warwickshire’s statistical neighbours shows where ‘multiple’ is not used, or is little used, neglect and emotional abuse make up a majority of plans.

5.6 Repeat Child Protection Plans.

Chart 5.6 shows the number of children who became the subject of a child protection plan for a second or subsequent time over the last three years. This chart also identifies those who became subject of a child protection plan for a second or subsequent time within less than two years of their previous plan, subject of suggesting the original issues may have been insufficiently resolved.



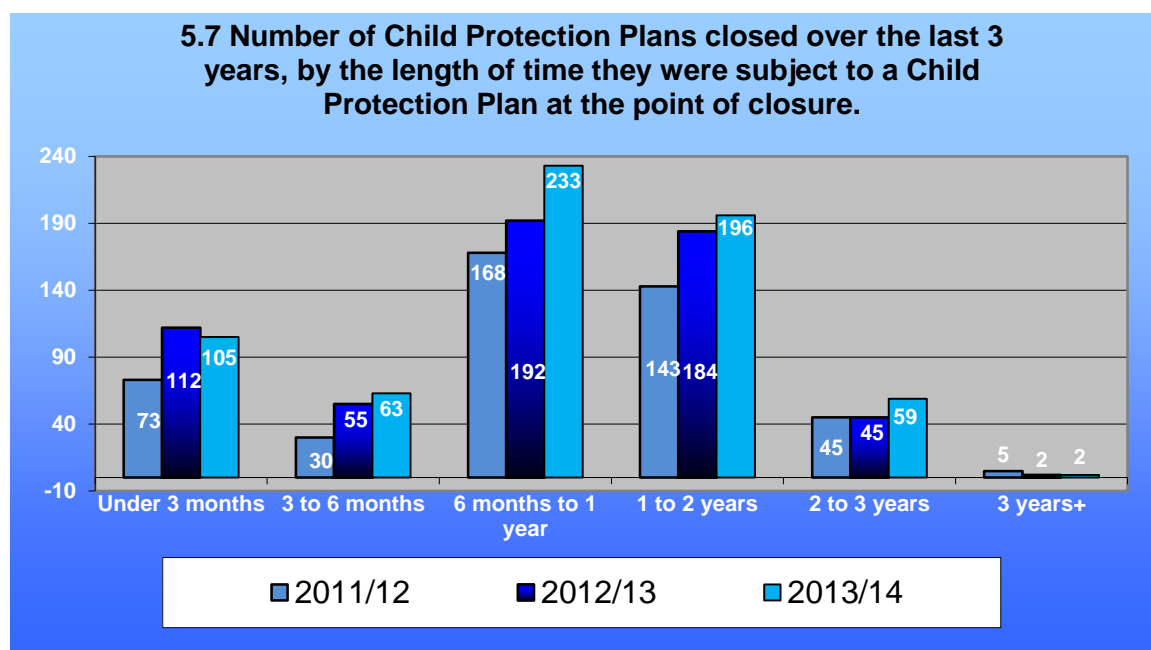
Source: Carefirst

The number of children who became subject of a plan for a second or subsequent time has increased from 81 (13.3%) last year to 106 (16.7%) this year. The number for whom a second or subsequent plan was initiated within 2 years or less of their previous plan having been closed also saw an increase, up from 33 to 41, though it is still lower than in 2011-2012. A large majority of the repeat plans are initiated more than 2 years after the last plan.

Third plans are subject of audit by the Performance panel, but the causes of second plans are currently not well understood. Some of these could be required because of completely new circumstances, but they could also reflect chronic difficulties which re-emerge when professional help is reduced or withdrawn.

5.7 Length of CP Plans.

658 children had their plans closed during the year ending 31st March 2014. This is an increase of 68 (11.5%) when compared with the 590 discontinued during the previous year. Chart 5.7 shows the number of children who had their Child Protection Plans closed during 2013/14, by the length of time they were subject of a Child Protection Plan at the point of closure compared to the previous 2 years.



Source: Carefirst

During 2013/14 the number of child protection plans closed during the year which had been open for two years or more (long plans) saw an increase, up from 8.0% to 9.3%. This is a slight deterioration in performance.

5.8 Long Plans (Closed after 2 years or more)

The table below shows the number of plans closed after being open for 2 years or more as a percentage of all plans closed in the year. In contrast to short plans (lasting 3 months or more) Warwickshire has a much higher rate of children who have their plan closed after being open for 2 years or more when compared to our statistical neighbours (apart from Kent), West Midlands and England out-turn data for 2012/13. This means that the length of time for which professionals judge that the children are suffering or likely to suffer significant harm before a resolution is found is in the main longer than our statistical neighbours.

| | Number of Child Protection Plans closed after 2 years or more during 2012-13 | Number of children who ceased to be the subject of a plan throughout 2012-13 | Percentage of Plans closed after 2 years or more during 2012-13 |
|-------------------------------|--|--|---|
| Warwickshire | 47 | 590 | 8.0 |
| England | 2,690 | 52,120 | 5.2 |
| West Midlands | 330 | 6,540 | 5.1 |
| Statistical Neighbours | | | |
| Cheshire East | 6 | 288 | 2.1 |
| Cheshire West and Chester | 8 | 262 | 3.1 |
| East Riding of Yorkshire | x | 266 | X |
| Essex | 28 | 891 | 3.1 |
| Hampshire | 54 | 1,031 | 5.2 |
| Kent | 94 | 1,172 | 8.0 |
| Leicestershire | 31 | 667 | 4.6 |
| Northamptonshire | 11 | 497 | 2.2 |
| Staffordshire | 35 | 556 | 6.3 |
| Worcestershire | 23 | 479 | 4.8 |

Source: Characteristics of Children in Need in England 2012-13 (Published by Department for Education based on Children in Need Census returns for 2012/13)

x Any number between 1 and 5 inclusive has been suppressed and replaced by x. There may be some secondary suppression to preserve confidentiality.

The length of a CP plan is influenced by a range of factors, but the effectiveness of multi-agency assessment, planning and intervention is clearly critical. The Dartington Project initiated some work to better understand what a 'good' plan would look like for children with the profiles of need seen in Warwickshire. This material is going to be used in the inter-agency Core Group training delivered by WSCB, and a new monitoring tool for Reviewing Officers will monitor the engagement of the agencies required for each case in core groups and conferences.

5.9 Short CP Plans (Closed after 3 months)

The table below shows the number of plans closed after 3 months as a percentage of all plans closed in the year. It is worth noting that Warwickshire has a lower rate of children who have their plan closed after being open for only 3 months when compared to the West Midlands and England out-turn data for 2012/13. In comparison to our statistical neighbours we are middle of the table compared to the lowest (12.7%) and the highest (23.3%).

| | Number of Child Protection Plans closed in 3 months or less during 2012-13 | Number of children who ceased to be the subject of a plan throughout 2012-13 | Percentage of Plans closed in 3 months or less during 2012-13 |
|-------------------------------|--|--|---|
| Warwickshire | 112 | 590 | 19.0 |
| England | 10,080 | 52,120 | 19.3 |
| West Midlands | 1,490 | 6,540 | 22.7 |
| Statistical Neighbours | | | |
| Cheshire East | 67 | 288 | 23.3 |
| Cheshire West and Chester | 39 | 262 | 14.9 |
| East Riding of Yorkshire | 41 | 266 | 15.4 |
| Essex | 173 | 891 | 19.4 |
| Hampshire | 203 | 1,031 | 19.7 |
| Kent | 219 | 1,172 | 18.7 |
| Leicestershire | 134 | 667 | 20.1 |
| Northamptonshire | 99 | 497 | 19.9 |
| Staffordshire | 113 | 556 | 20.3 |
| Worcestershire | 61 | 479 | 12.7 |

Source: Characteristics of Children in Need in England 2012-13 (Published by Department for Education based on Children in Need Census returns for 2012/13)

5.10 MARAC

A Multi-Agency Risk Assessment Conference (MARAC) is a multi-agency meeting which domestic abuse victims who have been identified as at high risk of serious harm or homicide are referred to. The MARAC is attended by representatives from a range of statutory and voluntary sector agencies. The primary focus of the MARAC is to safeguard the adult victim. However, taking in to account the UK law which prioritises the safety of children, the MARAC will also make links with other multi-agency meetings and processes to safeguard children and manage the behaviour of the perpetrator. Warwickshire operates three localised MARACs each month which are overseen at county level.

National Indicator: Cases discussed at MARAC Meetings during 2013/14

| | | |
|---|-----|--------|
| Total number of cases discussed at MARAC | 538 | |
| Number that were repeat cases (within last 12 months) | 85 | 14.95% |
| Total number of children* in MARAC case households | 710 | |

National Indicator: MARAC cases during 2013/14 by Referring Agency

| Referring Agency | Number | % |
|-----------------------------|------------|-------------|
| Police | 468 | 87.24% |
| IDVA | 16 | 3.18% |
| Children's Social Care | 1 | 0.16% |
| PCT | 0 | 0.00% |
| Secondary Care/ Acute trust | 0 | 0.00% |
| Education | 0 | 0.00% |
| Housing | 0 | 0.00% |
| Mental Health | 1 | 0.16% |
| Probation | 18 | 3.36% |
| Voluntary Sector | 12 | 2.10% |
| Substance Abuse | 0 | 0.00% |
| Adult Social Care | 0 | 0.00% |
| Other | 22 | 3.80% |
| Total MARAC cases | 538 | 100% |

Currently the police are the main referrer into MARAC, and work is being done in Warwickshire to try and increase the number of referrals from other agencies. Not all victims of domestic abuse report the abuse to the police, and so relying on the police to initiate consideration of cases at MARAC risks failing to intervene in cases which are high risk.

National Indicator: Diversity of MARAC cases

| Diversity | Number | % |
|--|--------|--------|
| Number of cases from B&ME community | 62 | 11.53% |
| Number of LGBT cases | 0 | 0% |
| Number of cases where victim has registered disability | 6 | 0.98% |
| Number of male victims | 31 | 5.65% |

Local Indicators

| Diversity | Number | % |
|--|--------|--------|
| Number of cases with children * in household | 368 | 67.44% |
| Number of cases with victim over 65 years of age | 7 | 1.30% |
| Number of cases where victim is pregnant | 14 | 2.49% |
| Number of cases where HBV reported | 2 | 0.31% |
| Number of cases with familial DA (non partner) | 19 | 3.46% |

*= Under 18 years of age who are not themselves referred as a victim. Does not include pregnancies.

| Outcome | Number | % |
|--------------------|--------|---------|
| Risk 'Removed' | 48 | 9.97% |
| Risk 'Reduced' | 113 | 26.75% |
| Risk 'Transferred' | 5 | 1.17% |
| Risk 'Accepted' | 256 | 62.11% |
| Total = * | 422 | 100.00% |

MARAC Attendance 2013/14

| AGENCY | No. of MARACs (Total 36) | % |
|-----------------------------|--------------------------|--------|
| Police | 31 | 86.11% |
| IDVA | 35 | 97.22% |
| Children's Social Care | 35 | 97.22% |
| PCT* | 32 | 88.89% |
| Secondary Care/ Acute trust | 9 | 25.00% |
| Education | 9 | 25.00% |
| Housing | 29 | 80.56% |
| Mental Health | 17 | 47.22% |
| Probation | 29 | 80.56% |
| Voluntary Sector | 18 | 50.00% |
| Substance Abuse | 23 | 63.89% |
| Adult Social Care | 14 | 38.89% |
| Other | 13 | 36.11% |

* Still asked to report this although they no longer exist. We record the named nurses against this.

Note there are arrangements in place to receive written information from agencies who are unable to attend.

5.11 SARC Data – number of children seen by age, gender and ethnicity who have been referred

A SARC is a 'one stop location where victims of rape, sexual abuse and serious sexual assault, regardless of gender or age, can receive medical care and counselling, and have the opportunity to assist a police investigation, undergoing a forensic examination, if they so choose.'

(Source: Home Office, Dept of Health, ACPC)

The Blue Sky Centre SARC opened on 27th March 2013, so this data describes its first year of operation. These numbers do not distinguish between children with home addresses in Warwickshire or elsewhere.

Clients seen by age and gender.

| Age | |
|------------|----|
| Under 13 | 41 |
| 13-15 | 54 |
| 16-17 | 36 |

| Gender | |
|---------------|-----|
| Female | 110 |
| Male | 21 |

Vulnerability Factors:

| | |
|-----------------------|----|
| Looked after children | 13 |
| Care leaver | 2 |
| Mental health needs | 9 |
| Language needs | 4 |
| Self-injury | 3 |
| More than one factor | 3 |

Many children seen are brought in by police or social workers as part of a s.47 child protection investigation, but on 2 occasions Blue Sky Centre made safeguarding referrals for children where this had not already been done. They also raised 130 'safeguarding alerts' in respect of children seen i.e. shared information with other service providers to enable them to safeguard the child concerned.

8. WSCB Business Plan 2014-15

| Action Required | By Whom | Complete by | Reason for Action and Outcomes Required |
|---|--|---|--|
| <p>A. Create and Maintain a Learning System <i>Actions continuing from 3 year plan 2012-2013:</i></p> <p>Hold 11th Annual Conference – theme to be Neglect.</p> <p>Develop Participation strategy in conjunction with WCC</p> <p>Complete the actions agreed by WSCB in response to the SILP review of Child A; develop action plans in respect of the more complex findings.</p> <p>Develop the role of the ‘link’ WSCB members to ensure WSCB has effective voice in HWBB activities</p> | <p>Strategy and Communications subcommittee</p> <p>.</p> <p>Strategy and Communication sub-committee, with Learning and Improvement Officer</p> <p>‘Champions’</p> <p>.</p> <p>Chair of WSCB and Chair of H and WB Board</p> | <p>October 2014</p> <p>April 2015</p> <p>April 2015</p> | <p>Support the development of a WSCB Neglect strategy that supports practice throughout the safeguarding continuum.</p> <p>To build the experience of children and young people into our assessment of the effectiveness of safeguarding services, to promote the development of services which children and young people experience positively.</p> <p>Develop the understanding of weaknesses in the safeguarding system identifies in the review; make changes to address these; test how the system is functioning now.</p> <p>To promote mutual understanding of the roles of the two Boards and to facilitate bi-lateral communication, to promote the alignment of priorities between the two Boards.</p> |

| Action Required | By Whom | Complete by | Reason for Action and Outcomes Required |
|--|--|--|--|
| <p><i>Actions arising out of Learning and Review Activities:</i></p> <p>Undertake review of the WSCB Training strategy.</p> <p>Develop new methods of evaluating WSCB Training using WILMA</p> <p>Agree new Strategic plan to begin April 2015</p> | <p>Inter-agency Learning and Improvement Officer</p> <p>Inter-agency Learning and Improvement Officer</p> <p>Independent Chair</p> | <p>December 2014</p> <p>April 2015</p> <p>April 2015</p> | <p>To ensure WSCB partners have clear guidance about the requirements for safeguarding training of their staff. To ensure training offered by WSCB is useful, accessed by the right staff, and results in better safeguarding practice on the front line</p> <p>Ensure training is effective in delivering messages and improving practice</p> <p>To provide focus and clarity to the work undertaken by WSCB.</p> |
| <p>B. Strengthen Accountabilities <i>Actions continuing from 3 year plan 2012-2015:</i></p> <p>Implement routine use of performance data at WSCB meetings, including requirement for some agencies to capture new data</p> | <p>-</p> <p>Development Manager with Performance, Monitoring and Evaluation sub-committee</p> | | <p>Better understand the effectiveness of safeguarding activity</p> |

| Action Required | By Whom | Complete by | Reason for Action and Outcomes Required |
|---|--|--|--|
| <p><i>Actions arising out of learning and review activities:</i></p> <p>Request update information about agency action plans following inspection recommendations: Probation, Youth Justice, HMIC DA/DV .</p> <p>Undertake audit of Deaf children's services</p> <p>Feed into the action plan for the 'Think Family' Board, and request regular feedback on the progress of this work</p> <p>Commission multi-agency audits: Cases on the cusp between early help and statutory social work; effectiveness of MASE meetings; repeat CP plans.</p> <p>Develop a framework to support partners undertake audit in respect of the DfE Children's Safeguarding Performance Framework question L10, and request this audit be undertaken. ('How do you know whether children and parents/carers feel that referrals were made at the right time, for the right reasons, by the right agencies?')</p> | <p>Performance, Monitoring and Evaluation sub-committee.</p> <p>Interim IDS Manager for Performance, Monitoring and Evaluation sub-committee</p> <p>WSCB members who sit on Think Family Board</p> <p>Performance, Monitoring and Evaluation sub-committee</p> <p>Performance, Monitoring and Evaluation sub-committee</p> | <p>August 2014</p> <p>Ongoing</p> <p>Ongoing</p> | <p>Ensure learning is put into practice and outcomes for children and young people improved</p> <p>WSCB understand whether the particular safeguarding needs of deaf children are recognised and addressed</p> <p>Promote and support effective safeguarding of children whose parents have mental health, drug and substance misuse difficulties</p> <p>Establish whether children who might benefit from coordinated early help are getting this, and evaluate its effectiveness; Evaluation of CSE procedures; understand reasons for repeat plans and therefore increase the effectiveness of first plans.</p> <p>To inform the development of service delivery which is appropriately offered to parents and carers and to children and young people in a way which maximises the likely effectiveness.</p> |

| Action Required | By Whom | Complete by | Reason for Action and Outcomes Required |
|--|---|--------------------------------------|---|
| Develop a new training course supporting staff to make and receive referrals for child in need and child protection services, incorporating an understanding of Warwickshire's Thresholds statement and Escalation procedure. | Inter-agency Learning and Improvement Officer | November 2014 | Promote understanding of the Thresholds document and Escalation Procedure, improve timely response to families in need. |
| <p><i>Actions arising out of new and revised statutory guidance::</i></p> <p>Review the impact of new arrangements for WSCB to work with JSNA Programme manager .</p> <p>Request information from Coventry and Rugby CCG about their enquiries into how Health provider trusts are satisfying themselves that named and designated staff for child protection have sufficient time, funding, supervision and support to carry out their safeguarding duties</p> <p>Develop arrangements for implementing the scrutiny requirements in the revised guidance on children who runaway or go missing from home</p> | <p>Strategy and Communications sub-committee</p> <p>Health sub-committee on behalf of WSCB</p> <p>Performance Monitoring and Evaluation sub-committee</p> | <p>April 2015</p> <p>August 2014</p> | <p>Ensure that WSCB bases its work on needs assessment done by the JNSA, and that need identified by WSCB is fed back to the JSNA for consideration by the Health and Wellbeing Board and Children's</p> <p>For WSCB to be satisfied that this statutory requirement is being met, and that arrangements are as required by the Inter-collegiate safeguarding guidance.</p> <p>Evaluate the effectiveness of interventions to reduce the incidence of children running away, maintain oversight of safeguarding arrangements for looked after children who are the responsibility of Warwickshire agencies,</p> |

| Action Required | By Whom | Complete by | Reason for Action and Outcomes Required |
|--|--|--------------|--|
| Seek information about the implementation in Warwickshire of the revised Children's Homes regulations, in particular as these relate to the missing children protocol and the CSE strategy. | CSE sub-committee | January 2015 | Promote effective safeguarding of looked after children in Warwickshire, and Warwickshire looked after children. |
| Monitor the implementation of the duties to young carers set out in the Children and Families Act 2014. | Chairs sub-committee | April 2015 | For WSCB to be satisfied that this vulnerable group of children and young people are receiving the required support. |
| Develop performance management structure for the independent chair. | DCS with chairs and Development Manager | | To put in place arrangements in Warwickshire which comply with statutory requirements, to ensure that WSCB enjoys strong leadership and is able to carry out its responsibilities to a high standard |
| Review financial contributions made by partner agencies to WSCB | WSCB, lead by Chair | January 2015 | Ensure WSCB has sufficient resources to be strong and effective. |
| <p>C Promote Effective Practice <i>Actions continuing from 3 year plan 2012-2015</i></p> <p>Convene Safer recruitment task and finish group when new LADO in post (expected to be September)</p> | LADO and representatives of partner agencies | | To support compliance with statutory guidance, to ensure recruitment practices keep children safe |

| Action Required | By Whom | Complete by | Reason for Action and Outcomes Required |
|---|---|--|---|
| <p><i>Actions arising out of learning and review</i></p> <p>Produce and disseminate new and revised inter-agency procedures and guidance as required: Recruitment and supervision of staff who work with children Bruising to non-mobile babies Homeless 16 and 17 year olds Recording principles</p> <p>Promote the use of the learning from the Dartington Project to improve the effectiveness of CP plans.</p> <p>Provide joint training for adult's and children's practitioners to ensure that needs arising for children as a result of parents' mental health and drug problems are understood, assessed and met</p> <p>Support the implementation of the 'Violence against women and girls strategy'</p> <p>Develop a 'Neglect' strategy</p> | <p>Systems and Procedures sub-committee</p> <p>Training sub-committee</p> <p>Inter-agency Learning and Improvement Officer and Training subcommittee</p> <p>Independent chair; sub-committees as relevance identified.</p> <p>Strategy and Communications sub-committee</p> | <p>April 2015</p> <p><i>Awaiting guidance from the Think Family Board</i></p> <p>continuing</p> <p>December 2014</p> | <p>To ensure practitioners have clear guidance supporting sound inter-agency practice</p> <p>Reduce the harm caused to children when CP plans are prolonged or repeated.</p> <p>Support "Think Family" protocol and promote effective partnership working</p> <p>To reduce the number of children living in households where domestic abuse is a feature, reduce sexual exploitation of girls and young women..</p> <p>To provide a coherent response to the issues uncovered in case reviews, to increase the effectiveness of responses in Warwickshire to chronic deficits in parenting capacity across the safeguarding continuum, to reduce the harm done to children caused by drift in the management of their services.</p> |

| Action Required | By Whom | Complete by | Reason for Action and Outcomes Required |
|--|---|--------------------------------------|---|
| <p>Raise awareness of signs and symptoms of child sexual exploitation with parents/carers and the wider community</p> <p>Initiate face to face CSE training in accordance with training strategy..</p> | <p>Strategy and Communications sub-committee</p> <p>Learning and Improvement officer and Training sub-committee</p> | <p>April 2015</p> <p>.April 2015</p> | <p>CSE strategy – prevention and identification strands</p> <ul style="list-style-type: none"> • enables professionals to identify signs and risk factors; • ensures practitioners respond in accordance with WSCB procedures; • Increase effectiveness of the response from professionals in Warwickshire to children and young people displaying signs they may be at risk of CSE. |
| <p>Develop use of WSCB website as a tool for communicating key messages.</p> | <p>WSCB team</p> | <p>April 2015</p> | <p>Increase the effective dissemination of learning, research and information across the partnership.</p> |
| <p>Develop programme of targeted activities, including a multi-agency workshop, to address the deficits in professionals' knowledge and awareness of CSE identified by the JSNA needs assessment</p> | <p>CSE sub-committee, supported by CSE Working Group</p> | | <p>Increase effectiveness of the response from professionals in Warwickshire to children and young people displaying signs they may be at risk of CSE</p> |
| <p><i>Actions arising out the revised statutory guidance 'Working Together'</i></p> | | | |
| <p>Monitor the development of procedures for single social work assessment of children in need</p> | <p>Systems and Procedures sub-committee</p> | | <p>Required by WT 2013, remove the distinction between initial and core assessments</p> |
| <p>Monitor the development of protocols for statutory assessment</p> | <p>Systems and Procedures sub-committee</p> | | <p>Required by WT2013,Provide clarity for referrers about what to expect when a referral is accepted by Social Care</p> |

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Children and Young People Overview and Scrutiny Committee

4th November 2014

SEND Local Offer Consultation

Recommendation

That the Children and Young People Overview and Scrutiny Committee receive a verbal update from Hugh Disley (Head of Early Help and Targeted Support) on the progress of the Send Local Offer Consultation.

1.0 Summary

- 1.1 At the Children and Young People OSC meeting that took place on 18th August 2014, the Committee received an update in relation to the SEND Local Offer Consultation.
- 1.2 Following this update, the Children and Young People OSC made three recommendations to Cabinet on 18th August 2014 which were:
 - a.) To recommend the use of a set of key performance indicators regarding service quality and financial performance to be reported on a quarterly basis to the Committee.
 - b.) To support the efforts identified by officers to continue to improve consultation with parents/carers and young people, but calls on officers to ensure a focused approach to communication with hard to reach groups and individuals.
 - c.) To encourage the County Council to work with the Local Government Association and Department for Education to identify good, consistent benchmarking data.
- 1.3 A report back on these recommendations is due to come back to the Children and Young People OSC at its 7th April 2015 meeting.
- 1.4 The Committee is asked to note the verbal update from Hugh Disley and also that the Committee shall receive a report on the SEND Local Offer at the Children and Young People OSC taking place on 7th April 2014.

Children and Young People Overview and Scrutiny Committee

4th November 2014

Children's Social Care Complaints

Recommendations

That the Children and Young People Overview and Scrutiny Committee:

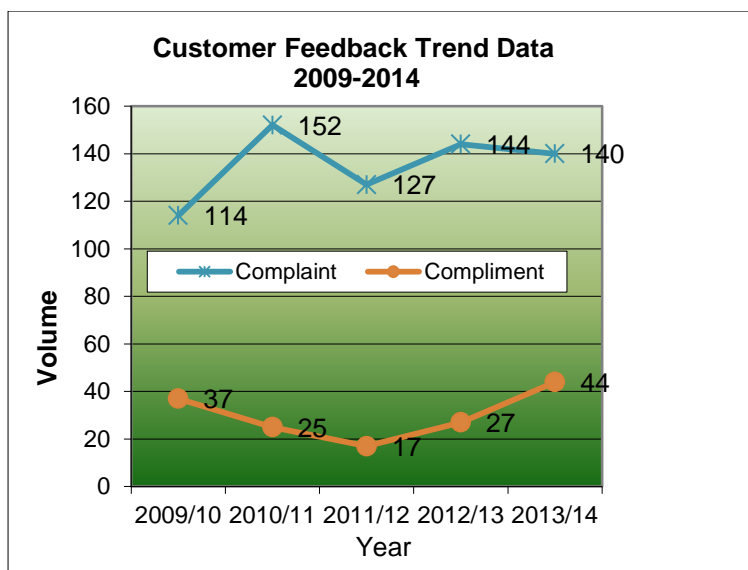
- 1) Support the 2014/15 Customer Feedback Action Plan; and
- 2) Be mindful of the potential impact of anticipated changes in future service delivery on customer feedback performance.

1.0 Key Issues

- 1.1 In June 2014 , the Children, Young People and Families Social Care Customer Feedback Annual Report 2013/14 was produced and discussed at People Group Leadership Team. A Joint Adult and Children's Social Care Customer Feedback Action Plan was drafted at that point, and progress towards these actions is reported on a quarterly basis to People Group Leadership Team (see **Appendix A**).
- 1.2 This Committee has asked for further information about the extent and nature of complaints regarding Children's Social Care, with further detail on those complaints that are regarded as 'high risk' and that are not resolved in the first stage.
- 1.3 This report also includes an update on action taken to support young people to raise concerns, and recent corporate performance oversight.
- 1.4 Finally, it also includes the revised and updated 2014/15 Children's Social Care Customer Feedback Action Plan, which is reported on quarterly to People Group Leadership Team, and half yearly to Corporate Board.

2.0 The Annual Report:

Key observations based on the data reviewed in that report were:



- 2.1 Compliments have increased this year, but the overall trend remains consistently lower than other services within the Council. Most compliments relate to services for children with disabilities. This is to be expected as a key element of child protection activity is about unwanted intervention in family lives.
- 2.2 However, the compliments received are very positive, and the service has now developed a strong presence in the UK's Wow! Awards, providing independent validation of the quality of services and positive customer satisfaction.
- 2.3 Complaints volumes have remained static. Complaint activity has been mapped against overall service activity to explore whether this matches service delivery, and to see if similar trends are being experienced in other Authorities.
- 2.4 The customer profile of those who complain is reflective of the complexion of the service customer base, i.e., the majority of feedback relates to child protection or interventions relating to the care of children and young people under 9 years old, few are from young people directly, with the vast majority being from parents. There continues to be an increase in other family members, particularly grandparents, also making complaints. The majority of complaints are from white British customers.
- 2.5 The majority of complaints are resolved successfully through local investigation at Stage 1 (94%). This positively validates the Council's approach of encouraging resolution as close to where the problem occurred as possible. The triage and risk assessment process in place is helping to ensure that those cases which might require additional input are identified and acted upon more promptly.

2.6 The most significant issue for children's social care complaints is the timeliness of responses. Only 26% of complaints were completed within the 10 working days target. The average time to complete an investigation was 36 working days. An audit has been completed to identify issues and possible resolutions.

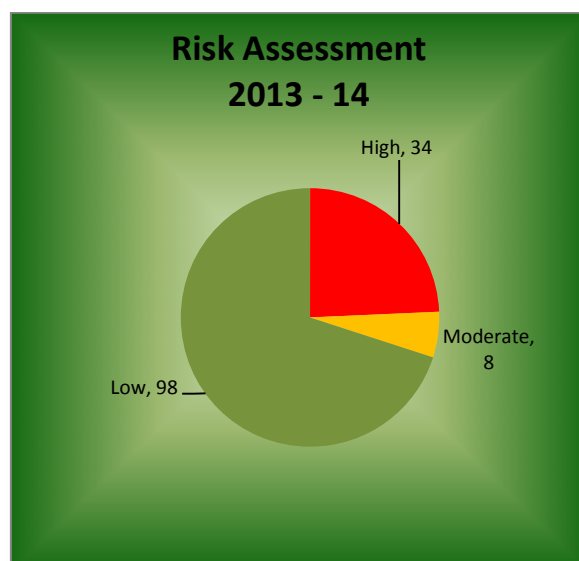
2.7 The results of this year's pilot phone survey (undertaken to establish the views of customers using our complaints procedures) has been very valuable. There are 2 key points to note:

- there is a distinct correlation between whether a complainant is happy with the way their complaint has been handled, and whether they have had their complaint upheld.
- there is a consistent message, whether or not the complaint has been upheld, that the thing customers like most is a timely and clear response, where they are kept in the picture, and helped to understand clearly what is happening. Conversely, the thing they dislike the most is not being kept informed, not knowing when they are going to get an answer, not having a clear understandable answer, and it taking too long to get an answer.

2.8 Learning from complaints is a critical indicator of the effectiveness of this process. There are sound examples in this report of how experiences with an individual complaint can result in changes and improvements for many.

2.9 Benchmarking the way this council handles customer feedback on its children's social care services is not straightforward, as there are few consistent measures, and no national reporting structures. Work has been undertaken this year to establish whether we could use the UK Customer Satisfaction Index, and to make more effective use of the West Midlands Complaints Officers Group.

3.0 Understanding and managing risk:



- 3.1 In social care services there is a systematic approach to triaging new complaints to determine the level of risk and identify cases which might need to be handled differently. In children’s social care last year, 24% of cases were identified as potentially having a higher risk. Whilst this is not always an indicator that complaints will be dealt with at Stage 2 and Stage 3, it is often a good indicator that additional work will need to be done to try to resolve this at Stage 1, and that there might be a need to consider what is proportionate and reasonable as alternative approaches. In children’s social care last year only 6% of cases ended up going to Stages 2 and 3.
- 3.2 It is also important to remember that a complaint can have a very different effect on an organisation compared with an individual. This is especially important if someone is vulnerable for any reason, such as being a young person, being in poor health, with communication difficulties or recently bereaved.
- 3.3 A risk matrix approach is used, based on guidance from the Department of Health:

| Seriousness | Likelihood of recurrence | | | | |
|-------------|--------------------------|----------|----------|---------|----------------|
| | Rare | Unlikely | Possible | Likely | Almost certain |
| Low | Low | | | | |
| | | Moderate | | | |
| Medium | | | | | |
| | | | High | | |
| High | | | | Extreme | |
| | | | | | |

| | |
|--------------------|---|
| Seriousness | Low Unsatisfactory service or experience not directly related to care. No impact or risk to provision of care. OR Unsatisfactory service or experience related to care, usually a single resolvable issue. Minimal impact and relative minimal risk to the provision of care or the service. No real risk of litigation. |
| | Medium Service or experience below reasonable expectations in several ways, but not causing lasting problems. Has potential to impact on service provision. Some potential for litigation. |
| | High Significant issues regarding standards, quality of care and safeguarding of or denial of rights. Complaints with clear quality assurance or risk management issues that may cause lasting problems for the organisation, and so require investigation. |

| | |
|--|---|
| | <p>Possibility of litigation and adverse local publicity. OR Serious issues that may cause long-term damage, such as grossly substandard care, professional misconduct or death. Will require immediate and in-depth investigation. May involve serious safety issues. A high probability of litigation and strong possibility of adverse national publicity.</p> |
|--|---|

| | |
|-------------------|---|
| Likelihood | Rare Isolated or 'one off' – slight or vague connection to service provision. |
| | Unlikely Unusual but may have happened before. |
| | Possible Happens from time to time – not frequently or regularly. |
| | Likely Will probably occur several times a year. |
| | Almost certain Recurring and frequent, predictable. |

3.4 The principle of the approach is to enable Customer Relations Service and senior operations managers to track and monitor progress of cases which are likely to be high risk, which would benefit from regular progress checking, and action can be taken to remove barriers to prompt and effective responses.

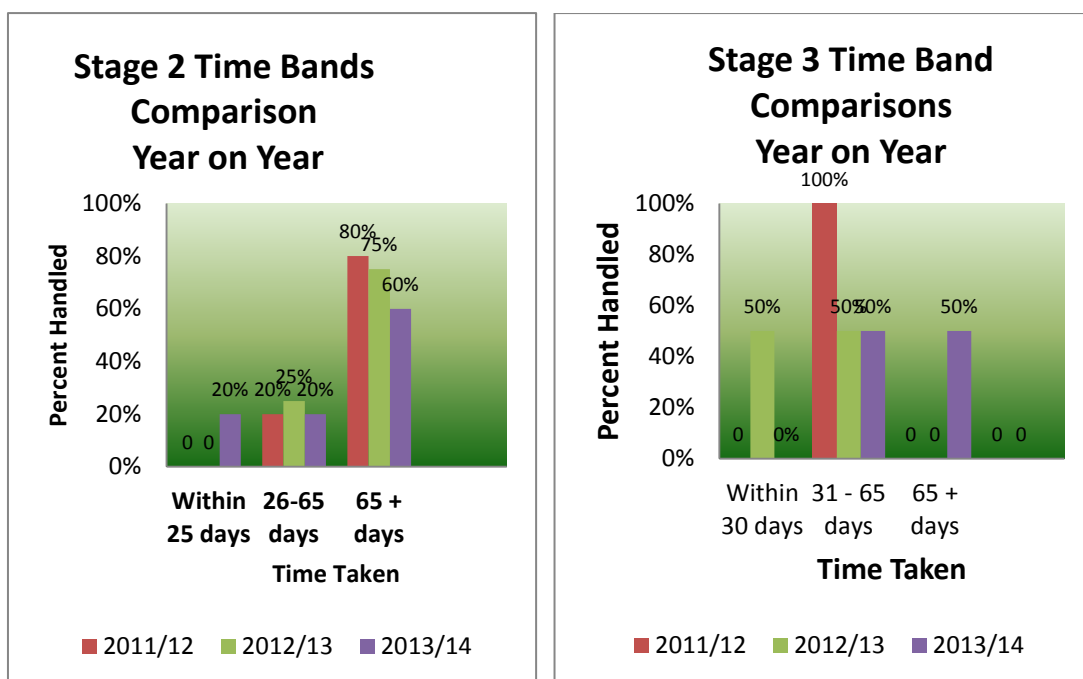
3.5 Included in the risk assessment is whether or not the complaint is High Profile:

- Is there an inquiry from the Local Government Ombudsman?
- Is there involvement/interest in case from senior officers/Insurers/Litigation/Media/ Councillors?
- Is there a serious adverse impact on a customer such as safeguarding/serious injury/death?
- Is there external interest in the case from central government/ Care Quality Commission/Health & Care Professions Council/ OFSTED/ MPs/ Information Commissioner

4.0 Complaints at Stage 2 and 3:

| Complaints Received in 2013-14 | Number |
|--------------------------------------|--------|
| Stage 1 | 132 |
| Stage 2 | 5 |
| Stage 3 | 3 |
| Negative Comments | 25 |
| Local Government Ombudsman Inquiries | 5 |

4.1 Whilst the number of complaints which move to Stage 2 and 3 are small in number, and usually complex in nature, there continue to be some problems in meeting statutory timescales for completion. 6 Stage 2 responses took over 3 months to respond to in this year, and 1 Stage 3 response was over the 30 working day target.



4.2 There are a number of reasons why these are hard to complete within timescales:

- the complex and multiple-headed nature of the complaints can make the size of the investigation task too large to be managed within 25 working days (for example a recent complaint had 14 separate heads of complaint to be investigated);
- the interaction or overlay of other statutory and non-statutory processes which make it difficult to establish which elements of the complaints can be looked at under this complaints process (for example, extent to which private law proceedings, or police investigations, can cause delay in initially commencing investigations, and can suspend or complicate ongoing investigations);
- the extent to which ongoing child protection or safeguarding activities are the primary focus of WCC interaction with customer, and must take priority over complaint investigation; and
- the logistic problem of organising a Stage 3 Panel Hearing to meet the availability of not just the customer, but also the 3 person independent panel, the investigator and the senior officers who need to attend – diarising availability of 10 – 14 people for any given Panel.

4.3 Whilst the complexity of these cases may cause some delay in investigation outcomes, they are usually the cases which offer most opportunity for reflection and learning to the Council, and result in significant changes in service delivery – some examples are shown in the table below:

| Complaint | Improvement Made |
|---|--|
| Complaint from relative with parental responsibility for a young person, when young person chose to leave | Staff advised to ensure that case recording reflects situations in which parental consent is not sought clearly within the child's file |
| Complaint from parent of young person which included concerns over how his son was looked after whilst he attended a court hearing. | Development planned of a protocol for how young people should be supervised in the court arena |
| Mislaying of a court direction | Review of processes for information handling with team to ensure key court documents could not be overlooked in future. |
| Complaint about lack of detailed response to fostercarers after a Fostering Panel Hearing | Fostering managers advised to provide more detailed feedback to fostercarers where they have submitted additional evidence to the Panel and so are likely to expect more detailed feedback. |
| Complaint relating to case recording practices | Team to undertake refresher training on recording practice. |
| Concerns about a referral made to Irish Social Services | The investigation revealed some shortcomings in the recording practices of the team, and a full team retraining took place on case recording best practice and information governance. |
| Concerns about failure to act on child protection referrals, case included interaction with councillors | The investigation revealed some shortcomings in recording relating to interaction with councillors, and the director agreed with the Panel that it would be helpful to provide briefing note advice to Members about what information Children's Services are able to provide when contacted by Councillors, and how they may best support their constituents on issues relating to safeguarding children. |

5.0 Complaints from Young People

5.1 In July 2014, a companion annual report was sent to Corporate Parenting Panel to talk about how and when young people engage with the complaints procedures (see Supplementary/Background papers). This explored the potential reasons behind why there is such a low level of direct use by young people, and what is done to make the procedures accessible to young people:

- Young people who are in the care of the Council may feel particularly vulnerable, need additional support and encouragement to raise any concerns they have, and have different expectations for how quickly and in what way they would like to see their problems resolved.
- It is therefore important that children and young people have easy access to ways to raise their feedback, and have confidence that they will be treated seriously. Some of the ways in which the Council tries to

make itself accessible for children and young people to raise feedback include:

- a) Direct links to information about how to provide customer feedback is on the new Young People web page of the Council's website. (<http://www.warwickshire.gov.uk/childrenandyoungpeople>)
- b) We have just completed a refresh of the leaflet for young people, after talking to young people on the Children in Care Council. (<http://apps.warwickshire.gov.uk/api/documents/WCCC-950-12>)
- c) Our Customer Relations Officer link attends the Children in Care Council.
- d) Our Reviewing Officers regularly check with young people if they have feedback they want to take forwards, and the leaflet about feedback is part of the information that goes to all looked after children at Review.
- e) Our Local Authority Designated Officer works within Children's Services and is alerted to all cases in which it is alleged that a person who works with children has behaved in a way that has harmed, or may have harmed, a child, possibly committed a criminal offence against children, or related to a child, or behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.
- f) We have an independent advocacy support service for young people – Barnardo's Children's Rights Service. Their leaflet also goes into the looked after children information packs.
- g) Our foster carers are trained and supported to advocate on behalf of the young people they are working with.

5.2 When complaints come to the Customer Relations Service:

- We always check to see if a young person has an advocate, and organise one if they want one, and work closely with advocates to ensure that the young person's views are understood. We make sure we speak directly to the young person, and visit them if they would like us to.
- We always prioritise complaints directly from young people, ensuring that action is taken as quickly as possible.
- If a Stage 2 complaint investigation is needed, we will make sure that any complaint from a young person also has an Independent Person involved, to ensure that the investigator properly takes into account the views and wishes of the young person.

5.3 However, when the report was discussed at Children in Care Council, the subjective feedback from the young people provided a very different perspective. Key comments were:

- No one asks young people for their feedback
- No one tells you what to do about problems
- This is especially hard when you are living alone
- It takes courage to bring up problems

- Young people worry that if they complain things could get worse
- Feeling safe to speak up is very dependent on the relationships you have with your social worker and your fostercarers
- It often feels too cliquy between the social worker and the fostercarer – they seem to want to talk to each other rather than to the young person directly, and do not give the young person private time away from the fostercarer to raise their concerns
- Positive comments were made about feeling safe to speak in the LAC Reviews, but concerns raised about the lack of information given out to young people about how to raise concerns.
- Also concerns raised about how to raise issues when you are part of a sibling group – dilemmas about getting private time, considering impact on others, etc.
- Problems when there is a turnover of social workers or one of off sick – having someone to talk to becomes difficult.
- Issues around leaving care and losing the opportunity to use Barnardo’s advocacy support were also raised.

5.4 Three key actions were agreed:

- Customer Relations would attend Children in Care Council more frequently;
- Customer Relations would attend the 12th November Children in Care Council and Virtual School Award Ceremony to give us an opportunity to get information to and feedback from a much bigger audience of young people; and
- How we share information about customer feedback will be reviewed after more feedback from the Children in Care Council event 12th November. The initial view was that the leaflet which has been developed is good, but it needs to be given to young people on a very regular basis, not just once.

6.0 Corporate Performance Oversight:

6.1 Oversight of the Council’s performance in managing customer feedback has recently been discussed at Corporate Board (See Background Paper: Progress Report: Handling Customer Feedback, Corporate Board, 23 July 2014). A Council-wide Customer Feedback Action Plan was agreed.

| Key Actions 2014/15 | Explanation |
|--|--|
| Focused effort to ensure adherence to timescale compliance | <i>Direct customer feedback has now confirmed that this is a key area where customer satisfaction is won or lost. A concerted effort will be required to change the current compliance in this area, particularly within People Group.</i> |
| Rollout of systematic approach to obtaining user feedback from complainants | <i>The pilot phone survey has been successful in providing valuable insight into customer views. It is important to embed this now as an ongoing source of customer insight.</i> |
| Respond effectively to the increased interest the Local Government Ombudsman is | <i>The recent report published by the LGO on adult social care referrals to them in England confirms this as an area that they are actively engaging with and promoting. The</i> |

| Key Actions 2014/15 | Explanation |
|---|--|
| taking in Warwickshire County Council, and particularly adult social care, and improve risk management here | upswing in LGO Inquiries about adult social care issues in WCC noted is taking additional capacity and specialist advice to manage. There needs to be more active planning and management of this, co-ordinated between operational services, Customer Relations, and the Legal Services. |
| Ensure that the transfer from the current complaints handling database to the new WCC CRM (target 31/12/14) results in the service and process improvements expected | The Council proposes to bring all customer feedback recording into the newly commissioned corporate CRM. This will require effective transfer, and support and guidance for all staff affected |
| Review existing mechanisms for the support of customers raising concerns about adult social care services provided by External Providers, and what internal processes are needed to support the timely management of this. | Complaints in relation to external providers now make up a significant proportion of the total complaints received by adult social care. The current systems in place for getting responses back from providers does not appear to be able to manage this in a timely way, and this has an impact on the overall timescale compliance problems being experienced in adult social care. |
| Start to collect external provider data on handling positive and negative customer feedback in adult social care. | Current data on handling positive and negative customer feedback only provides part of the picture of customer satisfaction, and this is likely to increasingly be the case as this organisation continues to become a commissioner of adult social care services. On review of the contract documentation by Legal Services, contracts are in the process of being amended to make the collation of this type of data feasible. |
| Respond to the anticipated review of adult and childrens social care statutory complaints handling processes | Following the Francis and Clwyd Reports, it is expected that the Department of Health and Department for Education will undertake a full scale review of the current separate statutory children's and adults social care complaints procedures. The Customer Relations Service will assess these changes and work with the relevant business areas to ensure the existing Warwickshire County Council processes and procedures are fit for purpose. |
| Respond to the impact of significant pieces of legislation expected to impact on local government | The implementation of the Care Act and the Children and Families Act, for example, are likely to have significant implications for the operation of services affected. The Customer Relations Service will assess how this will impact on customer feedback, and provide advice and guidance on its management, and how current systems and processes for handling customer feedback might need to be reviewed. |
| Impact of One Organisational Plan and economic climate | The current economic climate continues to pose many challenges for dealing with positive and negative customer satisfaction. We will need to reflect on the impact of things like; further service re-configurations; shrinkage of in-house provision, further externalisation of services; and further joint working approaches between organisations on a local and regional level. |
| Advise and support the development of a council wide ICT customer feedback | Engaging with the CRM replacement programme to achieve improvements in the customer feedback journey, identifying opportunities for streamlining and realignment |

| Key Actions 2014/15 | Explanation |
|--|---|
| framework | <i>of processes, system generated escalations and improved data collection analysis and reporting. Engaging with the Councils EDRM programme to determine how a single repository for customer feedback might be established.</i> |
| Develop improved reporting metrics and statistics | <i>Develop a dashboard that would incorporate all the key reporting metrics, as part of the council's Dashboard Project. These would relate to customer feedback and satisfaction, be accessible to all business areas and have the ability to drill down to deliver localised analysis</i> |
| Retaining Customer Service Excellence | <i>Retaining Customer Service Excellence means assuring the assessor that effective systems are in place to capture user feedback on how the complaints procedure operates. The pilot for this has been successful, but it now needs to be formally rolled out across the Council.</i> |

6.2 Further focus on children's social care performance was also recently discussed at Corporate Services Overview and Scrutiny (see Background Paper: Social Care Complaints Handling: Improvement Plan, Corporate Services Overview and Scrutiny Committee, 04 September 2014). This report was in response to concerns raised by Members at Cabinet about why plans to improve the Council's timeliness of response to complaints from customers of social care services were not achieving the expected results. Key observations arising include:

- In children's social care, the 10 working days measure at Stage 1 has been in place since 2006. Regulation 14(1) of the Children Act 1991 Representations Procedure (England) Regulations 2006 places a 10 working day time limit for this part of the process. Most Stage 1 complaints should ideally be concluded within this time limit. Where the local authority cannot provide a complete response it can implement a further 10 days' extension (regulation 14(5)). This statutory duty is further confirmed in the statutory guidance Getting the Best from Complaints 2006.
- We have collated benchmarking data from our closest Statistical Neighbours for 2012/13, and 2013/14 if it is available.

| CHILDRENS SOCIAL CARE TIMESCALE COMPLIANCE | | |
|---|----------------|----------------|
| Local Authority | 2012/13 | 2013/14 |
| Warwickshire CC | 54% | 25% |
| Worcestershire CC | 53% | Unavailable |
| Leicestershire CC | 55% | 63% |
| Staffordshire CC | 41% | Unavailable |
| Northamptonshire CC | Requested | Requested |
| Essex CC | 65.6% | Unavailable |
| Kent CC | 59% | 79% |

6.3 A number of important factors have impacted on children's social care service's ability to tackle the timescale issues:

- The complex nature and recurrence of issues raised by some complainants made it difficult to establish the basis of the complaint and whether the complaints process was the appropriate avenue for issue resolution. For example in some case the matter was for the court to determine as part of private law proceedings relating to children. (It should be noted that Legal Aid is no longer available to individuals wishing to dispute recommendations in Family Courts, and this means some may be using our complaints process as the only way open to them for disputing decisions).
- There have been increased workload pressures during the last financial year within the Safeguarding Business Unit evidenced by increases in referral rates and the rise in the amount of statutory workload.
- The service has been required to quicken processes in line the Public Law Outline since July 2013. This has had considerable impact on capacity within the service.

6.4 It is important to remember that the environment in which childrens' social care operates is significantly different to many other service areas in the Council. Particularly in relation to the child protection remit, childrens' social care are engaged in providing services that are often unsought and unwanted by the families they need to engage with, and require the development of working relationships to enable negotiation and dialogue about options and alternatives that people may be unhappy with. It is harder in this context to identify when a customers' unhappiness with something moves into becoming a formal complaint, and conversely, when things move on for a customer and what may have been a complaint is no longer a concern to them, or has been replaced with a different issue. The objective of the service is always to maintain dialogue and resolve problems as and where they occur.

6.5 Risks to future performance were also identified:

- Reductions in managerial capacity and other competing workload priorities on occasions can make it difficult for managers to give consistent high priority to this task.
- The extent to which increased work pressures in children's social care from July 2013 will continue as a result of the new court system and the Public Law Outline which will not only provide more potential ground for complaints, but will eat into the priorities of managers to be able to respond to complaints about these issues in a timely way.

7.0 2014/15 Children's Social Care Customer Feedback Action Plan

| Action agreed | Detail | Action Owner | Time to complete |
|--|--|---|---|
| Timescale compliance will be a key action point in the Customer Feedback Action Plan 2014/15. | Joint adult and childrens social care commitment. Progress on this plan will be regularly reported on at People Group GLT | People Group GLT/ Customer Relations | Quarterly |
| Corporate Board will ask for updates on progress as the year progresses. | Problems with timescale performance in social care services has been formally raised and discussed at Corporate Board, and will continue to be challenged there. | Corporate Board | Estimated next report due January 2015 |
| A further customer satisfaction survey will be undertaken later in the year. | The pilot phone survey has been successful in providing valuable insight into customer views. It is important to embed this now as an ongoing source of customer insight. | Customer Relations | January 2015 |
| All customer feedback recording will be brought into the newly commissioned corporate CRM. | The Customer Relations Service is engaging with the CRM replacement programme to achieve improvements in the customer feedback journey, identifying opportunities for streamlining and realignment of processes, system generated escalations and improved data collection analysis and reporting. | Customer Relations | Ongoing |
| The council's Dashboard Project will develop improved reporting metrics and statistics for complaints handling. | This will relate to customer feedback and satisfaction, and be accessible to all business areas and have the ability to drill down to deliver localised analysis. | Customer Relations | February 2015 |
| The Department of Health and Department for Education will undertake a full scale review of the current separate statutory children's and adults social care complaints procedures within the next 12 months. | The Customer Relations Service will assess these changes and work with the relevant business areas to ensure the existing Warwickshire County Council processes and procedures are fit for purpose. | Customer Relations | When it happens |
| The implications of the implementation of the Care Act and the Children and Families Act for the operation of services affected, and the consequent impact on customer feedback will be assessed and planned for. | The Customer Relations Service will assess how this will impact on customer feedback, and provide advice and guidance on its management, and how current systems and processes for handling customer feedback might need to be reviewed. | Customer Relations | September – December 2014 |
| The impact of One Organisational Plan and the current economic | We will need to reflect on the impact of things like; further service re-configurations; | People Group/Customer Relations | Ongoing |

| Action agreed | Detail | Action Owner | Time to complete |
|---|--|---|--------------------|
| climate for the operation of services affected, and the consequent impact on customer feedback, will be assessed and planned for. | shrinkage of in-house provision, further externalisation of services; and further joint working approaches between organisations on a local and regional level. | | |
| The findings from the children's social care audit of delays in complaints handling August 2014 will be explored and a more detailed action programme will be developed. | <p>This will focus on:</p> <ul style="list-style-type: none"> • a programme to close down the backlog of open and ongoing cases • to develop a more robust governance framework for complaints within children's social care for future. This will need to take into account a reporting arrangement for complaints which are outside of the timescale and a mechanism for monitoring ongoing complaints at team and service level. • guidance to be developed for managing complaints regarding closing cases. | People Group Senior Childrens Social Care Managers/ Operations Managers/Customer Relations | Ongoing |
| Senior officers in children's social care will change their "sign off" processes on complaints. | They will ensure that they see closedown letters before considering complaints to be closed. | People Group Childrens Social Care Managers | By 1 November 2014 |
| The monthly open complaints reports will be circulated to those staff who are responding to complaints locally as well as senior officers | To make sure there are no problems in information getting to all relevant parts of the operational service to enable prompt checking and action on open cases. | Customer Relations/ People Group Childrens Social Care Managers | By 1 October 2014 |
| A programme of skilling-up team leaders to take on complaint-handling responsibility will be put in place. | The further reductions in operational managers mean there is a capacity problem in having enough trained people available to handle complaints. Capacity to respond to complaints is increased through extending this role to Practice Leaders, subject to discussions with Human Resources and training. | Customer Relations/ Learning and Development/ People Group Childrens Social Care Managers and Team Leaders | February 2015 |
| Clarification will be provided to staff on when a complaint is a complaint, and procedurally how to record on the system the reasons why complaint | Briefing notes will be developed to help staff to unpick whether or not issues should be within the complaints procedures, and what to do if the complainant stops engaging and complaints need to be closed down - when to deem a | Customer Relations | December 2014 |

| Action agreed | Detail | Action Owner | Time to complete |
|--|--|--------------|------------------|
| investigations are not progressing or are withdrawn. | complaint withdrawn and what to do about it. | | |

Supplementary Papers:

- Children's Social Care Compliments and Complaints Annual Report 2013/14
- Compliments and Complaints Progress Report 2013/14, Corporate Parenting Panel 7th July 2014
- Social Care Complaints Handling: Improvement Plan, Corporate Services Overview and Scrutiny Committee, 04 September 2014

Background Papers:

- Progress Report: Handling Customer Feedback, Corporate Board, 23rd July 2014

Appendices

- Appendix A – Compliments and Complaints Annual Report 2013-14

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**Warwickshire County Council
Children's Social Care**

Compliments and Complaints

Annual Report April 2013 - March 2014

OFFICER REVIEW



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Executive Summary

This summarises key observations based on the data reviewed in the following report, and recommends areas for further research and/or action in the following 12 month period.

- Compliments have increased this year, but the overall trend remains consistently lower than other services within the Council. Most compliments relate to services for childrens with disabilities. This is to be expected as a key element of this childrens social care service about unwanted intervention in family lives.
- However, the compliments received are very positive, and the service has now developed a strong presence in the UKs Wow! Awards, providing independent validation of the quality of services and positive customer satisfaction.
- Complaints volumes have remained static. Complaint activity has been mapped against overall service activity to explore whether this matches service delivery, and to see if similar trends are being experienced in other Authorities.
- The customer profile of those who complain is reflective of the complexion of the service customer base, ie, the majority of feedback relates to child protection or interventions relating to the care of children and young people under 9 years old, few are from young people directly, with the vast majority being from parents. There continues to be an increase in other family members, particularly grandparents, also making complaints. The majority of complaints are from white British customers.
- The majority of complaints are resolved successfully through local investigation at Stage 1 (94%). This positively validates the Council's approach of encouraging resolution as close to where the problem occurred as possible. The triage and risk assessment process in place is helping to ensure that those cases which might require additional input are identified and acted upon more promptly.
- The most significant issue for childrens social care complaints is the timeliness of responses. Only 36% of complaints were completed within the 10 working days target. The average time to complete an investigation was 36 working days. An audit is currently underway to try to establish why.
- The results of this year's pilot phone survey to establish the views of customers using our complaints procedures has been very valuable. There are 2 key points to note –
 - ❖ *there is a distinct correlation between whether a complainant is happy with the way their complaint has been handled, and whether they have had their complaint upheld*
 - ❖ *there is a consistent message, whether or not the complaint has been upheld, that the thing customers like most is a timely and clear response, where they are kept in the picture, and helped to understand clearly what is happening. Conversely, the thing they dislike the most is not being kept informed, not knowing when they are going to get an answer, not having a clear understandable answer, and it taking too long to get an answer.*
- Learning from complaints is a critical indicator of the effectiveness of this process. There are sound examples in this report of how experiences with an individual complaint can result in changes and improvements for many.
- Benchmarking the way this council handles customer feedback on its childrens social care services is not straightforward, as there are few consistent measures, and no national reporting structures. Work has been undertaken this year to establish whether we could use the UK Customer Satisfaction Index, and to make more effective use of the West Midlands Complaints Officers Group.



1. Introduction

The Council wants to hear from people when we get things right. This helps us to:

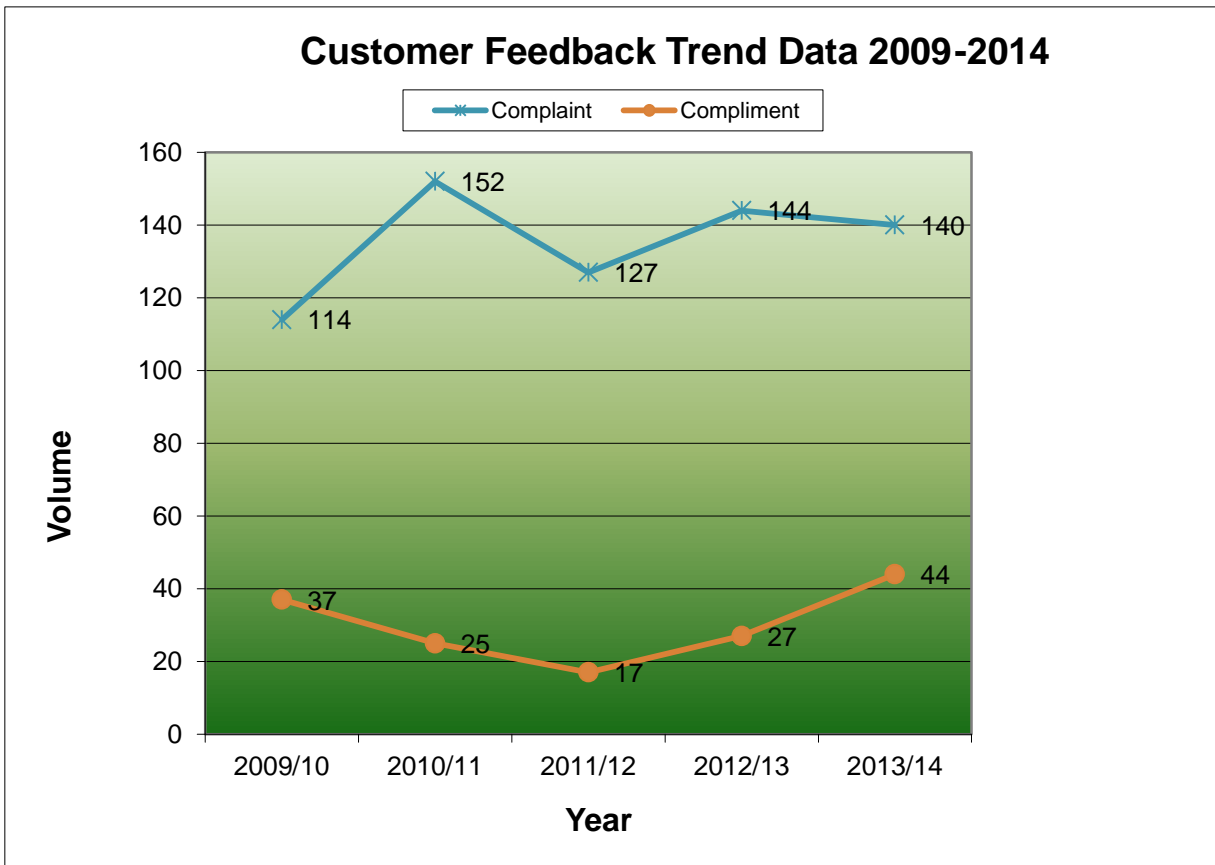
- understand what services people value and why;
- share best practice;
- make sure we learn and continually improve services to our customers;
- recognise and reward when our staff “go the extra mile”.

The Council wants all our customers to feel confident that their views will be taken seriously, and that there will be no “repercussions” if they need to raise genuine concerns

Our procedure is designed to:

- Protect vulnerable children from abuse and lack of care
- Confirm the right of customers to make a complaint and to disagree
- Enable those denied a service to challenge that decision
- Allow customers or their representatives to complain about services
- Ensure that complaints or suggestions are acted upon
- Provide extra feedback from our customers on the quality and appropriateness of our services
- Inform planning, resource allocation and quality assurance mechanisms.

Graph 1: Trend data for compliments and complaints 2009 – 2014





2. Compliments

| | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 |
|------------|---------|---------|---------|---------|---------|
| Compliment | 37 | 25 | 17 | 27 | 44 |

Historically, childrens social care services receive relatively low levels of compliment. This is understandable given the child protection focus. Because compliments are relatively infrequent, their value is high. The majority of compliments relate to services for children in need, usually those receiving support in relation to disabilities. There is a significant increase this year, which has seen higher registration of compliments by the Integrated Disability Service. Below is a selection of these compliments.

Some of these have been nominated for WOW! Awards, a UK wide staff recognition scheme, celebrating outstanding customer service. So far, 5 have been awarded certificates.

Customer Relations Team

Compliment about visit from Customer Relations Team to understand a complaint issue -
“....thank you for coming to our home.....It was really nice to have someone dealing with this matter that has caused so much heartache and pain in a professional manner. It was nice to have someone come and see us that has the openmindedness to listen to us.....”

Integrated Disability Service

“Just wanted to say a massive thank you to everyone who has helped J, he has come on more than I ever imagined possible in one year.”

“.....we would like to thank you for your invaluable support and help in the last year. As you know we have three children with additional needs and without your positive and constructive approach, it would have been a very difficult year for us. The children have developed and matured well, thanks to the consistent strategies that were put in place following your recommendations.....”

“I cannot fault this branch of IDS. Swift responses, excellent communication, helpful advice and materials and professional staff who fit into school well. Thankyou....”

“ I just wanted to share with you the outstanding contribution that J brings to M School each week. Her knowledge and experience of Autism helps not only the students but the whole school. Her calming nature with our students provides them with the sense of security in an educational setting. Her commitment and time is relentless and very often we are emailing each other outside work hours..... has allowed the teaching staff as a whole to develop additional knowledge and skills in autism.....”

North Warwickshire Childrens Team

– positive feedback from mum, noted by ops manager *“ It was evident that mom has developed a very positive relationship with V already in a short space of time and was very open about the fact that she has never been able to discuss the things she has with V with another person for fear of being judged or embarrassed. It was clear that even after only a*



few sessions of work with V she had accepted that she has experienced domestic abuse and although she is finding accepting this difficult she is enjoying working through this with V. She commented that she felt comfortable with V and that it had changed her perception of the Local Authority and she views the Child Protection process very much as a supportive process....”

“telephoned me this morning and said that she wanted to thank you for your support prior to S arriving for contact. She said that she was very anxious and that L was “absolutely golden” making her feel calmer..”

.....To everyone that was involved with A and supporting us threw these last few years and Im not going to say we will be missing you all, but thanks for everything! I know a few of you thought I would fail but I made a mistake I learnt threw this and I promise I will always put A first no matter what, and never go back down an old road again. We never been so happy in our lives. Many Thanks.....”

.....Thank you for supporting us you have been the best social worker yet I will miss you a lot but Im glad me and my mum can act on with our lifes now after so many years. My mum and me will be very happy now thanks for everything.....”

Warwick Childrens Team

“ I just wanted to let you know that J and J have expressed their appreciation for your support and commitment with the placement of N. They commented that you are a pleasure to work with and when you say you will do something, you always do despite your busy work load. J expressed that in all her years in fostering, you are perhaps one of the best social workers she has met! “

Adoption Services, Letterbox Contact

.....I called in at the offices today unannounced dropping off our contact letters for T to pass on. She made us feel very welcome and valued.....She has a wonderful way with users of your services and coordinates the letter box contacts with such professionalism. T has provided really useful advice to us as a family and we have been really grateful for the guidance she has provided to us. She is organised, efficient and approachable and has an amazing ability to be able to pick up conversations started six months previously!..... This sort of knowledge made the service she provided personal and gave us real faith in her ability to coordinate and support Letterbox.....she seemed to have a real understanding and empathy with us and with our children’s birth families.....encouraged and coached us to provide the sort of letters that we hope will be meaningful to the birth family.....”

Educational Psychology Service

From a school, after a fatal car accident – “ Please also express my thanks to M. The school nursing team did a fabulous job this afternoon, working with students who continued to find school a difficult place to be. This support was much appreciated and we would recommend their support in the future to other schools who find themselves in similar situations.....”



3. Complaints

| | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 |
|-----------|---------|---------|---------|---------|---------|
| Complaint | 114 | 152 | 127 | 144 | 140 |

See Graph 1 for Trend Data

In addition to the tables and key graphs below, there are a number of further graphs and illustrations in Appendix 1.

The table below shows the categories of complaints received with additional information on main complaint areas.

Profile of Contact: Most complaints are received by phone (42%) or letter (29%), but there are increasing numbers being received (and choosing to continue to respond) by e-mail (16%).

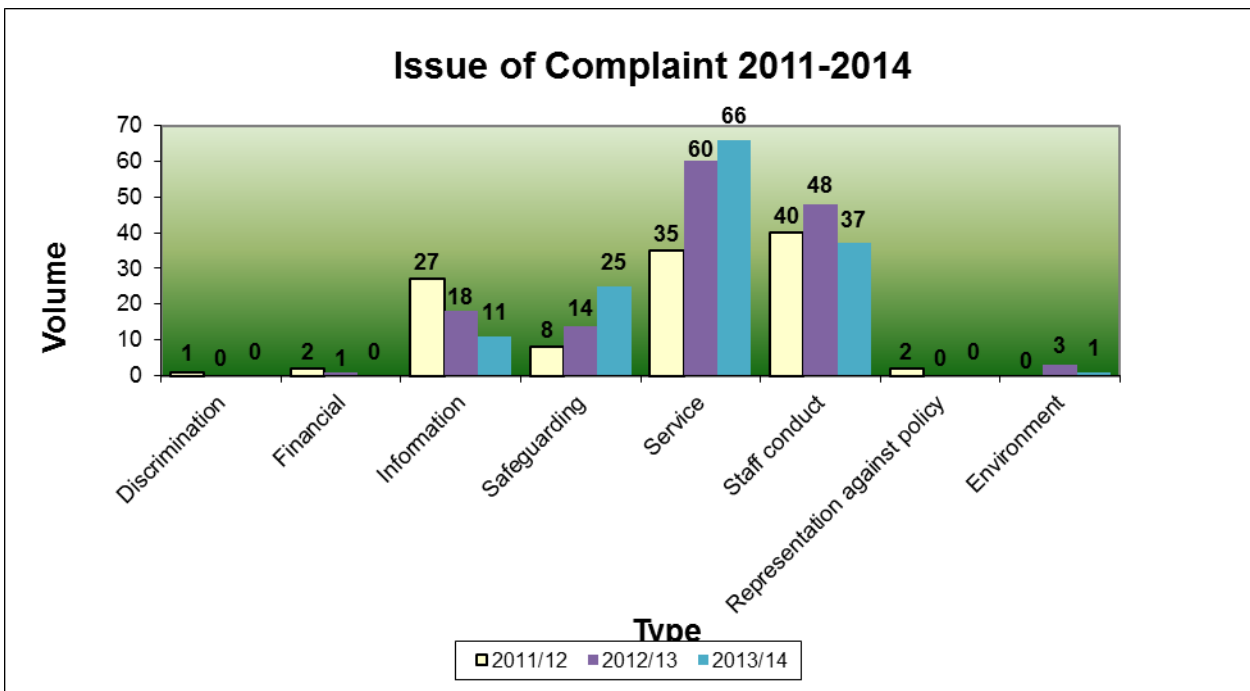
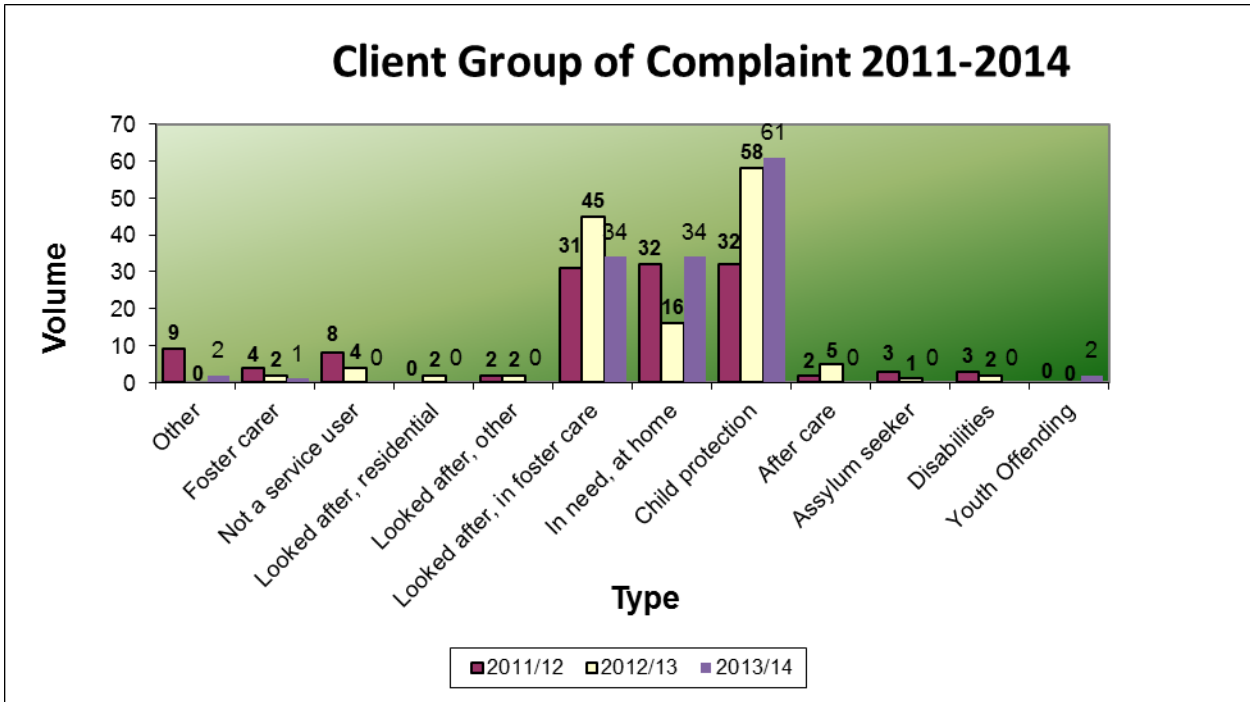
Profile of complainant: The vast majority of complaints come from adults (parents, grandparents, or other relatives), either on their own behalf, or the behalf of young people who they have some caring responsibility for (94%). 8 complaints were received directly from young people. 3 of these were supported through the formal advocacy arrangements with BARNARDO'S, and the rest had already identified alternative support. Complainants were just as likely to be men or women.

Profile of Service Users Involved: The majority of complaints were from families with children under 9 (58%). 9% of children and young people were of ethnicity other than White British.

| Complaints Received in 2013-14 | Number |
|--------------------------------------|--------|
| Stage 1 | 132 |
| Stage 2 | 5 |
| Stage 3 | 3 |
| Negative Comments | 25 |
| Local Government Ombudsman Inquiries | 5 |

Profile of Complaints: Complaints are usually in relation to either young people in foster care (24%), families in need at home (24%), or families within child protection (44%). A particular theme currently appears to be around kinship assessment processes.

| Reason for complaint | Number |
|------------------------------------|-----------------------------------|
| Poor/inadequate service | 66 |
| Conduct of Staff | 37 |
| Council Policy | 0 |
| Facilities | 1 |
| Discrimination | 0 |
| Other (please specify with detail) | 11 Information 25 Safeguarding |



The level of complaints which focus on individual staff has decreased to 26%. The sort of things which customers are alleging include: rudeness, arrogance, high handedness, deliberate obstructiveness, bullying. This can be linked to the number of complaints which relate to information/communication, including challenges to the accuracy of recording about customers, and misuse or inappropriate sharing of information about customers. Whilst in many cases there is no substance found to these sorts of allegation, these do



reflect a high level of tension and frustration, with these allegations often resulting from difficult interactions with customers as a result of interventions which customers are unhappy about. This is about how sensitive and difficult situations have been managed. 47% of complaints related to service issues – care planning, eligibility, inefficiency, of withdrawal of services.

Demographic Spread: The majority of complaints continue to be located in caseload of the Nuneaton and Bedworth area (43%), with the next highest area being Warwick area (22%). There were 13 cases which were out of area. This correlates with demographic data which shows that the Nuneaton and Bedworth area had the greatest proportion of the population with children under 19 years old, and the greatest proportion of children in poverty, so it is not surprising that this area sees the greatest level of social care and complaints activity.

Risk Identification & Management: 25% of cases received were considered to be High Risk – ie, where there was significant risk to the customer, the public, the reputation of the council, or adverse judgement by the Local Government Ombudsman.

How Complaints Were Handled: 89 Complaints were completed in this period. 94% of complaints were dealt with at Stage 1. 36% of Stage 1 complaints were responded to within 10 working days, with the average response rate being 36 working days.

Complaint Resolution: Whilst the number of complaints which move to Stage 2 and 3 are small in number, and usually complex in nature, there continue to be some problems in obtaining timely responses to these. 6 Stage 2 responses took over 3 months to respond to in this year, and 1 Stage 3 response was over the 30 working day target.

52% of complaints were not upheld, and a further 12% were withdrawn. 10% of complaints were upheld, and 21% were partly upheld. This may well illustrate the level of conflict the operational service needs to contend with, due to the interventionist nature of its actions, which are often unwelcomed by the families involved.

Remedy options are now grouped in 4 major areas: seeking understanding; rectifying situations; restitution/recompense; avoiding recurrence. This is to ensure that all these areas are considered. Whilst most effort is focused on remedying the situation the complainant is in, increasingly the expectation is that action will be taken to try to prevent recurrence of the problem. In 67% of cases the resolution offered to the customer was clearer and more detailed explanations about the actions or decisions which were being questioned by customers. There were a small number of cases which had additional remedies offered: apologies, reassessment, reinstatement of service, change of worker.

There have been relatively few complaints about childrens social care services which have been considered by the Local Government Ombudsman – there were Inquiries on 5 cases during this period, and 1 decision found injustice remedied during enquiries.



| Outcomes | Number |
|---|---|
| Percentage of complaints dealt with within the time scales set out in the Complaints Procedure. | 36% Stage 1 dealt with in 10 working days 20% Stage 2 dealt with in 25 working days 0 Stage 3 dealt with in 30 working days |
| Number of complaints substantiated / justified | 9 |
| Number of complaints partly justified | 19 |
| Number of complaints unjustified | 46 |
| Number withdrawn | 11 |
| Other | 4 |
| Outcome of Ombudsman inquiries in this period | 1 maladministration resolved during LGO inquiries |

Benchmarking and Developing Best Practice: There are currently no formalised benchmarking arrangements for complaints handling either nationally or locally. Efforts to develop a CIPFA family benchmarking arrangement last year were not successful. Alternative options for information sharing across the West Midlands Region are being explored actively. Some external perspective is being provided by using the Customer Services Network - the UK's leading independent customer service excellence organisation and a regional partner of The International Customer Service Institute – they have run the pilot phone survey for customer feedback on the complaints handling process (see Section 4, and Appendix 3). The potential value of using the UK Institute of Customer Service as a potential source of additional comparator data is also being actively explored (see Section 4, and Appendix 2).



4. Improvements Made in 2013/14

The table below shows the specific improvements made as a result of service complaints this year:

| Complaint | Improvement Made |
|---|--|
| Complaint from relative with parental responsibility for a young person, when young person chose to leave | Staff advised to ensure that case recording reflects situations in which parental consent is not sought clearly within the child's file |
| Complaint from parent of young person which included concerns over how his son was looked after whilst he attended a court hearing. | Development planned of a protocol for how young people should be supervised in the court arena |
| Mislaying of a court direction | Review of processes for information handling with team to ensure key court documents could not be overlooked in future. |
| Complaint about lack of detailed response to fostercarers after a Fostering Panel Hearing | Fostering managers advised to provide more detailed feedback to fostercarers where they have submitted additional evidence to the Panel and so are likely to expect more detailed feedback. |
| Complaint relating to case recording practices | Team to undertake refresher training on recording practice. |
| Concerns about a referral made to Irish Social Services | The investigation revealed some shortcomings in the recording practices of the team, and a full team retraining took place on case recording best practice and information governance. |
| Concerns about failure to act on child protection referrals, case included interaction with councillors | The investigation revealed some shortcomings in recording relating to interaction with councillors, and the director agreed with the Panel that it would be helpful to provide briefing note advice to Members about what information Children's Services are able to provide when contacted by Councillors, and how they may best support their constituents on issues relating to safeguarding children. |



Last year, a joint social care programme of improvement and learning was established, and below is the progress update so far.

| <i>Key Recommendations from 2012/13</i> | <i>Explanation</i> | <i>Actions Taken or Planned</i> |
|---|---|--|
| <i>Start to Collect External Provider Data on Handling Positive and Negative Customer Feedback</i> | <i>Current data on handling positive and negative customer feedback only provides part of the picture of customer satisfaction, and this is likely to increasingly be the case as this organisation continues to become a commissioner of social care services.</i> | <i>On review of the contract documentation by Legal Services, contracts are in the process of being amended to make the collation of this type of data feasible.</i> |
| <i>Achieve better understanding of the customer profile of those most likely to raise concerns about services</i> | <i>Explore the customer profile, preferred communication channels, and engagement with harder to reach customers with the current customer feedback procedures. Ensure that the current processes are continuing to match and enable all customers to engage in customer feedback.</i> | <i>The pilot customer phone survey (Appendix 3), and the review of the research from the UK Customer Services Institute (Appendix 2), will provide us with valuable data to help with this.</i> |
| <i>Improve the timeliness of response to negative customer feedback</i> | <i>Identify barriers to more timely responses, and recommend ways to consistently achieve more timely resolutions</i> | <i>Active exploration of the reasons for the delay is underway. In adult social care this has led to an identification of problems with timely responses when external providers are involved, and this is now being further researched. In childrens social care, a customer journey audit is underway on a sample set of delayed cases to establish root cause.</i> |
| <i>Find out what our customers think about the way we handle positive and negative customer feedback</i> | <i>Develop a systematic and cost effective mechanism for getting feedback from customers who have used the current adult and children's social care customer feedback handling procedures, and use that feedback to inform and develop the current systems in place.</i> | <i>A pilot customer phone survey has now been completed, to establish if this might be an effective system to get feedback on our processes (See Appendix 3).</i> |
| <i>Get better at learning from complaints</i> | <i>Current systems in place are not resulting in consistent and comprehensive recording of lessons learnt and action taken to change things. Action to explore how we might become better organisationally at using and evidencing how listening to complaints leads to change.</i> | <i>Evidencing learning from complaints has been a key theme of the quarterly reporting framework during this year.</i> |
| <i>Improve benchmarking</i> | <i>Whilst recognising the current problems with being able to identify and use contextual and benchmarking information in as timely way as is desirable, there is clearly a need for a more systematic approach to identifying and collating contextual data. Research and development of a new approach is needed.</i> | <i>Last year's annual report talked about the problems of effective benchmarking because there is no national reporting requirement, and there are significant differences in reporting across local authorities. This year, we explored the potential value of looking beyond local authorities for our benchmarking data. See appendix 2, the analysis of the value of the UK Customer Services Institute data and research.</i> |
| <i>Respond to changes in the way the Local Government Ombudsman works</i> | <i>There has been a significant shift in the way the LGO operates, and how their interaction with the Council continues to change. Current systems</i> | <i>The volume of queries from the LGO has continued to increase for adult social care, and the pressure for quicker turn-around responses to the</i> |



| | | |
|--|---|--|
| | <i>for responding to LGO enquiries need to be reviewed.</i> | <i>LGO has been felt. Changes have been made to systems within Legal Services to ensure that there is less “double-handling “ of cases where a simple response only is required, and can be sent out quickly to the relevant service area.</i> |
|--|---|--|

Further significant progress towards learning from complaints has been achieved through strengthening the current performance management reporting frameworks, including monthly reporting of unclosed complaints, and detailed quarterly reporting to Heads of Service.

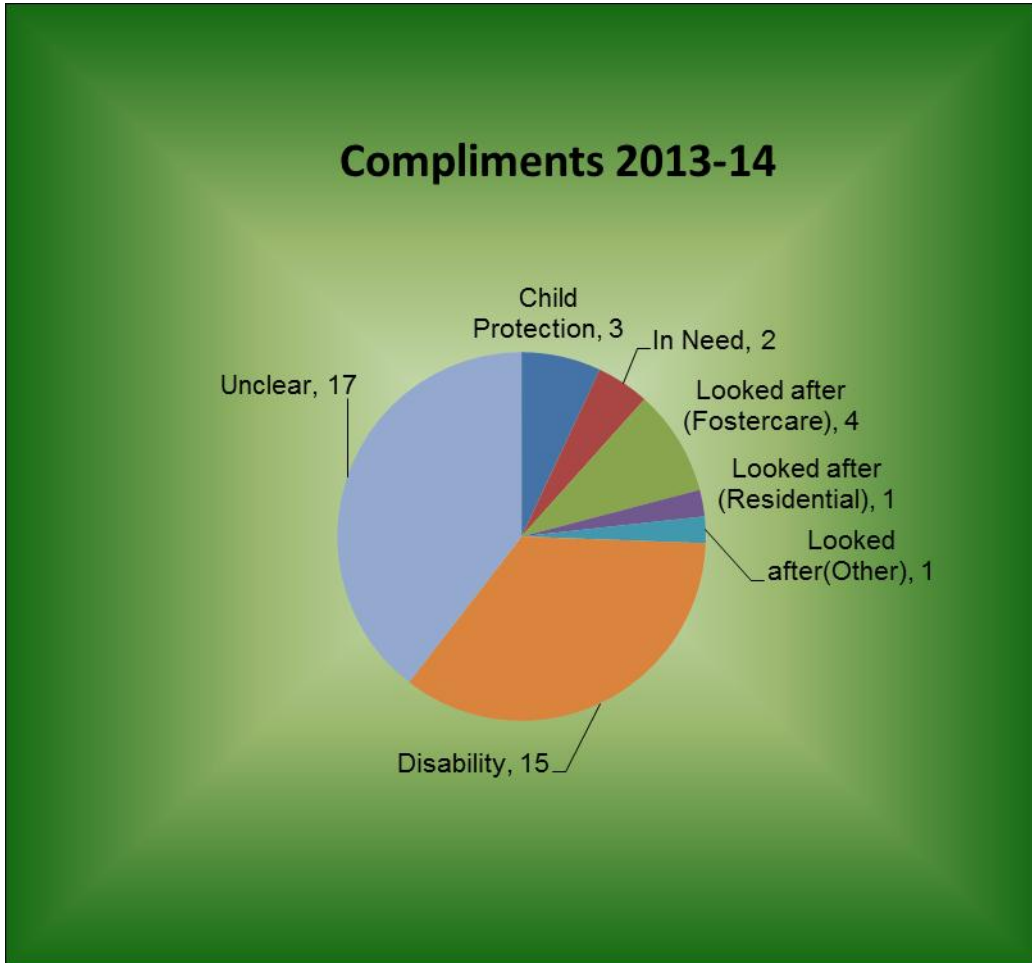
Finally, the development of a pilot customer survey to explore how our customers experience the complaint-handling process they go through, and what it can tell us about how we might be able to improve our service, has been a major development. (See Appendix 3 for the detailed analysis). Key points to note from the pilot are:

- there is a distinct correlation between whether a complainant is happy with the way their complaint has been handled, and whether they have had their complaint upheld
- there is a consistent message, whether or not the complaint has been upheld, that the thing customers like most is a timely and clear response, where they are kept in the picture, and helped to understand clearly what is happening. Conversely, the thing they dislike the most is not being kept informed, not knowing when they are going to get an answer, not having a clear understandable answer, and it taking too long to get an answer.



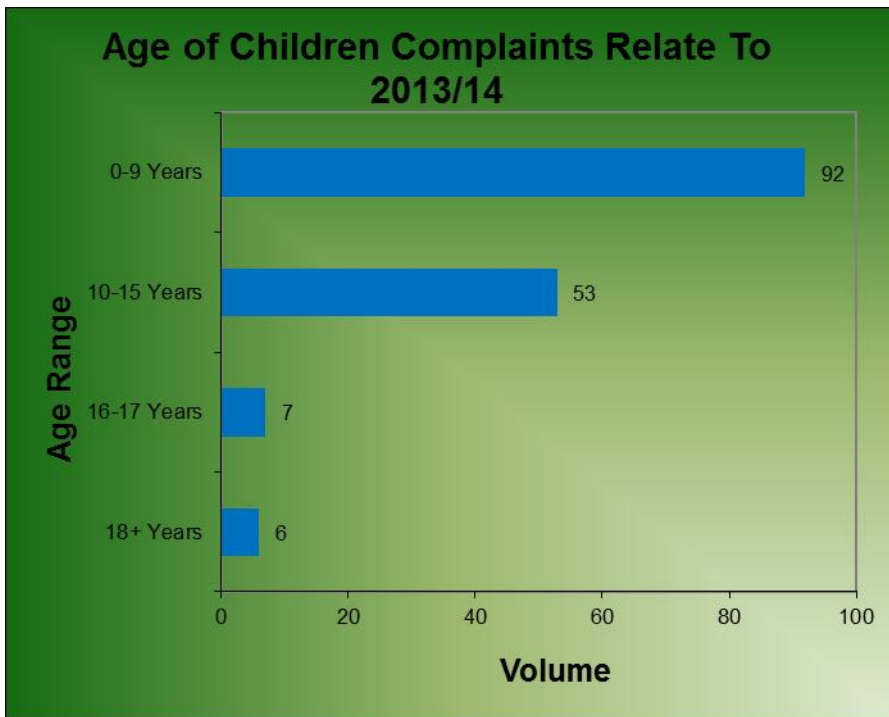
APPENDIX 1

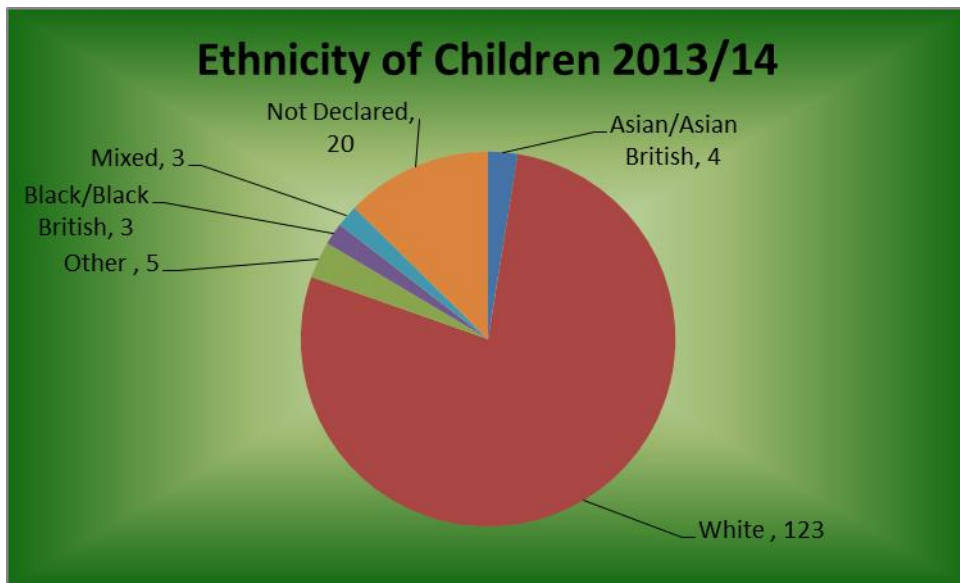
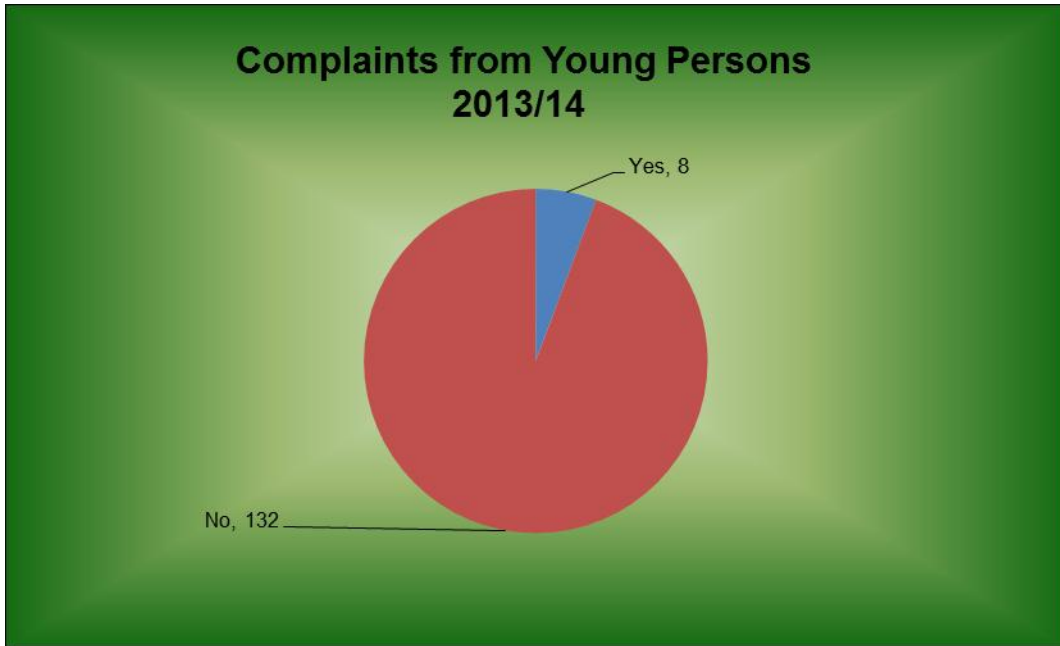
More Detailed Analysis





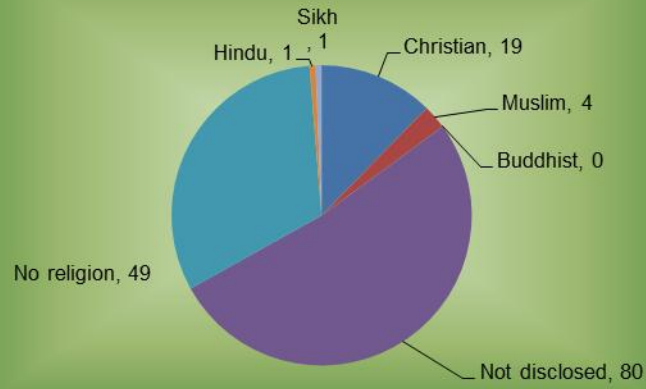
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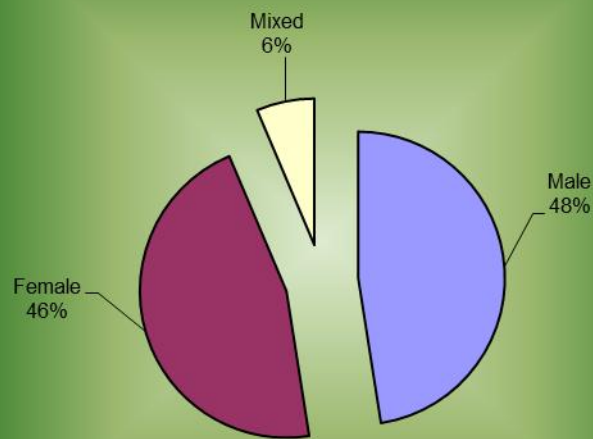


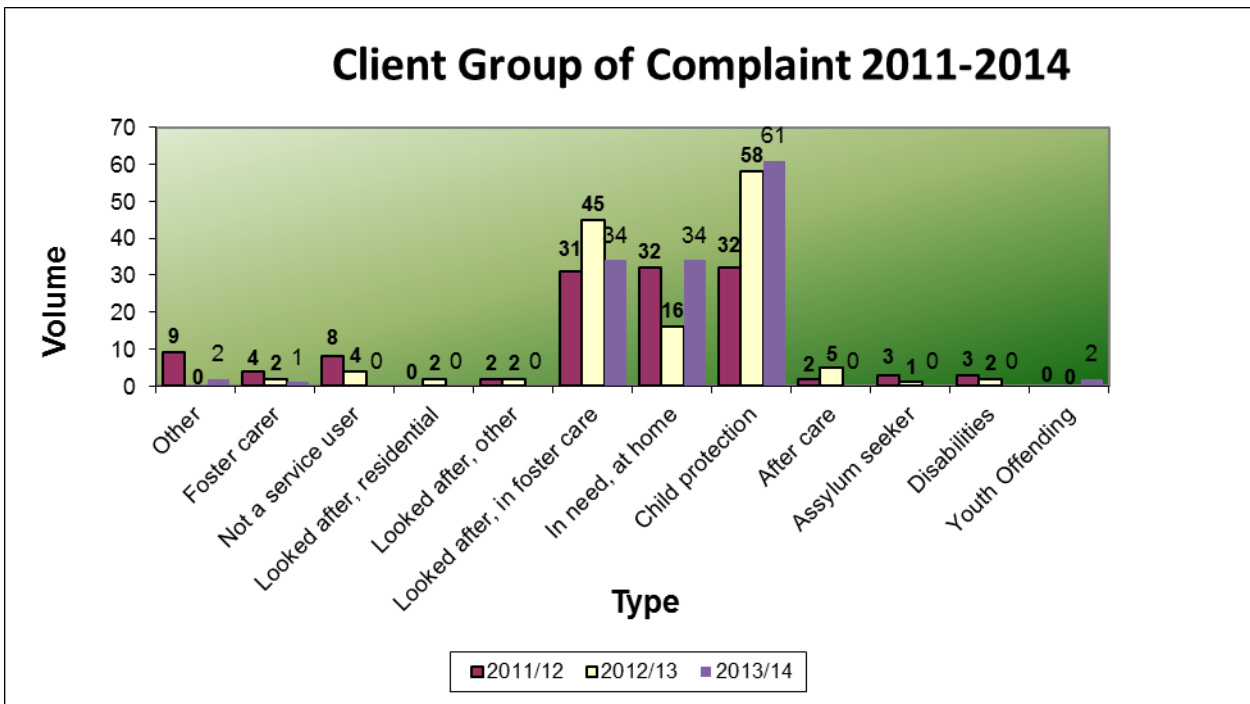
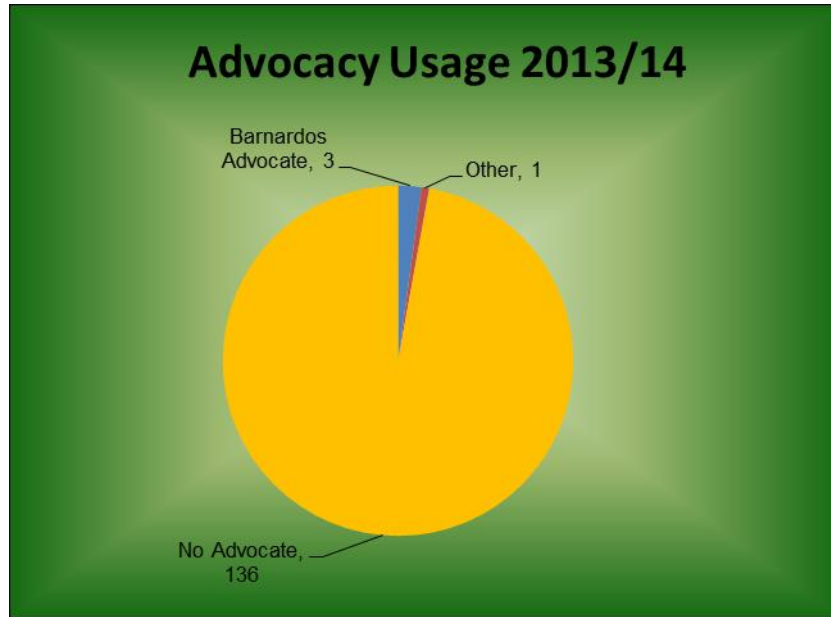


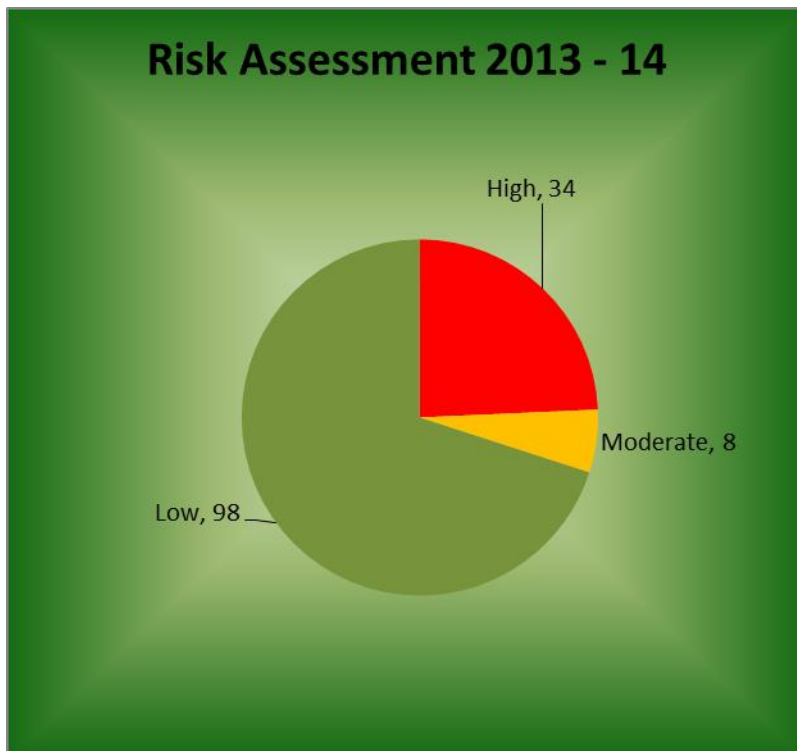
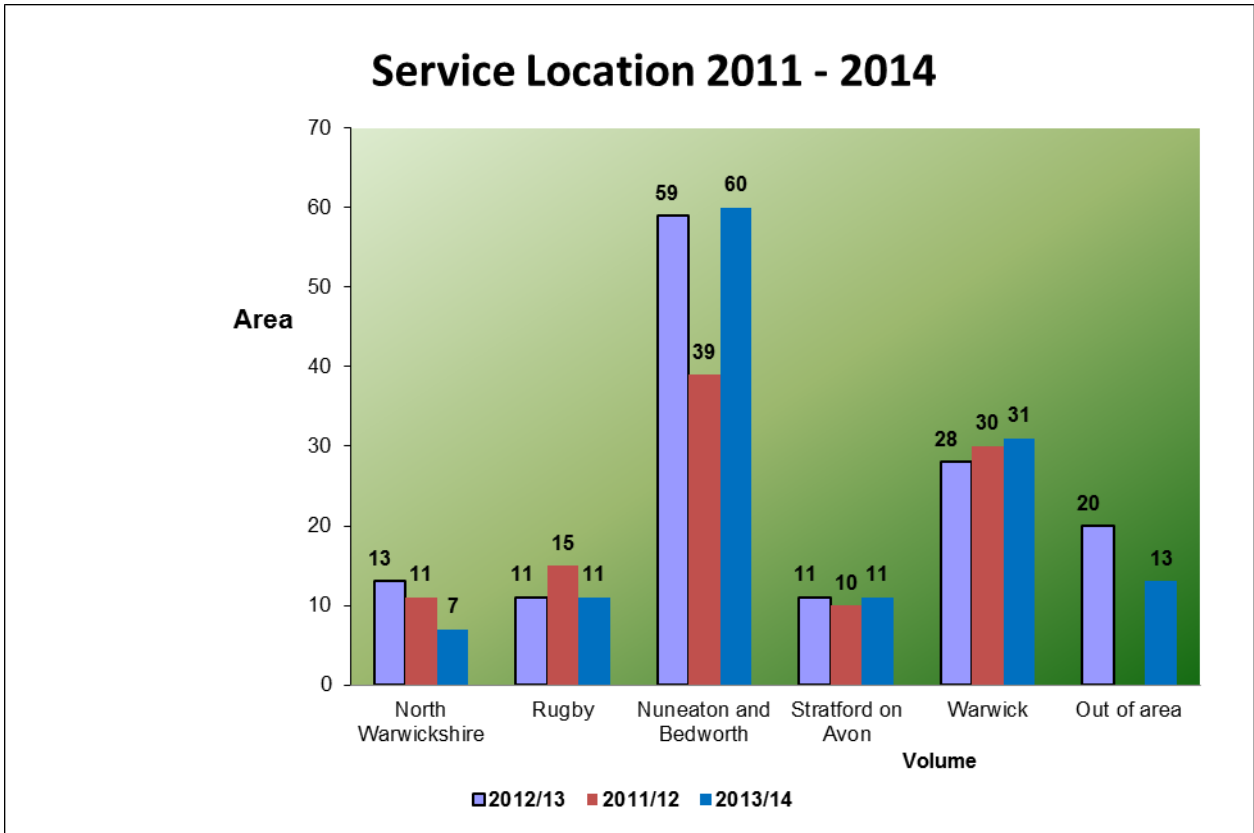
Religion of Children 2013/14

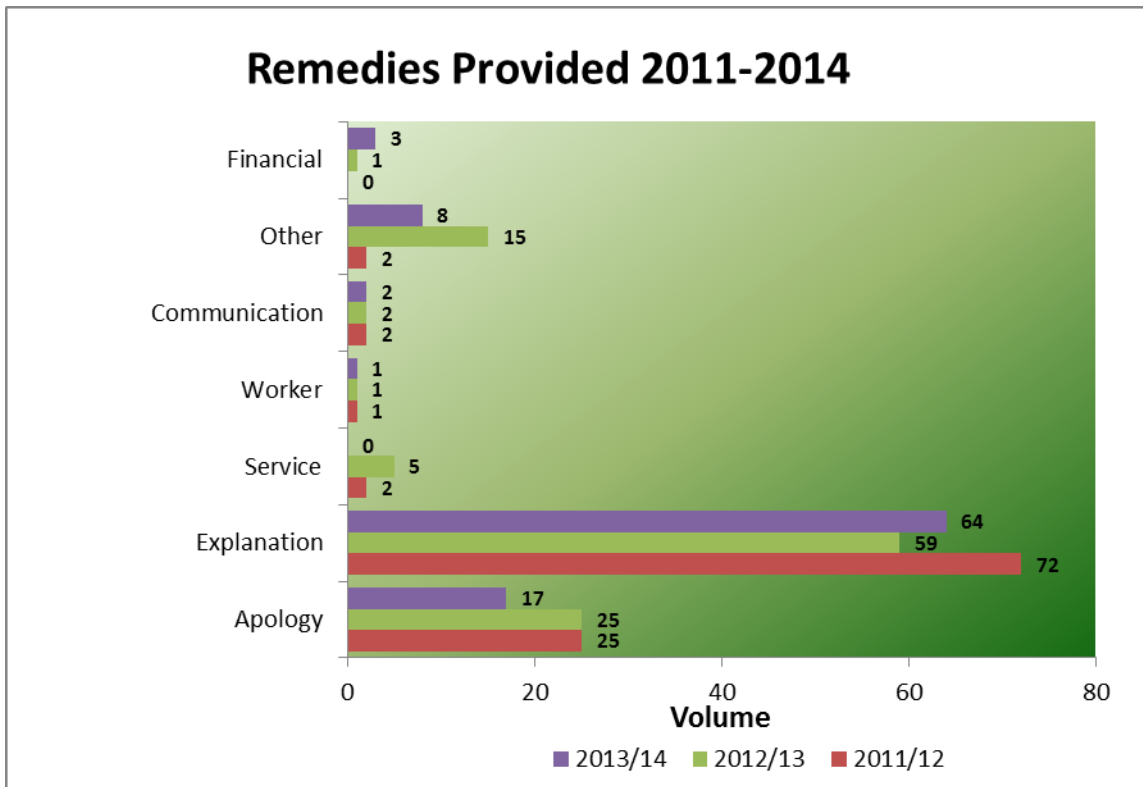
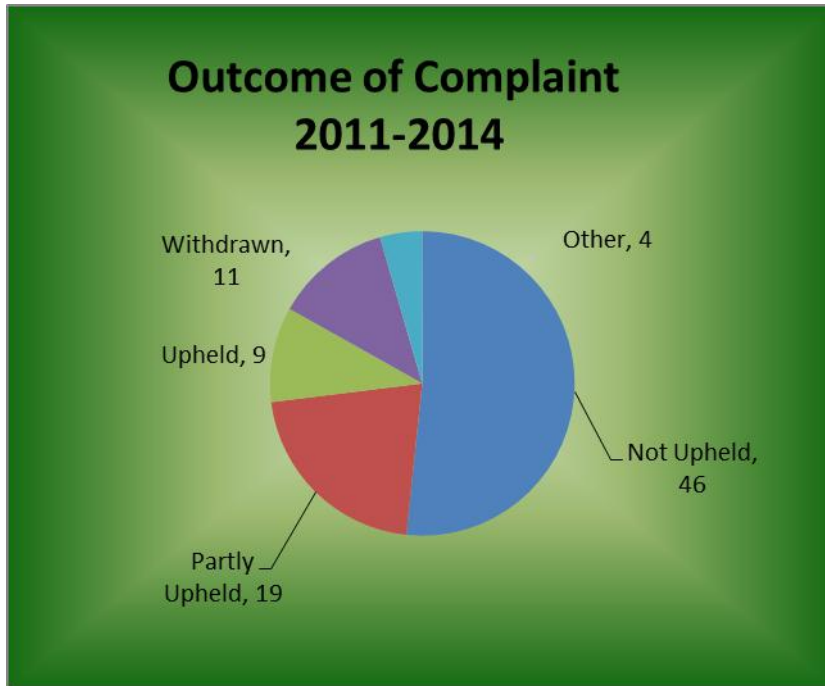


Gender 2013/14



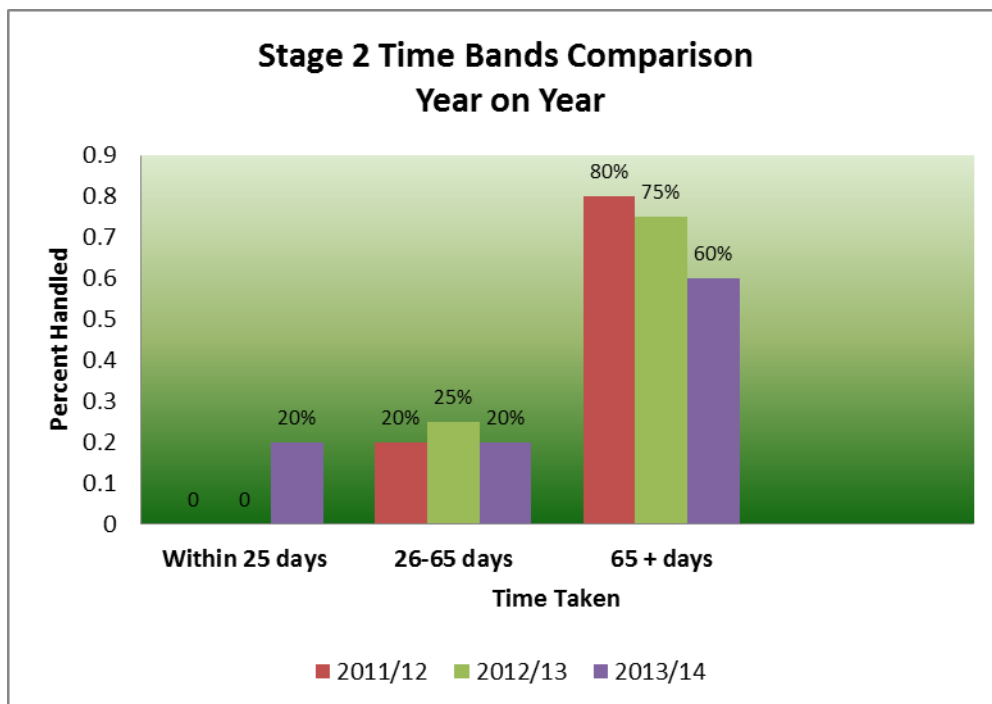
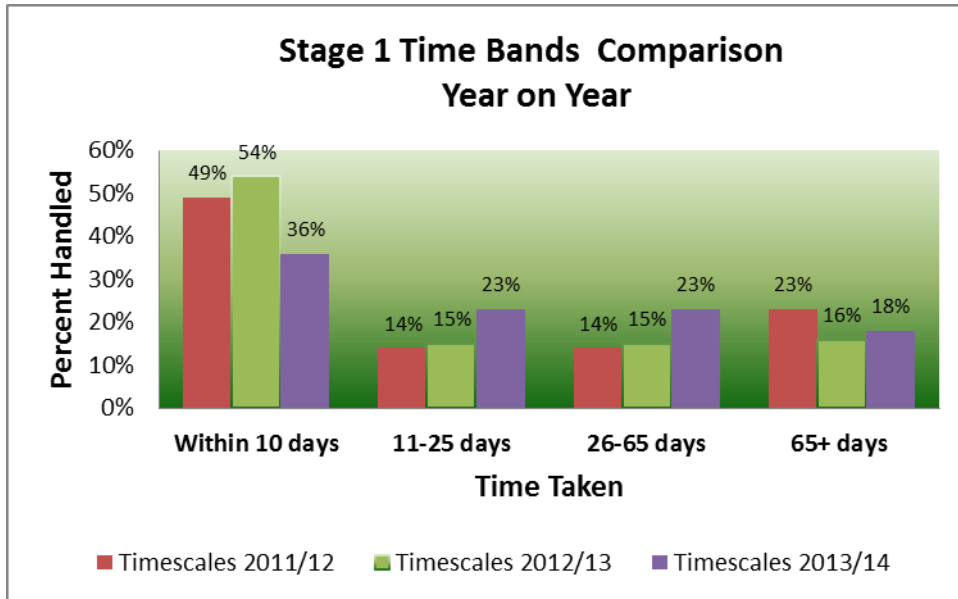


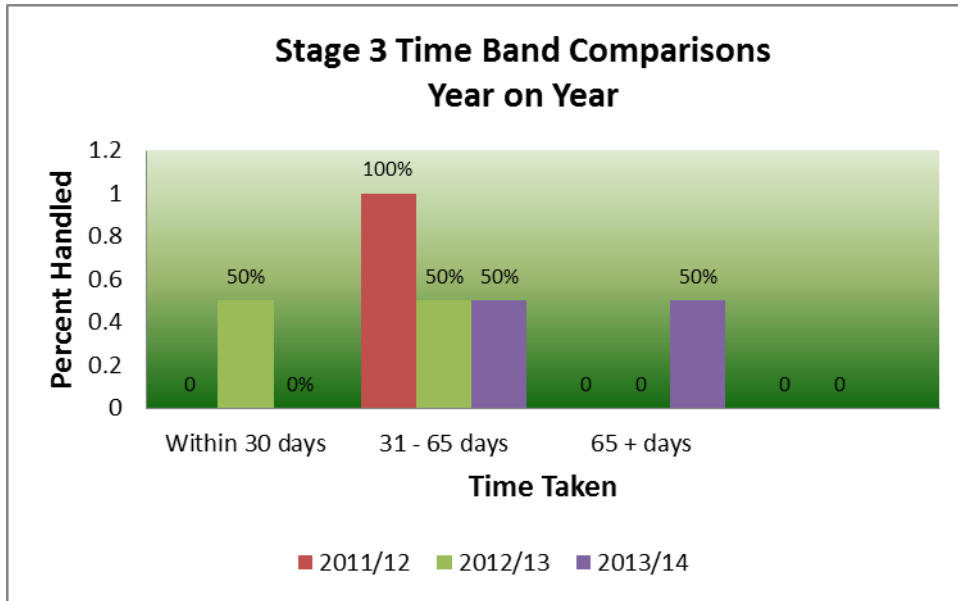






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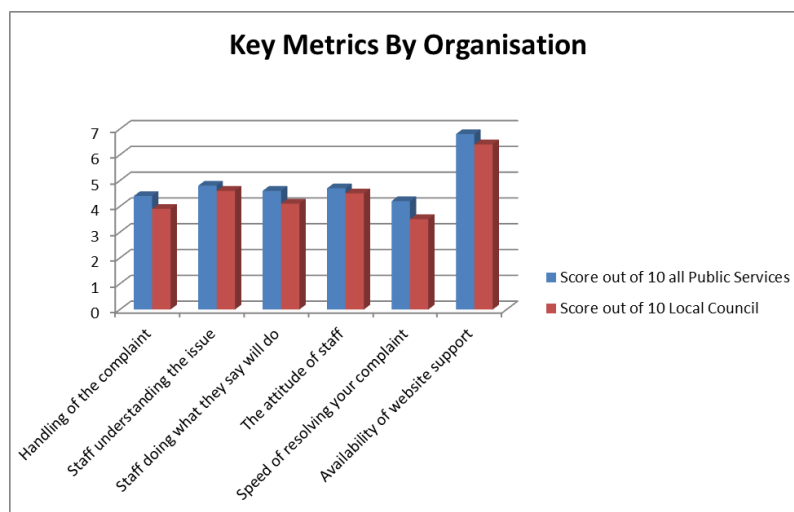
APPENDIX 2

COMPARATOR DATA FROM INSTITUTE OF CUSTOMER SERVICE 2014

An Assessment by John Crossling, Consultant, Customer Services, to evaluate the potential benchmarking data available from the UKCSI, and how it might be valuable, given the difficulties experienced last year in trying to get comparator data from the CIPFA family of Local Authorities.

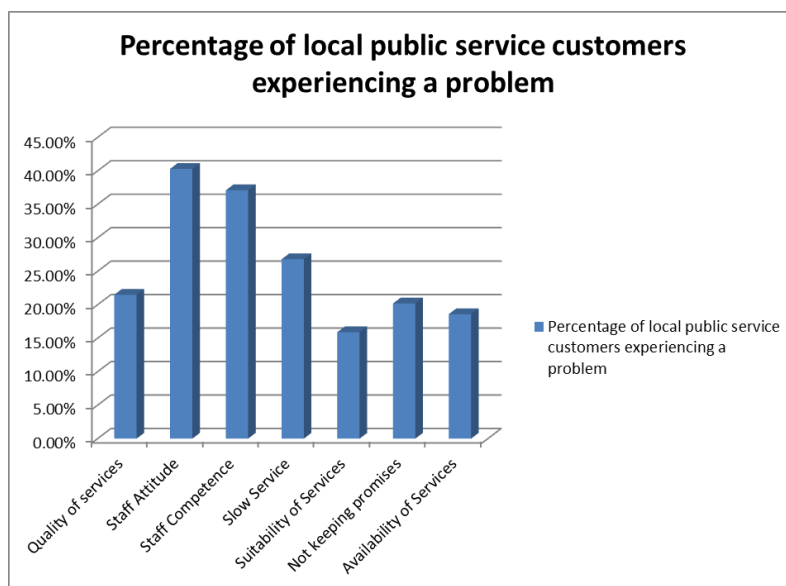
All the following research has been conducted by the Institute of Customer Service and is presented as the UK Customer Satisfaction Index (UKCSI).

UKCSI rates customer satisfaction with 205 organisations in 13 sectors. Only organisations which exceed a minimum sample size receive a UKCSI score. Overall there are a total of 41,275 responses from 12,603 respondents. Each respondent can answer questions on up to 5 organisations across 5 different sectors. The respondents are recruited through an online panel. The survey is representative of the UK by age profile, gender and region. There are no specific numbers quoted for the Local Public Services grouping but the number of responses is likely to be statistically valid.

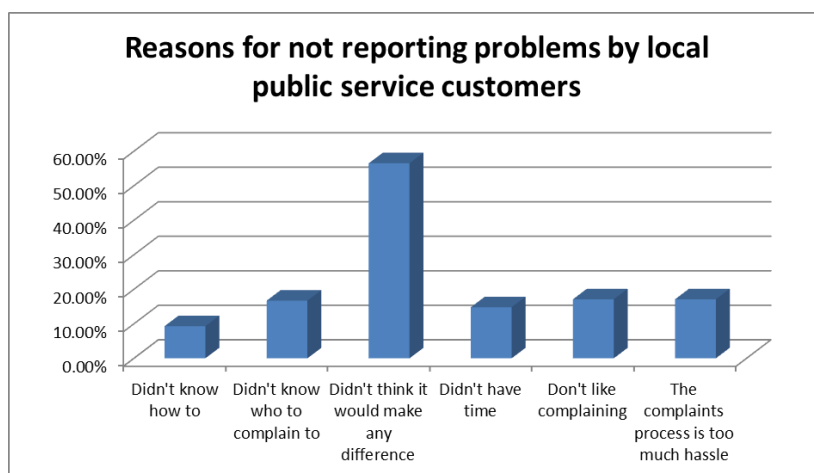


The subsequent analysis is focussed on Local Public Services. When key factors of overall complaints handling are compared local councils are rated slightly worse than Local Public Services in general but this group includes Fire and Ambulance services which always receive high approval ratings. In addition the Local Public Services grouping contains GP surgeries and Health Centres and the local Police Service.

It is unsafe to assume that the results accurately reflect the performance of Local Councils as the results will be skewed positively by the nature of certain services included in the grouping.

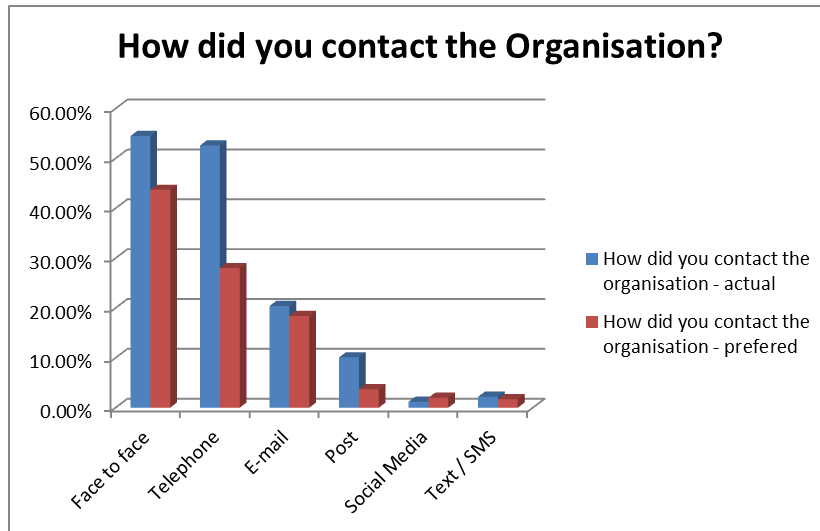


In this case the level of customers reporting a problem is not greater than 40%. Given the very large number of Local Council customers, it is likely that the percentage experiencing a problem would be far lower than that, however, the subject areas of staff attitude and competences may well reflect the issues that need to be investigated locally.

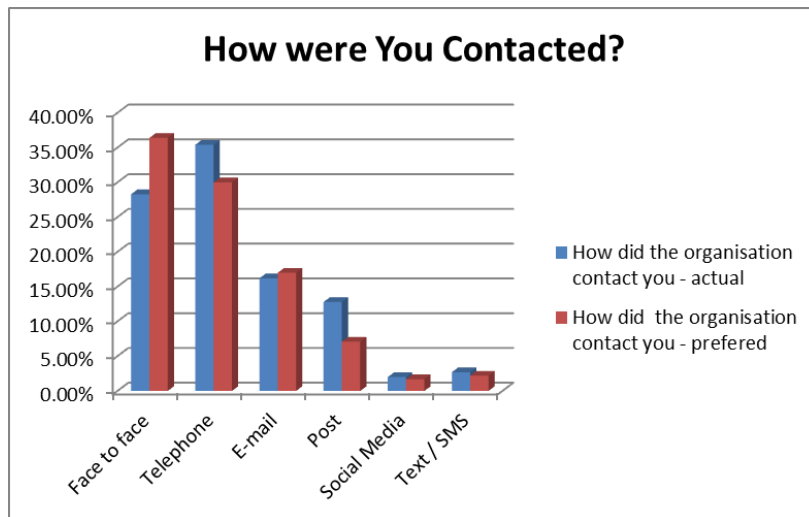


Once again the percentage levels may not align with the situation within Local Councils but there is a general perception amongst the public at large that it is not worth complaining to any large organisation as nothing will change. This Country is well known for not complaining to the extent that is known as the “British Disease”. Councils need to make significant investment in countering this impression if this factor is ever to change. Customer Service Excellence emphasises the need to tell customers what you have done in response to their comments or complaints. Generating good publicity for “You Said, We Did” panels would help to counter the impression that nothing will happen.

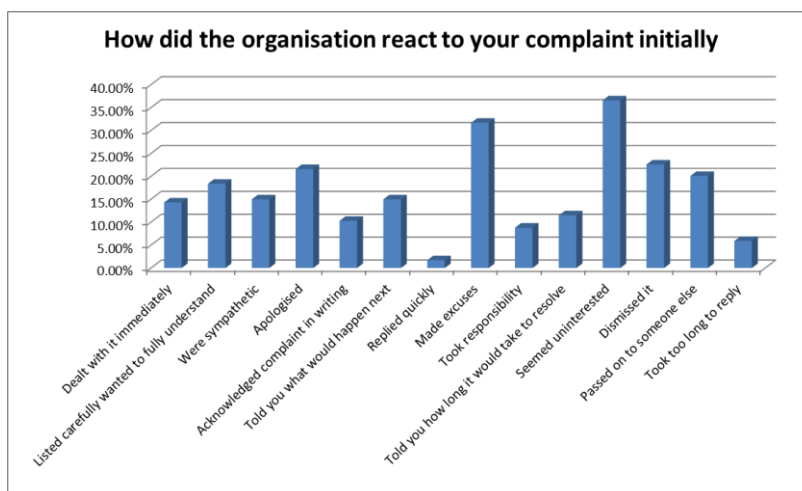
When complainants were asked about how they contacted public services they showed a strong bias towards face to face and telephone communication. Despite this, their stated preference was significantly lower than the actual use of these channels. With the exception of a very small number using social media all channels were being used more extensively than was the users’ preference.



When complainants were asked about how they had been contacted by the service provider about their complaints the numbers were noticeably lower but curiously the pattern was the exact opposite of the previous graph as regards contacts face to face. Here the contacts face to face were lower than the users wanted. It is hard to explain this difference. To a much lesser extent the same is true of email contacts. For all other channels actual and preferred pattern was consistent with above but with less of a difference between actuals and preferred options.



Complainants were also asked about how they felt their complaint was handled initially.



Bearing in mind this is still looking at a collection of mixed services described as local public services it would appear that the main areas of concern to investigate are connected with staff training. Complainants say that staff did not seem interested or made excuses. If you are contacting an organisation to make a complaint and this is the first reaction you receive it will only compound the situation and it is very important to address this as a matter of some urgency.

37.8% of complainants to local public services had to escalate their complaint most to a supervisor and some to head office however worryingly almost a third (32.6%) contacted someone outside the organisation. Depending on who was contacted this could be very damaging to the reputation of the organisation.

Complainants were also surveyed about the length of time it took to resolve their complaint. Here the areas of concern are at the two extremes. A lot of complainants felt their issue should have been dealt with immediately or at least within 24 hours but even more were unhappy that their complaint had still not been resolved and this was after more than 1 month. Closer analysis of these complaints is required to truly understand where the problem lies. Some of the complainants wanting immediate resolution may not be realistic. Those who had still not had resolution may have been recording their frustration. Some complaints can be complex and the frustration may be down to poor communication on behalf of the organisation. The process and timetable should be clearly explained and there should be regular progress reports explaining what has happened and what happens next, reinforcing when it will happen. If done well this should reduce the level of dissatisfaction.

It should be noted that the current WCC standard for responding to general complaints handling is within 3 working days before progressing to a formal Stage 1 investigation and the other thresholds align with official Social Care Stage 2/3 complaints processes.

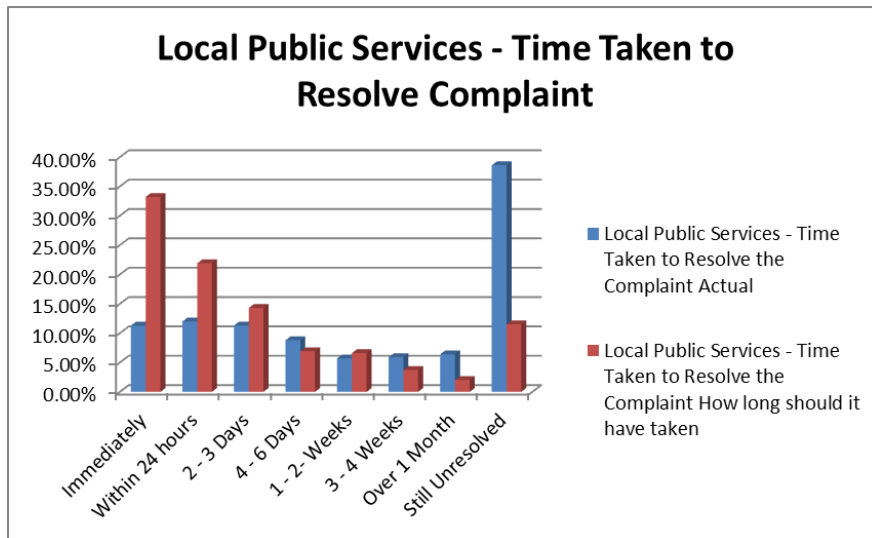
These do not match the time measures shown in the chart below or in the proposed questionnaire. They have been retained as these are the points used for the national analysis and if we want to make any meaningful comparisons in the future we need to have a consistent measure. This is an important point and may drive changes in the way in which we record our informal complaints from now on. Many informal complaints are likely to be dealt with straight away. We need to record this more effectively as they are

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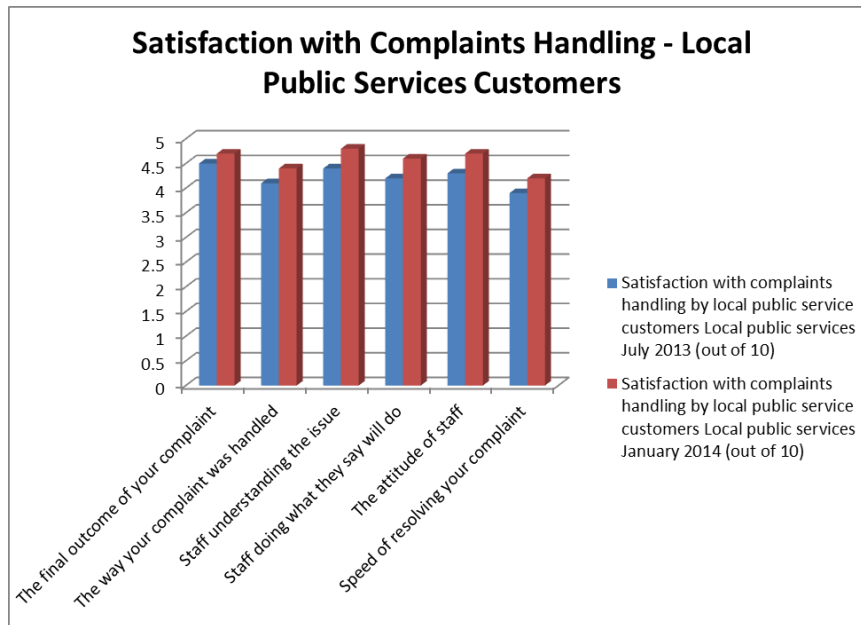
both a success but also a learning point. If simple complaints display a pattern it highlights that a simple change may remove the need for even these complaints. This could be another improvement to report back to customers.

Some of the short term issues may be down to poor processes within the organisation. This could be what happens when an officer is way from their desk or is on holiday or ill. Others need to be able to step in. It is likely that some of the complaints can be resolved easily and these should be treated as a priority to close the complaint and satisfy the complainant.



The level of satisfaction of complainants with the overall handling of their issue based on a number of criteria has been compared between last year and this and it is encouraging to see that there is a slight improvement in satisfaction across all criteria. However it should be noted that every factor still has a score of less than 50% so there is still much to be done.

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WCC has commissioned its own complaints telephone survey – See Appendix 3.

Complainants were asked about:-

- the ease of contacting the service
- willingness to help
- knowledge and competence
- keeping you informed
- was further action taken
- was the response time reasonable
- how difficult was it to get to the end of the complaints process
- how do you rate the outcome
- how do you rate the way your complaint was handled
- would you use the complaints process again

Due to the fact that the complainants were asked to rate their service as poor, average, good or excellent or similar 4 point scales; as opposed to the national research being measured as either a percentage or a mark out of ten, it is not possible to draw any comparisons.

CONSULTANT'S PROPOSAL:

There is a need to develop a consistent methodology of recording complaints handling within the authority. The national research together with the local survey work can be used to develop a questionnaire that can be used from here on.

It should focus on areas of concern and it should be ranked in a way that would allow direct comparison with the national picture. More importantly it should allow local trend data to be developed so that our issues can be investigated and where appropriate, solutions found.

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The questionnaires should be able to be completed on paper, on line and via a telephone survey where the researcher completes the on line version as they speak to the complainant.

| WCC Complaints Handling Survey | | | |
|---|-------------------|------------------------|----------------------|
| What area of the Council did your complaint relate to? | Adult Social Care | Children's Social Care | Other (Please state) |
| Please show all subsequent answers in the column matching to your answer above | | | |
| What Location; Site or Area Team did your complaint relate to? | | | |
| Rate the Following out of 10 (1 = Very Poor; 10 = Excellent) | | | |
| Overall handling of the complaint | | | |
| Staff understanding the issue | | | |
| Staff doing what they said they would | | | |
| Staff Attitude | | | |
| Staff knowledge / competence | | | |
| Willingness of staff to help | | | |
| You were kept informed of progress | | | |
| Speed of resolving your complaint | | | |
| Ease of knowing how to make a complaint | | | |
| Knowing who to complain to | | | |
| Ease of completing the complaints process | | | |
| | | | |
| Rate the Following out of 10 (1 = Very Unlikely; 10 = Extremely Likely) | | | |
| Do you think your complaint will make a difference? | | | |
| | | | |
| Indicate which of the following | | | |

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| | | | |
|---|--|--|--|
| methods of contacting the council you used | | | |
| Face to Face | | | |
| Telephone | | | |
| E-mail | | | |
| Post | | | |
| Social media | | | |
| Text / SMS | | | |
| | | | |
| Indicate which of the following methods of contacting the council you would have <u>preferred</u> to use | | | |
| Face to Face | | | |
| Telephone | | | |
| E-mail | | | |
| Post | | | |
| Social media | | | |
| Text / SMS | | | |
| | | | |
| Indicate all of the following that you feel applied when you first made contact with the Council | | | |
| Dealt with it immediately | | | |
| Listened carefully to fully understand your issue | | | |
| Were sympathetic | | | |
| Apologised | | | |
| Acknowledged your complaint in writing | | | |
| Told you what would happen next | | | |
| Made excuses | | | |
| Took responsibility | | | |
| Told you how long it would take to resolve | | | |
| Seemed uninterested | | | |
| Dismissed it | | | |
| Passed you on to | | | |

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| | | | |
|---|--|--|--|
| someone else | | | |
| Indicate which of the following equates to the time taken to resolve your complaint | | | |
| Immediately | | | |
| Less than 24 hours | | | |
| 2 - 3 days | | | |
| 4 - 6 days | | | |
| 1 – 2 weeks | | | |
| 3 – 4 weeks | | | |
| Over 1 month | | | |
| Still unresolved | | | |
| Indicate which of the following equates to the time <u>it should have</u> taken to resolve your complaint | | | |
| Immediately | | | |
| Less than 24 hours | | | |
| 2 - 3 days | | | |
| 4 - 6 days | | | |
| 1 – 2 weeks | | | |
| 3 – 4 weeks | | | |
| Over 1 month | | | |
| Still unresolved | | | |
| Are there any other comments or suggestions you would like to make? | | | |
| That concludes the questionnaire – Many thanks for taking your time to help us learn and improve our service | | | |

APPENDIX 3:**COMPLAINTS FEEDBACK PILOT REVIEW 29th April 2014****OBJECTIVE:**

To measure the customer's experience of the complaints process by conducting surveys with a small sample of respondents from the following areas; Adult Social Care, Children's Services and General Complaints (Corporate Services).

METHODOLOGY:

Customer telephone surveys for all 3 complaints procedures to provide a snapshot of customer perceptions following at the end of the complaint handling process, undertaken by the customer Services Network.

The aim was to complete small sample of 45 complaint customers on our behalf as follows:

- 15 Adult Care
- 15 Children Services
- 15 General complaints

TIMESCALES:

Surveys conducted during Q1 2014

PILOT SAMPLE SIZE

The results are based on 30 telephone surveys conducted in March 2014 split as follows:

Adult Social Care - 19, Children's Services 8 and Corporate Services 3 completed surveys.

| | Adult Services | Children Services | Corporate | Total |
|---------------------------------|----------------|-------------------|-----------|-------|
| Total Contacts received | 40 | 24 | 9 | 73 |
| Surveys completed | 19 | 8 | 3 | 30 |
| Wrong number/ out of order etc. | 0 | 4 | 1 | 5 |

| | | | | |
|---------------|-------|-------|-------|-------|
| Success/Ratio | 47.5% | 40.0% | 37.5% | 41.1% |
|---------------|-------|-------|-------|-------|

Confidence Interval & Confidence Level

58.3% of respondents said they were satisfied or very satisfied with the outcome of the complaint

Find Confidence Interval

Confidence Level: 95% 99%

Sample Size:

Population:

Percentage:

Confidence Interval:

The confidence interval (also called margin of error) is the plus-or-minus figure. For the “outcome of the complaint” the confidence interval of 14.2%. This is based on a confidence level of 95%.

When you put the confidence level and the confidence interval together, you can say that we are 95% sure that the true percentage of the satisfaction “outcome of the complaint” the population is between 34% and 63%.

In order to have a confidence interval of 10% and extra 12 responses would be required form the population of 76. This is based on a confidence level of 95%.

Determine Sample Size

Confidence Level: 95% 99%

Confidence Interval:

Population:

Sample size needed:

HOW EFFECTIVE WAS THE PILOT:

A few more surveys are required to make the results of the pilot more accurate (+ or – 10%) but there are enough responses to provide a snap- shot of how customers rate the complaint experience at Warwick CC.

In general, the customers were more than happy to engage in the feedback process. There was some hesitation of customers to engage fully in the Children’s survey mainly due to the sensitivity of the topic.

There seems to have been limited recollection of the “warm up” letter during many of the calls.

There was no objection to the time taken to undertake phone surveys. The average call was around 6 minutes and the longest call was 12minutes.

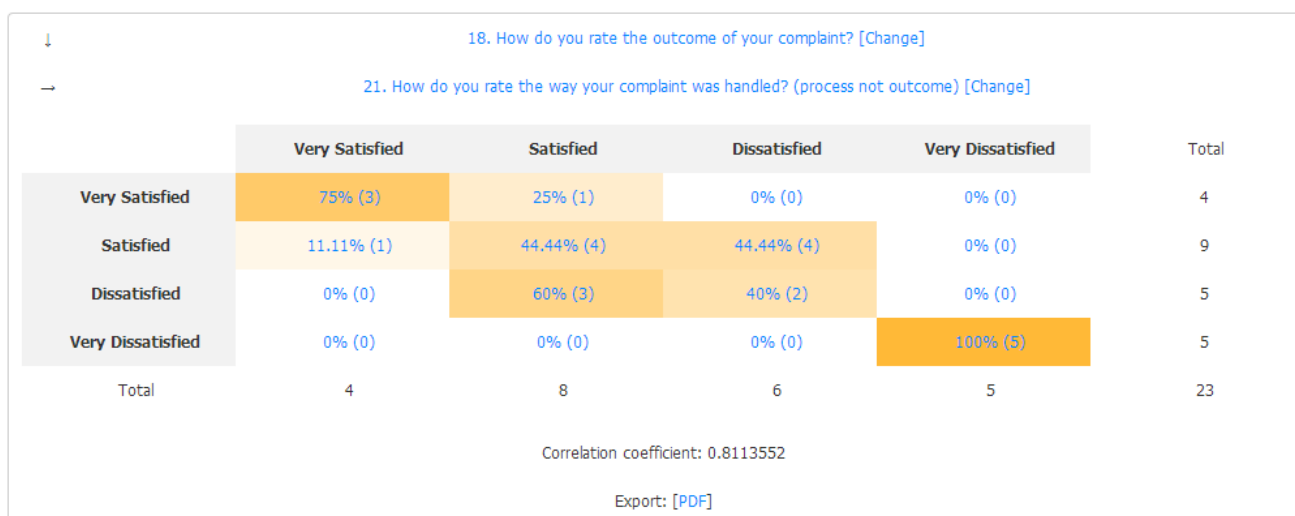
The customers fully understood the questions being asked and were able to respond appropriately.

The feedback process was successfully in identifying a number of key areas for service providers to focus on with the exception of Corporate surveys.

The key areas identified were:

- Inefficient / slow process
- staff not being attentive / no personal service / lack of contact.

The customer experience feedback strongly correlates to the outcome of the complaint investigation. There is a correlation co-effient of 0.811



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Summary

The results are based on 30 telephone surveys conducted in March 2014 split as follows:

Adult Social Care - 19, Children's Services 8 and Corporate Services 3 completed surveys.

- 58.3% of respondents said they were satisfied or very satisfied with the outcome of the complaint with 16.7% saying they were very satisfied. 41.6% were dissatisfied or very dissatisfied. 76.5% of Adult Social Care were satisfied or very satisfied followed by 25% for Children's Services.
- 48.3% of respondents said they were satisfied or very satisfied with the way the complaint was handled with 13.8% saying they were very satisfied. 51.7% said they were dissatisfied or very dissatisfied. 55.6% of Adult Social Care said they were satisfied or very satisfied followed by Children's Services with 37.5% and Corporate Services with 33.3%.
- 82.8% of respondents said they would use the complaints process again. 88.9% of Adult Social Care complainants would use the complaints process again followed by 75% of Children's Services and 66.7% of Corporate Services
- The overall mean score for getting to the end of the complaints process was 3.08 (The lower the score, the easier it was). 32% rated it as easy or very easy and 36% rated it as difficult or very difficult. Adult Social Care mean score was 2.88 followed by Corporate Services with a mean score of 3 Children's Services with 3.67.
- 53.6% of respondents said yes they thought the time taken to respond was reasonable with 46.4% saying no it was not reasonable. 57.1% of Children's Services complainants said yes the time taken was reasonable followed by Adult Social Care with 55.6% and Corporate Services with 33.3%.
- 57.1% of respondents said yes WCC agreed to take the action further with 42.9% saying they didn't. 64.7% of Adult Social Care said yes they agreed to take the action further followed by Children's Services with 50% and Corporate Services with 33.3%.
- 40% of respondents rated the way they were kept informed as excellent or good, with 16.7% saying it was excellent. Adult Social Care scored 42.1% excellent and good, with 26.3% saying it was excellent. 37.5% of Children's Services and 33.3% of Corporate Services were rated as good, neither had an excellent rating.
- 51.7% of respondents rated the Knowledge and competence as excellent or good with 10.3% rating it as excellent and 41.4% as good. Adult Social Care score 52.6% followed by both Children's Services and Corporate Services with 50%. The excellent score for Adult Social Care was 15.8%. There were no excellent ratings for Children's Services or Corporate Services.
- Overall 56.7% of respondents rated the willingness to help as excellent or good. 16.7% said it was excellent. Children's Services scored 62.5% followed by Adult Social Care with 57.9% and Corporate Services with 33.3%. The excellent score for Adult Social Care was 21.1% and Children's Services were 12.5%. Corporate Services did not receive any excellent ratings.
- 73.3% of respondents rated the easy of contacting WCC as excellent or good, 23.3% said it was excellent. Children's Services scored 75% followed by Adult Social Care with 73.7% and Corporate Services with 66.7%. The excellent score for Children's Services was 37.5% followed by Corporate Services with 33.3% and Adult Social Care with 15.8%.

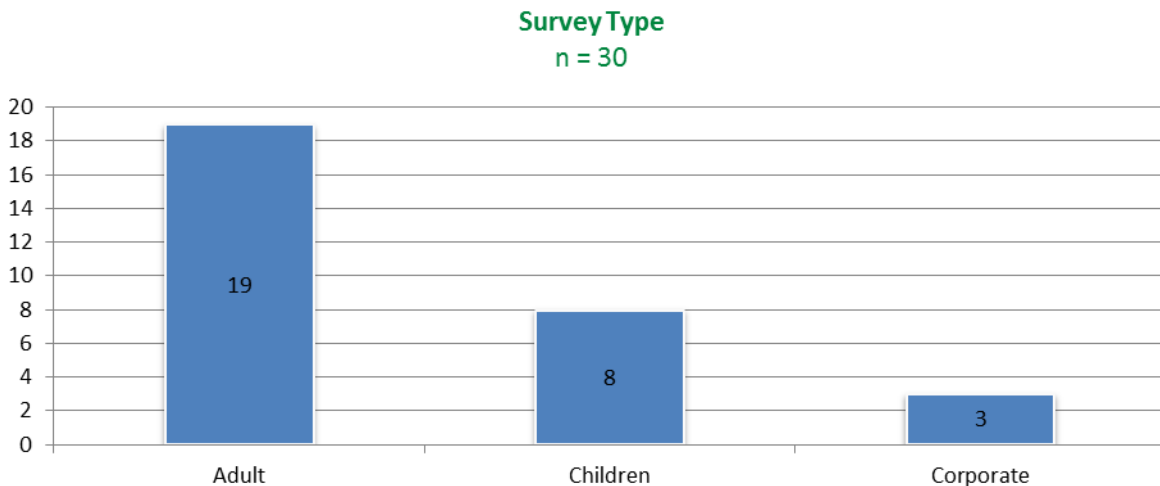
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- Overall 17 comments were made saying the complaint process was efficient.
- 35 comments were made saying the process was inefficient. The second most frequent negative comment was about staff not being attentive / no personal service / lack of contact, there were 13 specific comments made regarding this.

Responses

Overall there were 30 responses. 19 of these were Adult Social Care surveys, 8 Children's Services and 3 Corporate Services.



Results

Respondents were asked to rate the following aspects of the complaint process?

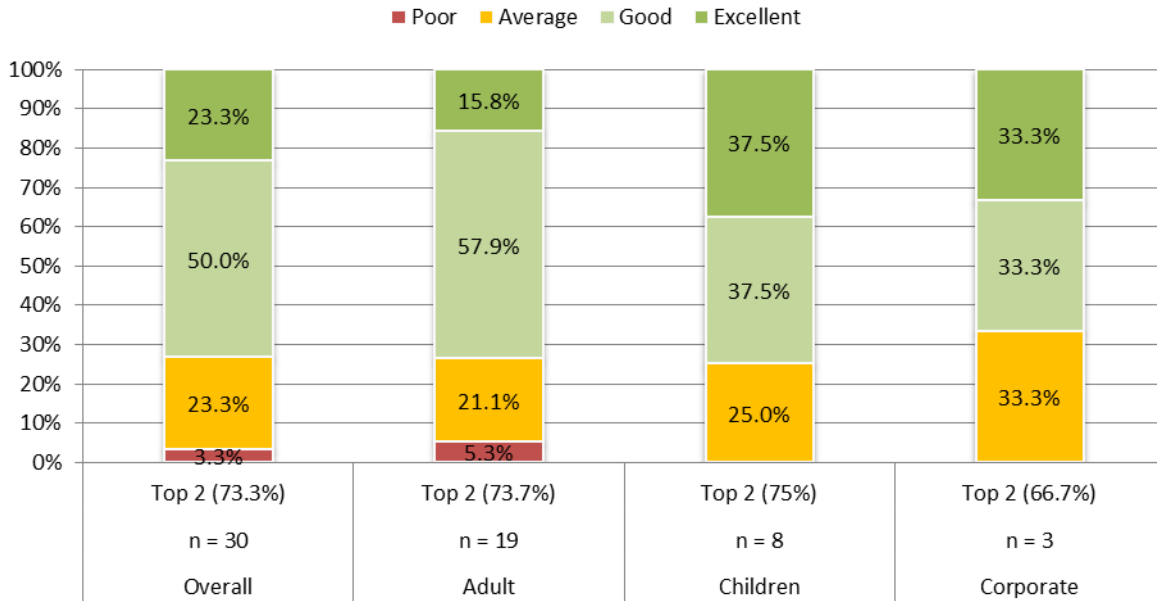
Easy to contact

- 73.3% of respondents rated the easy of contacting WCC as excellent or good, 23.3% said it was excellent.
- Children's Services scored 75% followed by Adult Social Care with 73.7% and Corporate Services with 66.7%. The excellent score for Children's Services was 37.5% followed by Corporate Services with 33.3% and Adult Social Care with 15.8%.

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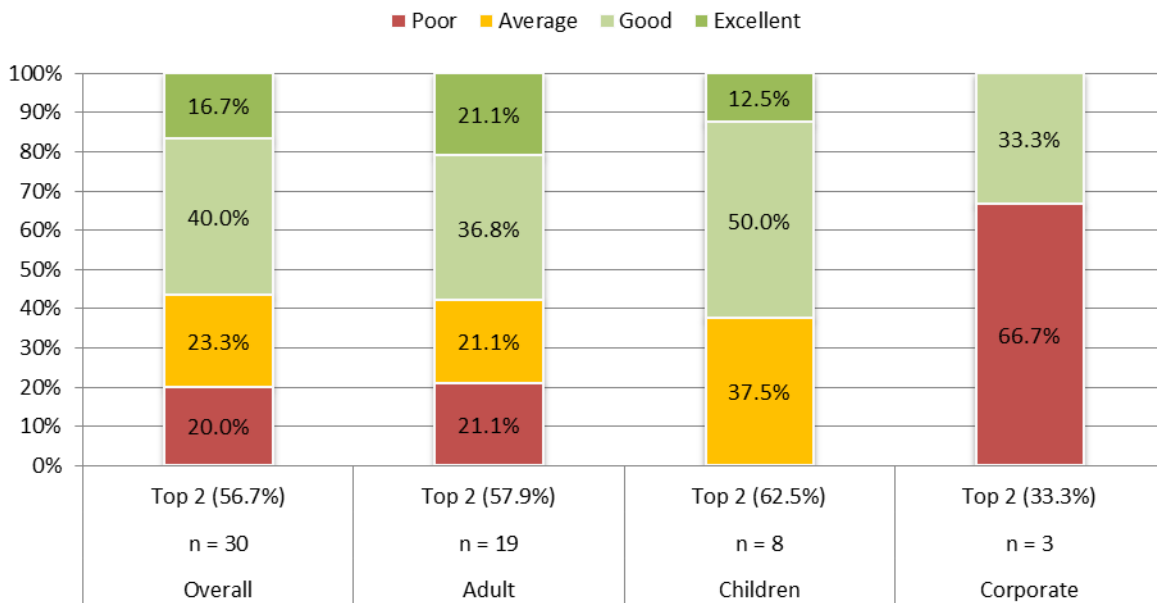
Easy to contact



Willingness to help

- Overall 56.7% of respondents rated the willingness to help as excellent or good. 16.7% said it was excellent. Children's Services scored 62.5% followed by Adult Social Care with 57.9% and Corporate Services with 33.3%. The excellent score for Adult Social Care was 21.1% and Children's Services were 12.5%. Corporate Services did not receive any excellent ratings.

Willingness to help



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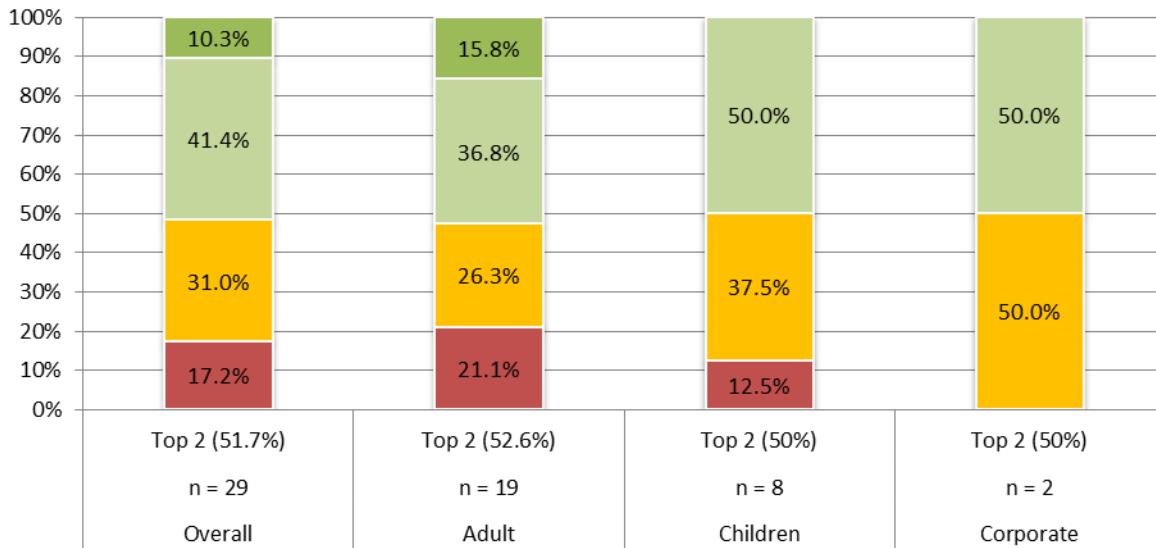
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Knowledge and competence

- 51.7% of respondents rated the Knowledge and competence as excellent or good with 10.3% rating it as excellent and 41.4% as good. Adult Social Care score 52.6% followed by both Children's Services and Corporate Services with 50%. The excellent score for Adult Social Care was 15.8%. There were no excellent ratings for Children's Services or Corporate Services.

Knowledge and competence

■ Poor ■ Average ■ Good ■ Excellent



Keeping you informed

- 40% of respondents rated the way they were kept informed as excellent or good, with 16.7% saying it was excellent.
- Adult Social Care scored 42.1% excellent and good, with 26.3% saying it was excellent. 37.5% of Children's Services and 33.3% of Corporate Services were rated as good, neither had an excellent

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rating.

Keeping you informed



If average or poor, please tell us why?

A supplementary question was asked to further understand why aspects of the complaint process were rated as Poor or Average. The top 3 comments made were:

- 1) Inefficient Process (Slow, delays) – 8 comments
- 2) Telephone Contact/Speed of Answering/Passed around (Poor) - 2 comments
- 3) NOT Taking Ownership/Responsibility – 2 comments

| Survey Type | Easy to contact | Willingness to help | Knowledge and competence | Keeping you informed | If average or poor, please tell us why? |
|--------------------|-----------------|---------------------|--------------------------|----------------------|---|
| Corporate Services | Excellent | Poor | Good | Poor | Basically it took a lot of convincing for me to get them to reply in the first place and they were very unwilling to help me. I have to drag out every bit of information from them. |
| Corporate Services | Average | Poor | Average | Good | The length of time it took for them to get back to me. They wouldn't acknowledge our claim at first. Simply because they didn't seem to understand the problem. |
| Corporate Services | Good | Good | | Poor | I was told that there was going to be a pedestrian access for the shop but I haven't heard any more about it. |
| Adult | Good | Good | Good | Average | It took a while for them to get back to me. |
| Adult | Good | Average | Average | Average | I couldn't get anybody to look at it even slightly urgently. Towards the end of the process I got a phone call from someone who said they would be coming out to see me in a fortnights time and when they came out to see me they took one look at a letter that had been sent from their department and said 'that settles it'. There was no chance of any urgency about it. I had to speak to several people before I could get anyone to acknowledge that what I read from their literature, was true. The process took about 6 weeks to get a resolution and I had to keep ringing up or emailing people to see what was happening. Nobody was keeping me informed all the way through it. |

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| Survey Type | Easy to contact | Willingness to help | Knowledge and competence | Keeping you informed | If average or poor, please tell us why? |
|---------------------|-----------------|---------------------|--------------------------|----------------------|---|
| Adult | Good | Average | Average | Average | They didn't look into my complaint or answer my specific questions. They didn't answer me for six weeks. |
| Children's Services | Average | Average | Average | Poor | A lot of it was discrimination between males and females. I feel let down by Social Services. |
| Children's Services | Good | Good | Poor | Average | They would give me stupid answers. |
| Adult | Average | Poor | Poor | Average | The only response was that my wife's name wasn't on the list, so they couldn't talk to her. |
| Adult | Good | Good | Average | Poor | When I first put the complaint in, nothing happened unless I chased them. |
| Adult | Average | Poor | Poor | Poor | I had to go through various departments before I got to the right woman. They were telling me that it had nothing to do with them and if I had problems I had to go via other people. I never heard back from them, I had to keep contacting them. |
| Adult | Average | Poor | Poor | Average | You seem to phone somebody up, they say they will get back to you and it takes days. All I've had since I put this complaint in is lies and obstructions. It took a long time for a response from them, I reported the problem in March/April and they responded in September to say everything was OK as far as they were concerned. |
| Adult | Good | Average | Average | Average | It took them a long time to come to any decision about it and to deal with it. There were some things that they knew about and others that they didn't. They haven't kept me very well informed at all. |
| Children's Services | Excellent | Average | Average | Poor | They weren't sure how to help and it took a bit of time. The guy that I spoke to didn't know, but it was a complicated question. |
| Children's Services | Good | Good | Good | Poor | It was necessary for us to chase up, and was left to us to keep on contacting. |
| Adult | Average | Average | Average | Average | I kept having to go through to the customer resources group and that was good but from the other side that was poor. |
| Adult | Good | Good | Good | Average | It took quite a long time to get an outcome from the complaint but I was happy with the outcome. |
| Children's Services | Average | Average | Average | Average | You can contact them, but it's getting them to do something. |
| Adult | Poor | Poor | Poor | Poor | You can't get through on the number, and then when you do the person you need is not there. |

If excellent, please tell us why?

A question was asked to further understand why aspects of the complaint process were rated as Excellent. The top 3 comments made were:

- 1) Communication/Information (Give Person Explanation) – 2 comments
- 2) Responsiveness of the person – 2 comments
- 3) Efficient Process (Quick, no delays) – 2 comments

| Survey Type | Easy to contact | Willingness to help | Knowledge and competence | Keeping you informed | If excellent, please tell us why? |
|---------------------|-----------------|---------------------|--------------------------|----------------------|---|
| Corporate Services | Excellent | Poor | Good | Poor | It was just an email. |
| Children's Services | Excellent | Good | Good | Good | I had all of the numbers and they helped me find what I needed. |
| Children's Services | Excellent | Excellent | Good | Good | They were very quick to respond. |

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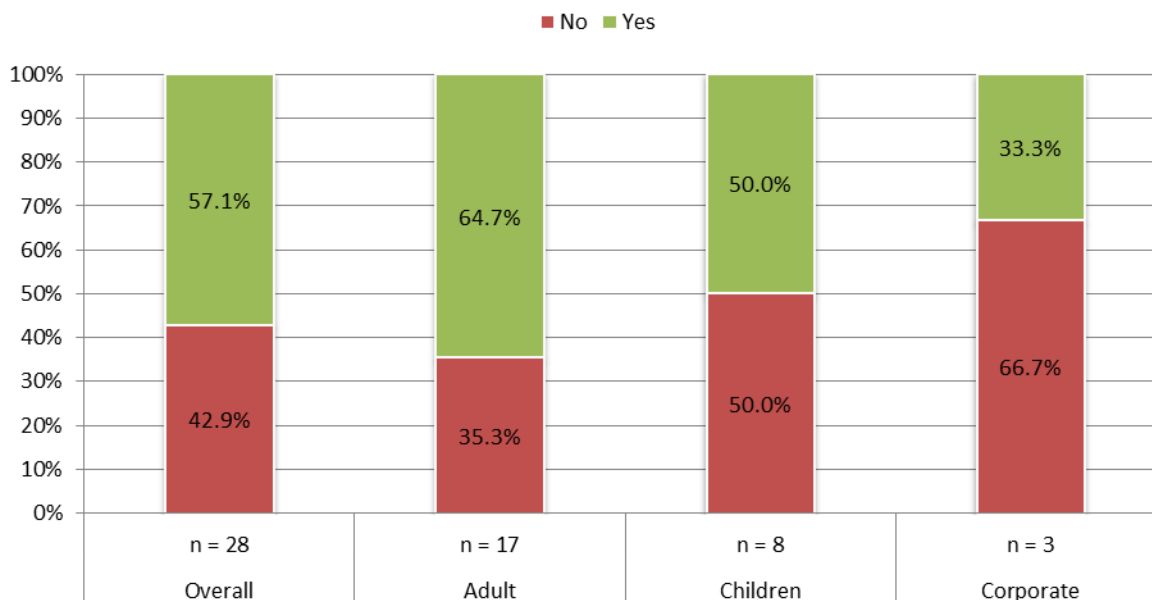
| Survey Type | Easy to contact | Willingness to help | Knowledge and competence | Keeping you informed | If excellent, please tell us why? |
|---------------------|-----------------|---------------------|--------------------------|----------------------|--|
| Adult | Excellent | Good | Good | Excellent | I can contact them by email or phone. They informed me personally by phone and by email to let me know what they were going to do. |
| Adult | Good | Excellent | Excellent | Excellent | The whole process, after I made contact, they were in contact all the time. The complaint was on behalf of my grandmother and they sent messages to me and my grandmother. |
| Children's Services | Excellent | Average | Average | Poor | No comment made. |
| Adult | Good | Good | Excellent | Good | When problems arose we spoke to the people concerned and they got answers quickly. |
| Adult | Excellent | Excellent | Excellent | Excellent | I was just satisfied with the outcome. |
| Adult | Good | Excellent | Good | Excellent | My dad goes to Parkview 3 days a week and the other 4 days he has a carer. If he isn't going to Parkview they are very quick to tell me so I can make other arrangements. There's no continuity with one particular person, there doesn't seem to be one key contact for me. |
| Adult | Excellent | Excellent | Good | Excellent | They did what I needed them to do. |

Did WCC agree to take further action on the issue you raised?

- 57.1% of respondents said yes WCC agreed to take the action further with 42.9% saying they didn't.
- 64.7% of Adult Social Care said yes they agreed to take the action further followed by Children's Services with 50% and Corporate Services with 33.3%.

1.

Did WCC agree to take further action on the issue you raised?



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If no, why do you think that was?

The top comments made were:

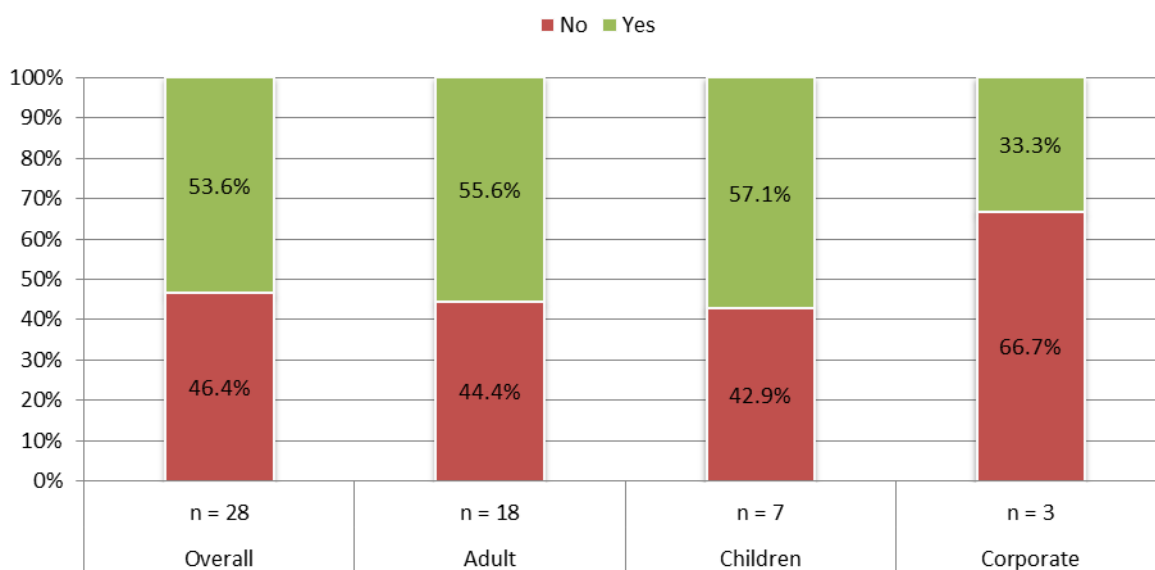
- 1) Company Information/Communication (Poor) – 2 comments
- 2) Not Attentive/No Personal Service/Contact – 1 comment
- 3) Unresponsiveness of the person – 1 comment

| Survey Type | Did they agree to take further action on the issue you raised? | If no, why do you think that was? |
|---------------------|--|---|
| Corporate Services | No | They just ignored my request, they say they never received it but my email never bounced back and I have got proof that it did send. |
| Corporate Services | No | Because they're scared of being prosecuted and they don't want to allow people to escape paying. People park outside and take wheelbarrows in so they don't have to pay for dumping commercial rubbish. |
| Adult | No | They gave me the answer straight from the book. |
| Children's Services | No | I don't know, you tell me. |
| Children's Services | No | I didn't get any other letters. |
| Adult | No | We spoke to the lady who just said we are sorting it out. |
| Adult | No | My aunt moved in to another home, that was her decision. |
| Adult | No | Basically they didn't believe what I was saying, they didn't want to be bothered. |
| Adult | No | I think they've got something to hide. |
| Children's Services | No | They told me who I needed to make contact with directly. They didn't take the issue and deal with it, I did. |
| Adult | No | It was believed to be malicious. |
| Children's Services | No | I didn't see the point, every complaint I put in has not been dealt with properly. |

Do you think the time taken to respond to the issues you raised was reasonable in the circumstances?

- 53.6% of respondents said yes they thought the time taken to respond was reasonable with 46.4% saying no it was not reasonable.
- 57.1% of Children's Services complainants said yes the time taken was reasonable followed by Adult Social Care with 55.6% and Corporate Services with 33.3%.

Do you think the time taken to respond to the issues you raised was reasonable in the circumstances?



If no, why do you think that was?

The top comments made were:

- 1) Inefficient Process (Slow, delays) – 9 comments
- 2) Not Knowledgeable – 1 comment
- 3) No Communication/Information (Give Person Explanation) – 1 comment
- 4) Unresponsiveness of the person – 1 comment

| Survey Type | Do you think the time taken to respond to the issues you raised was reasonable in the circumstances? | If no, why do you think that was? |
|--------------------|--|--|
| Corporate Services | No | This has been ongoing since October or even earlier than that and I still haven't received a proper reply from them. |
| Corporate Services | No | It took many weeks to get it done. |

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| Survey Type | Do you think the time taken to respond to the issues you raised was reasonable in the circumstances? | If no, why do you think that was? |
|---------------------|--|---|
| Adult | No | It took a fortnight for someone to come out and speak to me. When they phoned me to say someone would be out in a fortnight, they could have settled it all there and then on that phone call. This was typical of the way it had worked all the way through. |
| Adult | No | It was too long. |
| Children's Services | No | It took too long. |
| Children's Services | No | It was delayed, considering what the issue was. |
| Adult | No | My wife's mom was leaving hospital, but they wouldn't speak to her about where she was going. |
| Adult | No | There was no response. |
| Adult | No | They could have done a lot better. I had to keep phoning them up and try to get some knowledge from somebody. |
| Adult | No | It's taking too long. I originally raised the issue early 2012 and it's now 2014 and still not resolved. |
| Children's Services | No | The whole thing was based on a financial situation, the short term team in Bedworth were fantastic, but with the long term team we had a couple of payments then nothing. Every meeting it (finance issue) was raised and they would say that they would sort it, but they didn't we had to sell our own stuff. |
| Adult | No | Again we are talking about issues that were raised in Feb 2013 and it took nine months for them to complete their investigations. |
| Adult | No | No comment made. |

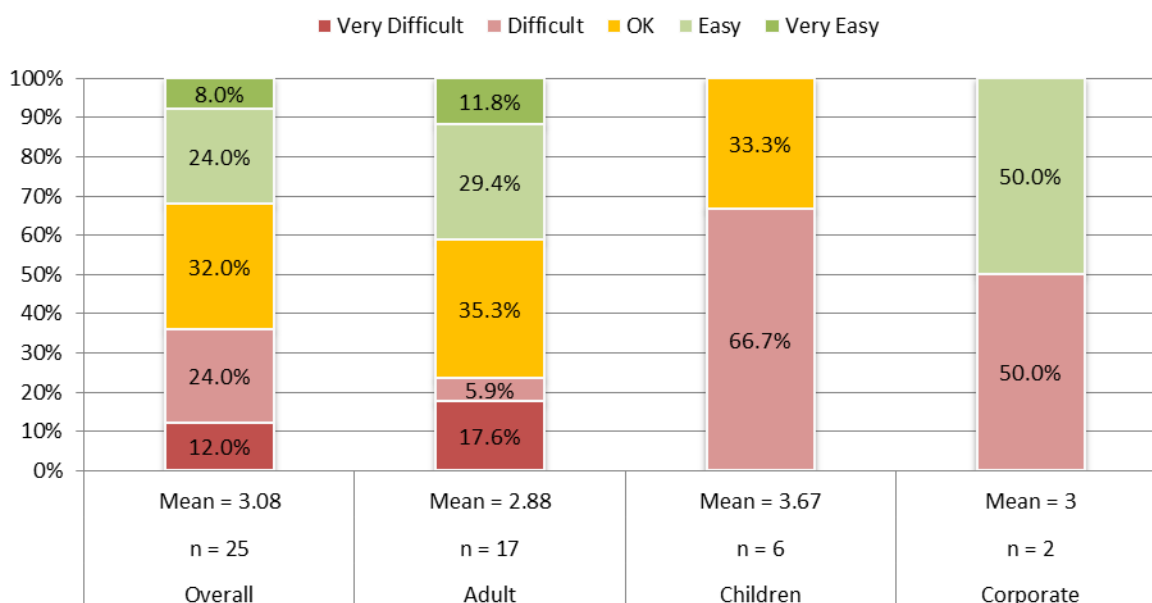
How difficult was it to get to the end of the complaints process?

- The overall mean score for getting to the end of the complaints process was 3.08 (The lower the score, the easier it was).
- 32% rated it as easy or very easy and 36% rated it as difficult or very difficult.
- Adult Social Care mean score was 2.88 followed by Corporate Services with a mean score of 3 Children's Services with 3.67.

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How difficult was it to get to the end of the complaints process?



Why do you say that?

The top comments made were:

- 1) Inefficient Process (Slow, delays) – 6 comments
- 2) Efficient Process (Quick, no delays) – 3 comments
- 3) Not Attentive/No Personal Service/Contact – 1 comment

| Survey Type | How difficult was it to get to the end of the complaints process? | Why do you say that? |
|---------------------|---|---|
| Corporate Services | | We're not at the end of the process yet. We should be a lot further down the road but we're not. |
| Corporate Services | Difficult | They didn't appreciate the issues we were raising. |
| Corporate Services | Easy | Well I basically got a blank 'no' so there was no point in pursuing it any further. |
| Adult | OK | I had to do a few things and I looked after my father in law until they could find another carer. |
| Adult | Difficult | Mainly because nobody took any notice, there was no priority attached to the matter but according to their procedures on the internet, they had an update date on them and it was bang up to date but they told me that their procedures needed revising. |
| Adult | Easy | I looked on the website and got who to contact. |
| Adult | Easy | It only took about a week to be dealt with. |
| Children's Services | Difficult | It's still ongoing. |
| Children's Services | Difficult | They didn't give me the right reasons. |
| Children's Services | Difficult | It wasn't customer services, it was Children's Services, the process took too long as they had to get the forms and the checks done. |
| Children's Services | | I don't think we got to the end, they just sent me a letter and I didn't reply. |
| Adult | OK | It was so slow. |
| Adult | | As far as I am concerned they just signed it off and never notified us at all. |
| Adult | Very Easy | My aunt moved, which is what she wanted to do. |
| Adult | Very Difficult | It never came to any conclusion at all. |
| Adult | Easy | They just kept in contact with me, I didn't have to do anything. |

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| Survey Type | How difficult was it to get to the end of the complaints process? | Why do you say that? |
|---------------------|---|---|
| Adult | Very Difficult | I'm still going through it now. I'm having doors shut in my face all the time. I require certain information and I can't get it. I spoke to someone 2 days ago and they were supposed to get back to me and so far I've heard nothing. |
| Adult | OK | Once they realised what I was complaining about they dealt with it. |
| Children's Services | OK | It was smooth when I knew who to speak to. |
| Children's Services | Difficult | I don't think she understood (language barrier) what we were trying to say. She misconstrued what we had written on one form. |
| Adult | | As soon as they had a conclusion, we were informed. |
| Adult | OK | There were three elements of the complaint and one of the parties response was excellent, one was below average and one was very poor. As the complaint went over such a long period of time my initial complaint was to get a direct apology and then I was looking to seek financial compensation so when I received what I first set out for I was happy to go along with that and draw a line under it. |
| Adult | Easy | I didn't know that I was complaining I was just pointing something out and I wanted a resolution. |
| Adult | Very Easy | I didn't have to do anything about it, I just kept thinking about Rupert getting enough money to go to the day care centre. |
| Adult | OK | No comment. |
| Adult | OK | I was going through 2 or 3 people but it was easy to get through. |
| Children's Services | OK | I got to the end, but didn't see the point. |
| Adult | Very Difficult | Getting to the person that you needed to talk to (was difficult). |
| Adult | Easy | It got sorted and my daughter can now understand. |

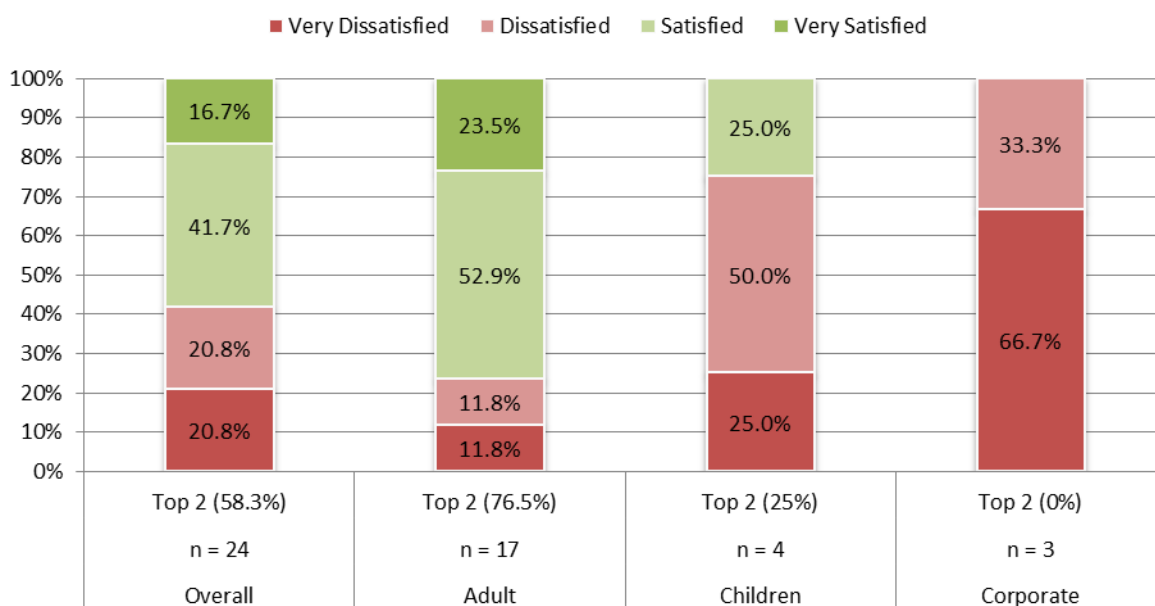
How do you rate the outcome of your complaint?

- 58.3% of respondents said they were satisfied or very satisfied with the outcome of the complaint with 16.7% saying they were very satisfied. 41.6% were dissatisfied or very dissatisfied.
- 76.5% of Adult Social Care were satisfied or very satisfied followed by 25% for Children's Services.

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How do you rate the outcome of your complaint?



Why do you say that?

The top comments made were:

- 1) Efficient Process (Quick, no delays) – 6 comments
- 2) Complaint Outcome (Poor) – 3 comments
- 3) Not Attentive/No Personal Service/Contact -2 comments
- 4) No Communication/Information (Give Person Explanation) - comments
- 5) DID NOT Treat Customer Fairly – 2 comments

| Survey Type | How do you rate the outcome of your complaint? | Why do you say that? |
|---------------------|--|---|
| Corporate Services | Very Dissatisfied | They still haven't replied. |
| Corporate Services | Very Dissatisfied | They wouldn't refund any money. |
| Corporate Services | Dissatisfied | Because they don't agree with me. |
| Adult | Satisfied | The fact that they dealt with it and I do think the care team that I complained against were suspended from doing any more care work. |
| Adult | Satisfied | What I first asked for on day one, they actually agreed too (after a 2 months delay). |
| Adult | Dissatisfied | The questions I asked were reasonable but they did not pay attention and gave me no explanation. |
| Adult | Satisfied | It took a short time to sort it, and the new company are good. |
| Children's Services | Dissatisfied | See previous comment. |
| Children's Services | Dissatisfied | I felt that they were incompetent. |
| Children's Services | | We had an outcome, I now have my granddaughter, but with the social workers involvement there was no outcome. |
| Adult | Satisfied | It was what she wanted. |
| Adult | Satisfied | She got her wish to move to another home. |
| Adult | Very Dissatisfied | It never came to any conclusion at all. I think they are incompetent. |

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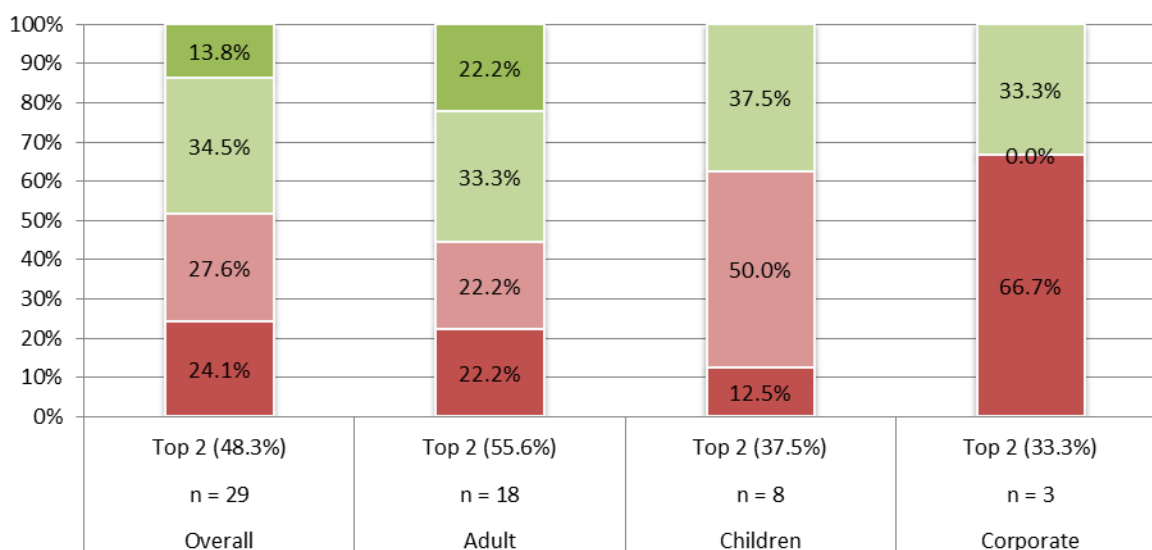
| Survey Type | How do you rate the outcome of your complaint? | Why do you say that? |
|---------------------|--|---|
| Adult | Very Satisfied | Once I made the complaint everything was put on place for my grandmother. |
| Adult | Very Dissatisfied | I've got no outcome to it. I'm sick and tired of being told lies and mis information. |
| Adult | Satisfied | They dealt with it and the next day I had a different carer. |
| Children's Services | Satisfied | When we spoke to the social workers manager, she firstly told us to take it to a level two complaint, when she actually listened she understood. |
| Adult | Satisfied | It wasn't me that made the complaint, we didn't instigate it. |
| Adult | Satisfied | Well I obtained a written formal apology from the head of social services which is what I wanted. |
| Adult | Very Satisfied | Because I pointed out my Sister was unfairly treated and they rectified that for me and they paid me what I had paid out to them. |
| Adult | Very Satisfied | Things improved for my Son and he got the funding he needed to go to the two day care centres in Rugby. |
| Adult | Very Satisfied | I got to use my mileage on something that I wanted. I used my direct payment to go away on holiday. |
| Adult | Dissatisfied | I raised a few issues, Warwick County Council brought the issues to Rainbow Care but I feel that Warwick County Council took their opinion. It seemed to me that the majority of the staff at Rainbow Care were doing it for the pay and not because they cared about the person they were looking after. |
| Children's Services | Very Dissatisfied | Nothing got solved or helped my son, I'm going through a solicitor now. |
| Adult | | I don't know what happened, no-one informed me. |
| Adult | Satisfied | It's happened now. |

How do you rate the way your complaint was handled?

- 48.3% of respondents said they were satisfied or very satisfied with the way the complaint was handled with 13.8% saying they were very satisfied. 51.7% said they were dissatisfied or very dissatisfied.
- 55.6% of Adult Social Care said they were satisfied or very satisfied followed by Children's Services with 37.5% and Corporate Services with 33.3%.

How do you rate the way your complaint was handled?

■ Very Dissatisfied ■ Dissatisfied ■ Satisfied ■ Very Satisfied



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Why do you say that?

The top 3 comments made were:

- 1) Efficient Process (Quick, no delays) – 4 comments
- 2) Inefficient Process (Slow, delays) – 4 comments
- 3) NOT Taking Ownership/Responsibility - 4 comments

| Survey Type | How do you rate the way your complaint was handled? | Why do you say that? |
|---------------------|---|---|
| Corporate Services | Very Dissatisfied | The complete reluctance to do anything about this and it's been going on for so long. |
| Corporate Services | Very Dissatisfied | They didn't understand the reason we were asking for compensation. |
| Corporate Services | Satisfied | No comment. |
| Adult | Satisfied | Somebody came out to see me and went through the complaint with me. |
| Adult | Dissatisfied | The complete absence of urgency. |
| Adult | Dissatisfied | The outcome, and it wasn't looked at. |
| Adult | Satisfied | It was dealt with quickly. |
| Children's Services | Dissatisfied | I'm just going to say 'Claire's law', the whole Social Services system is geared for women to complain. |
| Children's Services | Dissatisfied | See previous comment. |
| Children's Services | Satisfied | Customer services were good. |
| Children's Services | Dissatisfied | The issues were not addressed. |
| Children's Services | Satisfied | They responded to me and tried to answer anything they could. |
| Adult | Dissatisfied | It was slow and a pain in the a*se. |
| Adult | Very Dissatisfied | The whole thing, the reason was a serious one but was swept under the carpet and we were ignored. |
| Adult | Satisfied | They carried out what my aunt wanted, they let her move on. |
| Adult | Very Dissatisfied | They just weren't taking the whole situation seriously. They didn't want to get involved because it was going to take their time up. I also feel that it was due to finances and the cuts within the council. |
| Adult | Very Satisfied | The people realised there was an issue and made it their job to fix it. |
| Adult | Very Dissatisfied | No one has actually contacted me to talk to me and find out what the problem is. I've had to send letters in. It would have been nice to actually to speak to someone and explain the situation. |
| Adult | Satisfied | They actually did something about it even though they were slow to do it. |
| Children's Services | Satisfied | I've pressured the council to give me money that I am due. |
| Children's Services | Dissatisfied | We have limited means and it was a stressful situation. |
| Adult | Dissatisfied | Because nobody would stand up and hold their hand's up and say they had an issue and I had to go through various different Managers and that should not of happened, it shouldn't have got to that stage where I had to make personal contact with the head of social services. |
| Adult | Satisfied | The outcome was excellent but the time to took to get there wasn't. |
| Adult | Very Satisfied | I realised that if I did want to take the complaint further they would have dealt with it for me. |
| Adult | Very Satisfied | I was able to achieve my outcome. |

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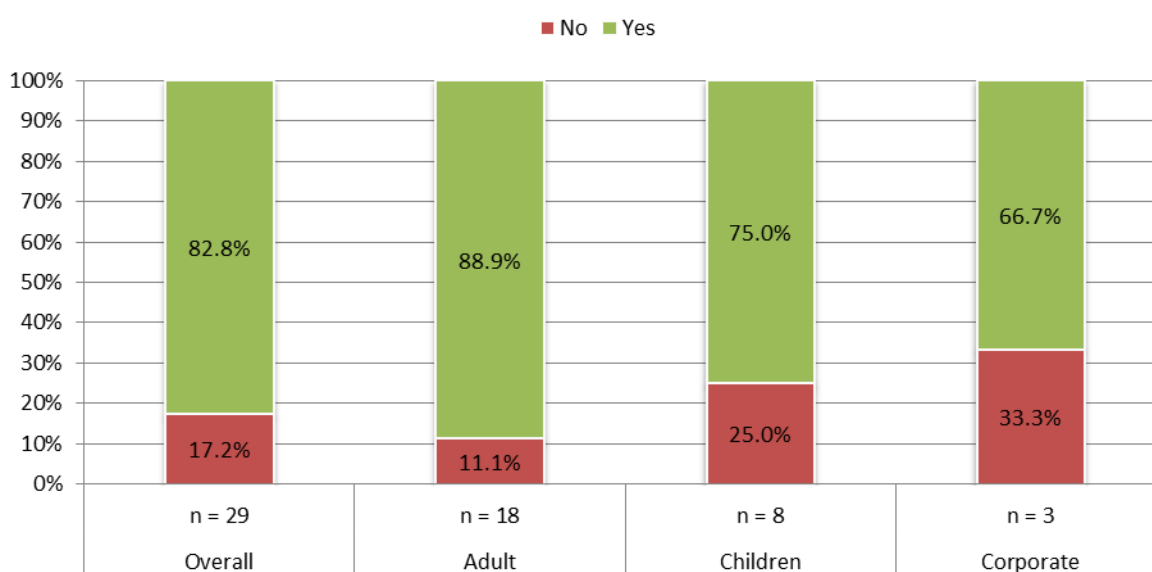
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| Survey Type | How do you rate the way your complaint was handled? | Why do you say that? |
|---------------------|---|---|
| Adult | Satisfied | It was one person talking to me about the complaint and she wrote down my version of it over the phone and seemed to agree with it but once they spoke to Rainbow Care they seemed to believe them instead. |
| Children's Services | Very Dissatisfied | I complained about my sons carer, but nothing got solved until he was assaulted by his carer. |
| Adult | Very Dissatisfied | It was like banging my head against a brick wall, I was fighting something that was beyond help, and with no satisfactory answers. |
| Adult | Very Satisfied | They did what I need. |

Given how it felt to use the complaints process this time, would you use the complaint process again?

- 82.8% of respondents said they would use the complaints process again. 88.9% of Adult Social Care complainants would use the complaints process again followed by 75% of Children's Services and 66.7% of Corporate Services

Given how it felt to use the complaints process this time, would you use the complaint process again?



If no, why not?

The top 3 comments made were:

- 1) Not Attentive/No Personal Service/Contact – 2 comments
- 2) Inefficient Process (Slow, delays) - 1 comment

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| Survey Type | Given how it felt to use the complaints process this time, would you use the complaint process again? | If no, why not? |
|---------------------|---|---|
| Corporate Services | No | Because of the length of time and the ignorance of the people dealing with it. |
| Children's Services | No | What's the point?. |
| Adult | No | It was a waste of my time and energy because nothing came of it. They didn't want to know. |
| Adult | No | I would take legal action about Rainbow Care myself. I got the impression that they took Rainbow Care's version to be true. |
| Children's Services | No | Social Services wriggled their way out of it, it took him (my son) being assaulted for me to be listened to. |

What (if anything) could WCC do to improve the complaints process?

The top comments made were about improving the following areas:

- 1) Not Attentive/No Personal Service/Contact – 6 comments
- 2) Inefficient Process (Slow, delays) - 2 comments
- 3) No Communication/Information (Give Person Explanation) -2 comments
- 4) Efficient Process (Quick, no delays) -2 comments
- 5) Unprofessional -2 comments

| Survey Type | What (if anything) could they do to improve the complaints process? |
|---------------------|--|
| Corporate Services | They could stick to what the process actually is. |
| Corporate Services | It might have been a good idea for them to come out and look at the problem and talk to us about it. |
| Corporate Services | I don't know. |
| Adult | When they set up and check the people that come in to care, they need to have an ongoing check on how good the carers are over a period of time to make sure they are doing the requirements that are needed for that particular person. |
| Adult | Have some urgency. Nobody was in any hurry to do anything, they were quite content with letting things jog a long and it didn't matter if nothing happened for a while. |
| Adult | They could have come back to me and spoken to me about my problem. |
| Adult | The website wouldn't work for us, it just kept going back to the main screen, but that would be the only thing. |
| Children's Services | Face to face meetings instead of all over the phone. |
| Children's Services | Give you the right reasons. |
| Children's Services | I got a result and I would recommend the process to others. |
| Children's Services | Instead of coming back and asking what they were not getting right, they just didn't come back. |
| Children's Services | No comment made. |
| Adult | Have better people at the council. |
| Adult | They need to keep u informed of what is going on and give you an outcome. |
| Adult | Nothing really. The communication between the 2 parties was done. |
| Adult | Keep in touch with people and follow through with the complaint. I gave up in the end. |
| Adult | Nothing really, once the complaint was made they handled it pretty well. |
| Adult | Maybe speak to someone over the phone or meet them in an office. You can't always explain what you mean in a letter. |
| Adult | Just make sure that they answer them as quickly as possible. |

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| Survey Type | What (if anything) could they do to improve the complaints process? |
|---------------------|---|
| Children's Services | If they had taken it on and I didn't need to do anything. They just gave me the name of the person to contact directly. |
| Children's Services | Listen and if necessary check on information. |
| Adult | I have no choice but to go through the complaints procedure, they need to make sure that they have professional staff doing the job. |
| Adult | I would prefer to have had a named contact to talk to, I didn't feel that there was anyone to call and I tried to talk to people I did know but I was passed on to someone else. |
| Adult | I hope I don't have to use the complaints procure again in the future and I haven't thought about it but I think they dealt with things satisfactory. |
| Adult | No comment. |
| Adult | I wanted a meeting with a Social Service Manager and the Manager from Rainbow Care so we could argue it out but it wasn't an option. |
| Children's Services | I don't think they could, they have put me off complaining. They need to listen more, as Social Services twisted everything onto me and my partner, but the carer assaulted my son. |

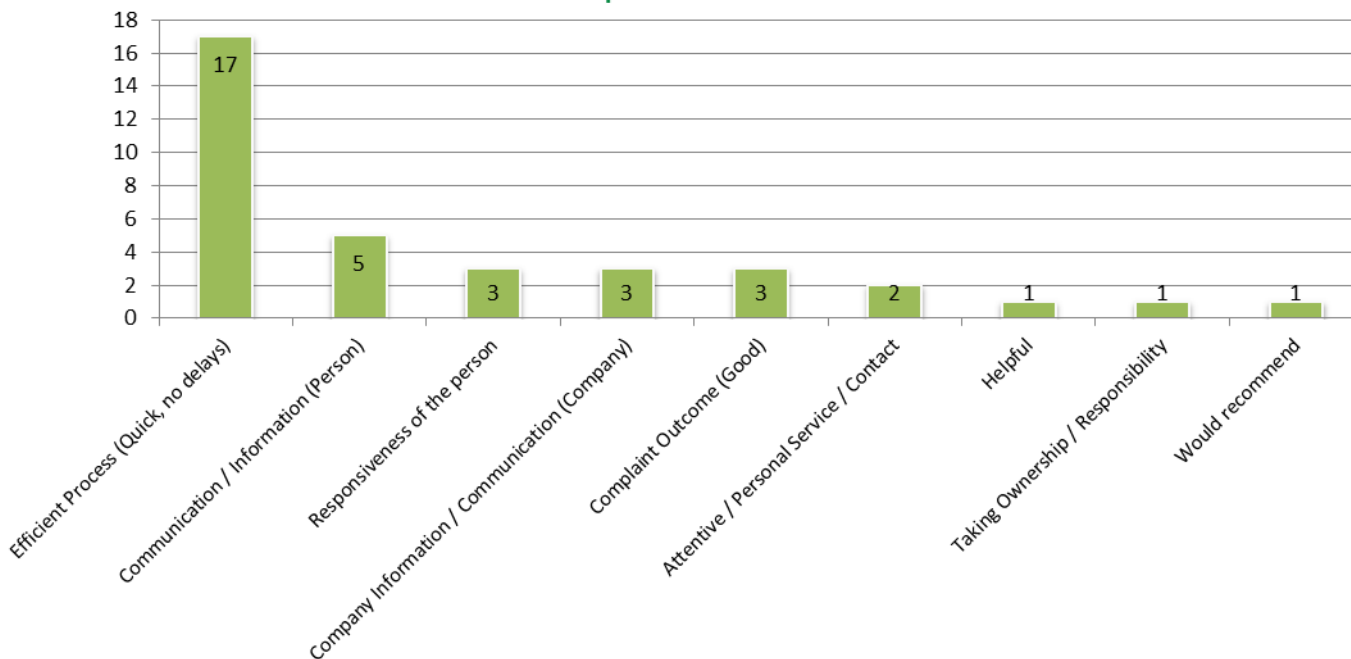
Comment Code Charts

The following charts show the frequency and type of verbatim comments made by those surveyed.

Positive Comments

17 comments were made saying the process was efficient. The second most frequent comment was regarding communication / information given by a member of staff, which was mentioned on 5 occasions.

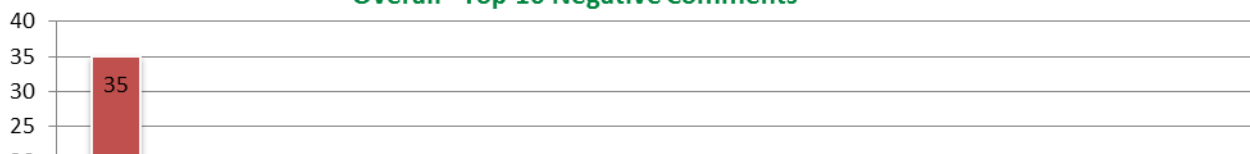
Overall - Top 10 Postive Comments



Negative Comments

35 comments were made saying the process was inefficient. The second most frequent comment was about staff not being attentive / no personal service / contact, there were 13 comments made regarding this. There are also 12 comments regarding lack of communication / information given by a member of staff.

Overall - Top 10 Negative Comments

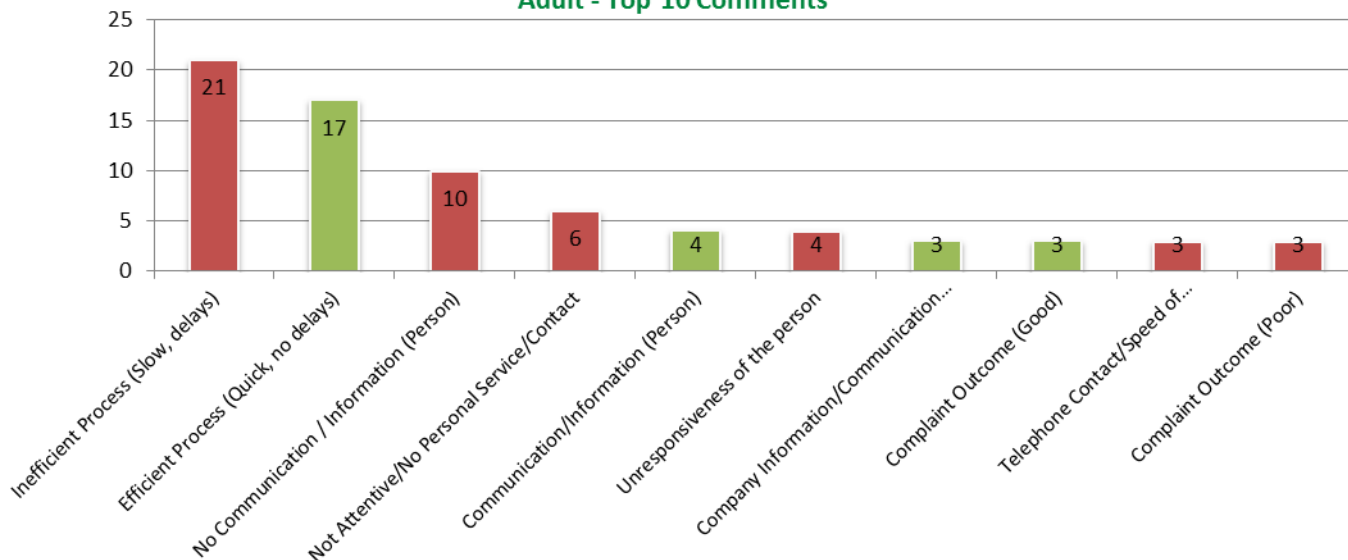


Adult Social Care

Inefficient process was the top negative comment regarding Adult Social Care with 21 comments made. This was followed by no communication / information given by staff with 10 comments made.

The top positive comment was efficient process with 17 Comments followed by communication / information with 4 comments.

Adult - Top 10 Comments



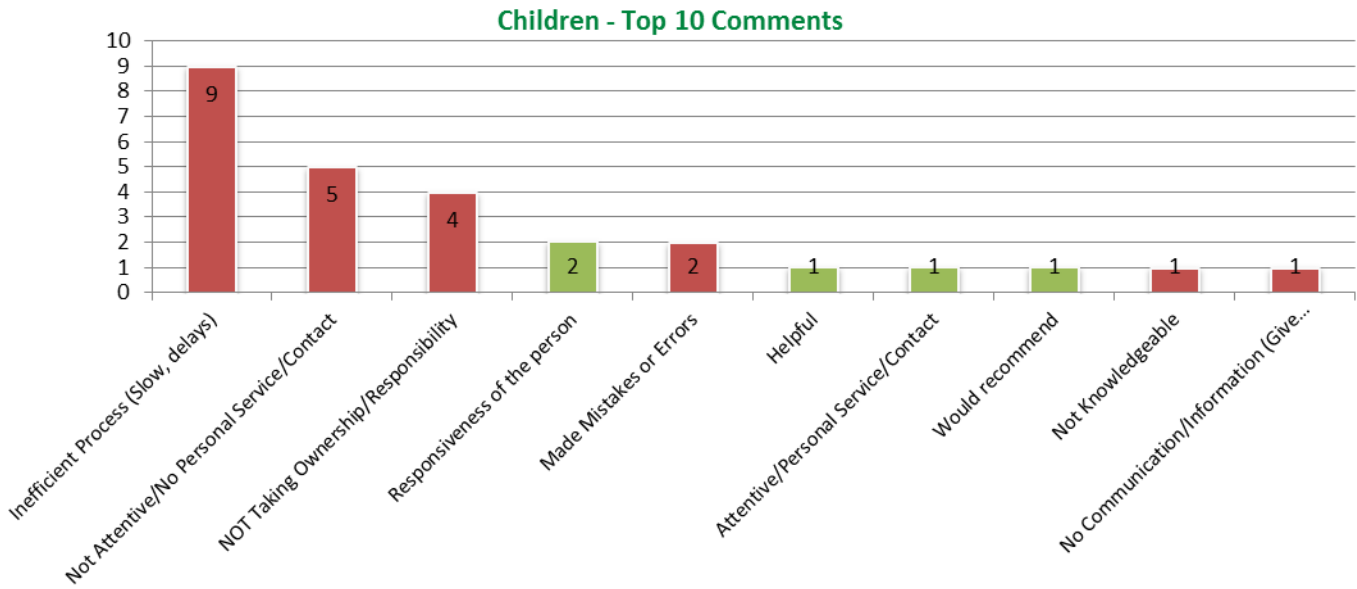
Children's Services

Inefficient process was the top negative comment regarding Children's Services with 9 comments made. This was followed by staff not attentive / no personal service / contact with 5 comments made.

The top positive comment regarding Children's Services was about the responsiveness of the staff with 2 comments made.

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Corporate Services

Inefficient process was the top negative comment regarding Corporate Services with 5 comments made. This was followed by staff not attentive / no personal service / contact with 2 comments made.

The top positive comment regarding Corporate Services was about communication / information given by staff with 1 comment made.

Children and Young People Overview and Scrutiny Committee

4th November 2014

School Improvement and Performance

Recommendations:

That the Children and Young People Overview and Scrutiny Committee:

- 1) Endorse the proposed vision for education;
- 2) Comment on the draft School Improvement Strategy;
- 3) Note the current capacity of the School Improvement team; and
- 4) Note the outcomes of inspections and the latest Ofsted judgements of Warwickshire schools.

1.0 Our Vision

1.1 The Education and Learning Business Unit was established with a vision that:

Every child and young person in Warwickshire will:

- *Attend a good or outstanding school or setting;*
- *Achieve well whatever their starting point or circumstances; and*
- *Go on to positive destinations.*

1.2 It is proposed to recommend to Cabinet in November 2014 that this vision for education in Warwickshire is adopted by the Council.

2.0 Schools Causing Concern Statutory Guidance

2.1 In May 2014, the Department for Education (DfE) issued revised statutory guidance on schools causing concern. The guidance, which is binding on Local Authorities, identifies the legislative requirements for intervention in maintained schools and also identifies the expectations of appropriate action to be taken by the local authority when schools meet the triggers for intervention.

- 2.2 The guidance states that it is the responsibility of the local authority to champion educational excellence by:
- Using data to identify schools requiring improvement and intervention;
 - Taking swift and effective action when failure occurs, using warning notices and IEBs whenever necessary to get standards and leadership to at least “good”;
 - Signposting where schools can access support;
 - Delegating funding and enabling schools to purchase from excellent providers; and
 - Encouraging good and outstanding schools to support and challenge other schools.
- 2.3 Where there is an “unacceptably low standard of performance” the guidance expects the local authority to issue warning notices. It defines “unacceptably low standards of performance” as:
- Standard below the floor standard on either attainment or progress of pupils;
 - Low standards achieved by disadvantaged pupils;
 - Sudden drop in performance;
 - Unacceptably low in relation to expected achievement or prior attainment; or
 - Performance of a school not meeting the expected standard of comparable schools.
- 2.4 Furthermore, the local authority is expected to consider the issue of a warning notice where schools have not responded robustly or rapidly enough to a recommendation by Ofsted to commission an external review of Pupil Premium and/or extend review of governance.
- 2.5 The local authority is required to raise any concerns about academy performance with the DfE, other than SEN or Safeguarding for which the local authority still has responsibility.

3.0 Learning Improvement Team

- 3.1 The team is led by an interim Senior Learning Improvement Officer, who is a lead inspector for Ofsted. Currently, there are 2 full-time, permanent Learning Improvement Officers (LIOs). These are enhanced by 10 part-time associate LIOs of whom 2 work with secondary schools and 1 works with special schools.
- 3.2 The overall full-time equivalent is 4.9 LIOs. This has increased in the last term by 1.2 FTE. Of the LIOs 8 are currently practising Ofsted Inspectors and this brings an extra degree of rigour to the team

3.3 Overall, of schools supported by the LA through the LIOs, and inspected between September 2013 and July 2014, 80% retained their position and over 60% improved on that position.

4.0 The Warwickshire 'School Improvement Policy'

4.1 The draft School Improvement Policy has been developed in order to support the vision for education; to meet the Council's statutory responsibilities and to meet the requirements of the Statutory Guidance on Schools Causing Concern. This Strategy (**Appendix D**) outlines the processes in place for risk assessing all schools and the strategies in place to support and challenge all maintained schools.

4.2 Under the Strategy:

- Schools in Ofsted categories receive between 4 and 6 visits per term.
- Schools requiring improvement (RI) receive between 3 and 4 visits per term
- Schools of concern receive 3 to 4 visits per term
- Good and outstanding schools receive 1 visit per term but may receive more if there are indications of concern.

4.3 In addition, all category schools and some RI and schools of concern will receive a one day review with two LIO's and a teacher coach to undertake scrutiny. This term this will amount to approximately 10 reviews. Following each review there is a task group meeting involving the Head teacher, Chair of Governors, SLIO and the attached LIO. Task Group meetings also take place for a number of other schools in RI or where there are significant concerns.

5.0 Ofsted Judgements

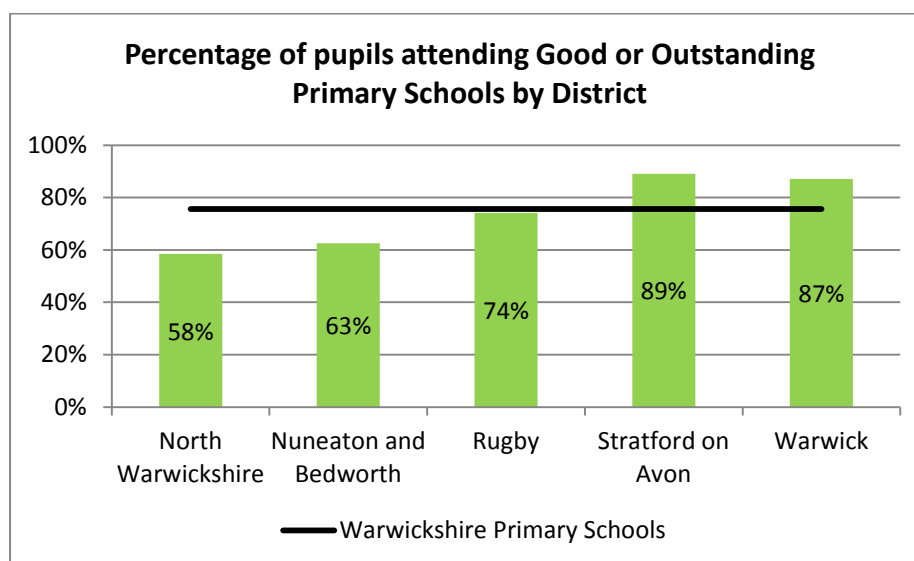
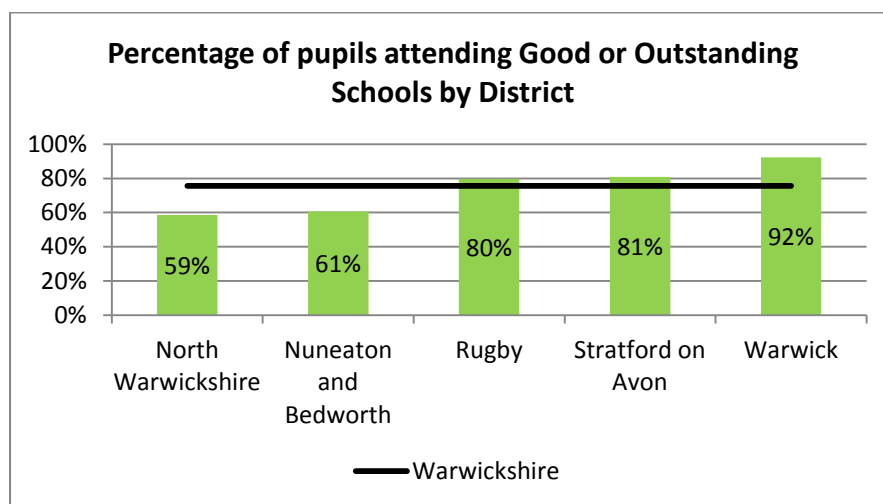
5.1 The following information applies to both maintained schools and academies

Primary:

| Total number of Ofsted inspections - Sept 2013 - July 2014 Infant, Junior and Primary Schools | | 58 |
|--|-----------|----------------|
| Grade Movement | % schools | No. of Schools |
| Grade Up ▲ | 45% | 26 |
| Grade Down ▼ | 21% | 12 |
| Grade Same ► | 34% | 20 |
| Overall position of Infant, Junior and Primary Schools (31 August 2014) | | |
| Current Ofsted category | % schools | No. of Schools |
| Grade 1 | 12% | 23 |

| | | |
|----------------|-----|------------|
| Grade 2 | 65% | 123 |
| Grade 3 | 19% | 35 |
| Grade 4 | 4% | 8 |
| TOTAL | | 189 |

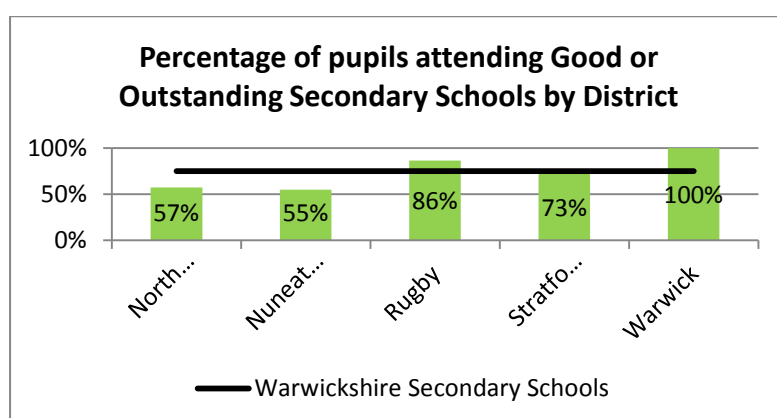
5.2 There is significant variation between different parts of Warwickshire in terms of the proportion of children attending good or outstanding schools.



5.3 For individual Infant, Junior and Primary schools judged to require improvement or in an Ofsted category of concern by District see **Appendix A**.

Secondary:

| Total no. of Ofsted inspections Sept 2013 - July 2014 Secondary Schools | | 12 |
|--|-----------|----------------|
| Grade Movement | % schools | No. of Schools |
| Grade Up ▲ | 17% | 2 |
| Grade Down ▼ | 8% | 1 |
| Grade Same ► | 75% | 9 |
| Overall position of Secondary Schools (31 August 2014) | | |
| Current Ofsted Category | % schools | No. of Schools |
| Grade 1 | 33% | 12 |
| Grade 2 | 39% | 14 |
| Grade 3 | 19% | 7 |
| Grade 4 | 8% | 3 |
| TOTAL | | 36 |

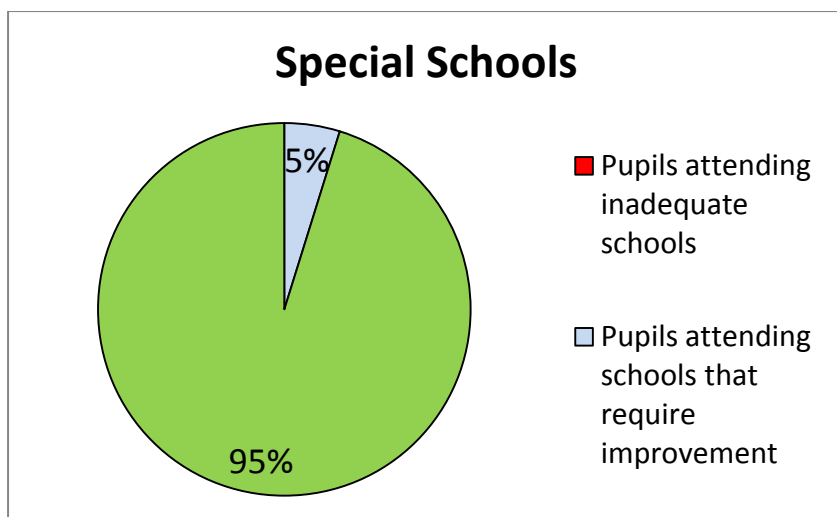


5.4 For individual Secondary schools judged to require improvement or in an Ofsted category of concern by District see **Appendix B**.

5.5 For Consortia based information: see **Appendix C**.

Special Schools

5.6 There are 9 Special schools. None are in an Ofsted category of concern and 1 requires improvement. The remainder are good or outstanding.



6.0 Recommendations:

6.1 That the Children and Young People Overview and Scrutiny Committee:

1. Endorse the proposed vision for education.
2. Comment on the draft School Improvement Strategy.
3. Note the current capacity of the School Improvement team.
4. Note the outcomes of inspections and the latest Ofsted judgements of Warwickshire schools.

Background Papers:

None.

Appendices:

Appendix A - Infant, Junior & Primary Schools in an Ofsted category of concern

Appendix B – Secondary Schools in an Ofsted category of concern

Appendix C – Consortia Information

Appendix D – School Improvement Strategy

| | Name | Contact Information |
|--------------------|---------------------|--|
| Report Author | Graham Pirt | grahampirt@warwickshire.gov.uk 01926 742994 |
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| Strategic Director | Monica Fogarty | monicafogarty@warwickshire.gov.uk 01926 412514 |
| Portfolio Holder | Cllr Colin Hayfield | cllrhayfield@warwickshire.gov.uk |

Appendix A

Infant, Junior & Primary Schools in an Ofsted category of concern

| | | | | District |
|---|---|------|----|-------------------|
| 1 | Park Lane Primary School | ACAD | SM | Nuneaton/Bedworth |
| 2 | Queen's CofE Academy | ACAD | SM | Nuneaton/Bedworth |
| 3 | St James' CofE Junior School | ACAD | SM | Nuneaton/Bedworth |
| 4 | St Michael's Church of England Primary School | | SM | Nuneaton/Bedworth |
| 5 | St Oswald's CofE Primary School | | SW | Rugby |
| 6 | Studley St Mary's CofE Junior School | | SW | Stratford |
| 7 | Racemeadow Primary Academy | ACAD | SM | N. Warwickshire |
| 8 | Budbrooke Primary School | ACAD | SM | Warwick |

Schools Requiring Improvement

| | | | District |
|----|--|-------------|-------------------|
| 1 | St Anne's Catholic Primary School | | Nuneaton/Bedworth |
| 2 | Keresley Newland Primary School | | Nuneaton/Bedworth |
| 3 | All Saints CofE Primary School and Nursery, Nuneaton | | Nuneaton/Bedworth |
| 4 | Camp Hill Primary School and Early Years Centre | | Nuneaton/Bedworth |
| 5 | Newdigate Primary School | | Nuneaton/Bedworth |
| 6 | Weddington Primary School | | Nuneaton/Bedworth |
| 7 | Milby Primary School | | Nuneaton/Bedworth |
| 8 | Stockingford Primary School | | Nuneaton/Bedworth |
| 9 | Chilvers Coton Infant School | | Nuneaton/Bedworth |
| 10 | St Andrew's Benn CofE (Voluntary Aided) Primary School | | Rugby |
| 11 | St Marie's Catholic Primary | | Rugby |
| 12 | Northlands Primary School | | Rugby |
| 13 | Oakfield Primary School | | Rugby |
| 14 | Dordon Community Primary School | ACAD | N. Warwickshire |
| 15 | Nursery Hill Primary School | | N. Warwickshire |
| 16 | Kingsbury Primary School | | N. Warwickshire |
| 17 | Michael Drayton Junior School | | N. Warwickshire |
| 18 | Coleshill CofE Primary School | | N. Warwickshire |
| 19 | Arley Primary School | | N. Warwickshire |
| 20 | Kingsway Community Primary School | | Warwick |
| 21 | Our Lady and St Teresa's Catholic Primary School | | Warwick |
| 22 | All Saints' CofE Junior School | | Warwick |
| 23 | St Mary Immaculate Catholic Primary School | | Warwick |
| 24 | Cubbington CofE Primary School | | Warwick |
| 25 | St Anthony's Catholic Primary School | | Warwick |
| 26 | Park Hill Junior School | | Warwick |
| 27 | The Priors School | Free School | Stratford |
| 28 | St Mary's Catholic Primary School, Southam | | Stratford |
| 29 | Coughton CofE Primary School | | Stratford |
| 30 | Kineton CofE (VA) Primary School | | Stratford |
| 31 | Tysoe CofE Primary School | | Stratford |
| 32 | The Dassetts CofE Primary School | | Stratford |

Appendix B

Secondary Schools in an Ofsted category of concern

The following schools were judged to be inadequate at their last inspection

| | | | | District |
|---|-----------------------|----|------|-------------------|
| 1 | Etone College | SM | ACAD | Nuneaton/Bedworth |
| 2 | The Nuneaton Academy | SM | ACAD | Nuneaton/Bedworth |
| 3 | Harris C of E Academy | SM | ACAD | Rugby |

The following schools were judged to require improvement at their last inspection.

| | | | | District |
|---|----------------------------|----|------|-------------------|
| 1 | Nicholas Chamberlaine | RI | ACAD | Nuneaton/Bedworth |
| 2 | Queen Elizabeth School | RI | ACAD | N. Warwickshire |
| 3 | The Coleshill School | RI | ACAD | N. Warwickshire |
| 4 | Alcester Academy | RI | ACAD | Stratford |
| 5 | Shipston High School | RI | ACAD | Stratford |
| 6 | Stratford upon Avon School | RI | ACAD | Stratford |
| 7 | Kingsbury School | RI | | Rugby |

Appendix C

| CONSORTIUM 1 - NUNEATON EAST & STOCKINGFORD | | | | | |
|---|---------|---------------|--|-----|----------------|
| School Name | DfE No. | Current Grade | Ofsted Status Overview (as at 18/08/2014) | | |
| Abbey C.Of E. Infant School ▲ | 3103 | 1 | No. Ofsted inspections - 1.09.2013 to 31.07.2014 | | 8 |
| All Saints C.Of E. Primary School, Nuneaton ▼ | 3101 | 3 RI | | | |
| Arden Forest Infant School | 2630 | 1 | % Grade Movement | | No. of Schools |
| Chetwynd Junior School | 2581 | 2 | Grade Up ▲ | 25% | 2 |
| Chilvers Coton Community Infant School ▼ | 2103 | 3 RI | Grade Down ▼ | 63% | 5 |
| Croft Junior School | 2601 | 2 | Grade Same ► | 13% | 1 |
| Glendale Infant School | 2585 | 2 | % Schools in each category | | No. of Schools |
| Middlemarch School | 5202 | 2 | Grade 1 | 15% | 3 |
| Milby Primary School ▼ | 2631 | 3 RI | Grade 2 | 50% | 10 |
| Our Lady Of The Angels Catholic Infant School ► | 3520 | 2 | Grade 3 | 25% | 5 |
| Park Lane Primary School | 2636 | 4 SM | Grade 4 | 10% | 2 |
| Queen's C.Of E. Junior School | 3200 | 4 SM | | | |
| St. Joseph's Catholic Junior School | 3584 | 2 | | | |
| St. Nicolas C.Of E. (VA) Primary School | 3592 | 2 | | | |
| St. Paul's C.Of E. Primary School, Nuneaton ▲ | 3106 | 2 | | | |
| Stockingford Primary School ▼ | 2121 | 3 RI | | | |
| Weddington Primary School ▼ | 2632 | 3 RI | | | |
| Wembrook Primary School | 2629 | 2 | | | |
| Whitstone Infant School | 2123 | 1 | | | |
| Wolvey C.Of E. Primary School | 3193 | 2 | | | |

| CONSORTIUM 2 - BEDWORTH | | | | | |
|--|---------|---------------|--|-----|----------------|
| School Name | DfE No. | Current Grade | Ofsted Status Overview (as at 18/08/2014) | | |
| All Saints C.Of E. Infant School | 3301 | 2 | No. Ofsted inspections - 1.09.2013 to 31.07.2014 | | 7 |
| Canon Evans C.Of E. Infant School | 3315 | 2 | | | |
| Canon Maggs C.Of E. Junior School ▲ | 3302 | 1 | % Grade Movement | | No. of Schools |
| Exhall Cedars Infant School ► | 2635 | 2 | Grade Up ▲ | 43% | 3 |
| Goodyers End Primary School | 2634 | 2 | Grade Down ▼ | 14% | 1 |
| Keresley Newland Primary School ► | 2613 | 3 RI | Grade Same ► | 43% | 3 |
| Newdigate Primary School and Nursery | 2633 | 3 RI | % Schools in each category | | No. of Schools |
| Race Leys Infant School ► | 2614 | 2 | Grade 1 | 7% | 1 |
| Race Leys Junior School ▲ | 2003 | 2 | Grade 2 | 64% | 9 |
| St. Francis Catholic Primary School | 3502 | 2 | Grade 3 | 14% | 2 |
| St. Giles Junior School ▲ | 2571 | 2 | Grade 4 | 14% | 2 |
| St. James C.Of E. Junior School | 3015 | 4 SM | | | |
| St. Michael's C.Of E. Primary School ▼ | 2641 | 4 SM | | | |
| Wheelwright Lane Primary School | 2021 | 2 | | | |

| CONSORTIUM 3a - NORTH WARWICKSHIRE | | | | | |
|--|---------|---------------|--|------|----------------|
| School Name | DfE No. | Current Grade | Ofsted Status Overview (as at 18/08/2014) | | |
| Austrey C.Of E. Primary School | 3007 | 2 | No. Ofsted inspections - 1.09.2013 to 31.07.2014 | | 1 |
| Birchwood Primary School | 2619 | 2 | | | |
| Dordon Community Primary School ▲ | 2010 | 2 | % Grade Movement | | No. of Schools |
| Newton Regis C.Of E. Primary School | 3047 | 3 | Grade Up ▲ | 100% | 1 |
| Outwoods Primary School | 2083 | 2 | Grade Down ▼ | 0% | 0 |
| Racemeadow Primary School | 2617 | 4 SM | Grade Same ► | 0% | 0 |
| St. Benedict's Catholic Primary School | 3501 | 2 | % Schools in each category | | No. of Schools |
| The Nethersole C.Of E. Primary School | 2011 | 3 | Grade 1 | 0% | 0 |
| Warton Nethersole's C.Of E. Primary School | 3072 | 3 | Grade 2 | 55% | 6 |
| Wood End Primary School | 2063 | 3 | Grade 3 | 36% | 4 |
| Woodside C.Of E. Primary School | 2642 | 2 | Grade 4 | 9% | 1 |

| CONSORTIUM 3b - NORTH WARWICKSHIRE | | | | | |
|--------------------------------------|---------|---------------|--|------|----------------|
| School Name | DfE No. | Current Grade | Ofsted Status Overview (as at 18/08/2014) | | |
| Coleshill C.Of E. Primary School | 3586 | 3 RI | No. Ofsted inspections - 1.09.2013 to 31.07.2014 | | 1 |
| Curdworth Primary School | 2502 | 2 | | | |
| High Meadow Infant School | 2569 | 1 | % Grade Movement | | No. of Schools |
| Hurley Primary School ▶ | 2032 | 2 | Grade Up ▲ | 0% | 0 |
| Kingsbury Primary School | 3596 | 3 RI | Grade Down ▼ | 0% | 0 |
| Shustoke C.Of E. Primary School | 3207 | 2 | Grade Same ▶ | 100% | 1 |
| St. Edward's Catholic Primary School | 3503 | 2 | % Schools in each category | | No. of Schools |
| Water Orton Primary School | 2618 | 3 RI | Grade 1 | 13% | 1 |
| | | | Grade 2 | 50% | 4 |
| | | | Grade 3 | 38% | 3 |
| | | | Grade 4 | 0% | 0 |

| CONSORTIUM 4 - NUNEATON HARTSHILL | | | | | |
|--------------------------------------|---------|---------------|--|-----|----------------|
| School Name | DfE No. | Current Grade | Ofsted Status Overview (as at 18/08/2014) | | |
| Arley Primary School | 2012 | Pending | No. Ofsted inspections - 1.09.2013 to 31.07.2014 | | 3 |
| Bournebrook C.Of E. Primary School | 3215 | 1 | | | |
| Camp Hill Primary School | 2640 | 3 RI | % Grade Movement | | No. of Schools |
| Galley Common Infant School | 2107 | 1 | Grade Up ▲ | 33% | 1 |
| Michael Drayton Junior School ▼ | 2028 | 3 RI | Grade Down ▼ | 33% | 1 |
| Nathaniel Newton Infant School | 2029 | 2 | Grade Same ▶ | 33% | 1 |
| Nursery Hill Primary School ▶ | 2001 | 3 RI | % Schools in each category | | No. of Schools |
| St. Anne's Catholic Primary School ▲ | 3583 | 3 RI | Grade 1 | 29% | 2 |
| | | | Grade 2 | 14% | 1 |
| | | | Grade 3 | 57% | 4 |
| | | | Grade 4 | 0% | 0 |

| CONSORTIUM 5 - STRATFORD, HENLEY & STUDLEY | | | | | |
|---|---------|---------------|--|-----|----------------|
| School Name | DfE No. | Current Grade | Ofsted Status Overview (as at 18/08/2014) | | |
| Alveston C.Of E. Primary School | 3002 | 2 | No. Ofsted inspections - 1.09.2013 to 31.07.2014 | | 4 |
| Bishopton Primary School | 2603 | 2 | | | |
| Bridge Town Primary School | 2053 | 2 | % Grade Movement | | No. of Schools |
| Claverdon Primary School ▶ | 2017 | 2 | Grade Up ▲ | 50% | 2 |
| Coughton C.Of E. Primary School | 3021 | 3 RI | Grade Down ▼ | 0% | 0 |
| Henley-In-Arden (VA) CofE Primary School | 2059 | 2 | Grade Same ▶ | 50% | 2 |
| Lapworth C.Of E. Primary School | 3147 | 2 | % Schools in each category | | No. of Schools |
| Mappleborough Green C.Of E. Primary School | 3041 | 2 | Grade 1 | 5% | 1 |
| Our Lady's Catholic Primary School, Alcester ▲ | 3500 | 2 | Grade 2 | 85% | 17 |
| St. Gregory's Catholic Primary School ▶ | 3506 | 2 | Grade 3 | 5% | 1 |
| St. Mary's Catholic Primary School, Henley in Arden | 3508 | 2 | Grade 4 | 5% | 1 |
| St. Mary's Catholic Primary School, Studley | 3507 | 1 | | | |
| Stratford-upon-Avon Primary School | 2050 | 2 | | | |
| Studley Infant School | 2055 | 2 | | | |
| Studley St. Mary's C.Of E. Junior School | 3310 | 4 SW | | | |
| Tanworth-In-Arden C.Of E. Primary School | 3311 | 2 | | | |
| The Willows C.Of E. Primary School | 3204 | 2 | | | |
| Thomas Jolyffe Primary School ▲ | 2052 | 2 | | | |
| Wolverton Primary School | 5201 | 2 | | | |
| Wootton Wawen C.Of E. Primary School | 3074 | 2 | | | |

| CONSORTIUM 6 - STRATFORD RURAL & BIDFORD | | | | | |
|---|---------|---------------|--|-----|----------------|
| School Name | DfE No. | Current Grade | Ofsted Status Overview (as at 18/08/2014) | | |
| Bidford-On-Avon C.Of E. Primary School | 3011 | 2 | No. Ofsted inspections - 1.09.2013 to 31.07.2014 | | 5 |
| Dunnington C Of E Primary School | 5203 | 2 | | | |
| Great Aine Primary School ▲ | 2024 | 2 | % Grade Movement | | No. of Schools |
| Tudor Grange Primary Academy Haselor ▲ | 5200 | 2 | Grade Up ▲ | 80% | 4 |
| Loxley C.Of E. Community Primary School | 3040 | 2 | Grade Down ▼ | 0% | 0 |
| Salford Priors C.Of E. Primary School ▲ | 3056 | 2 | Grade Same ► | 20% | 1 |
| Snitterfield Primary School ► | 2046 | 2 | % Schools in each category | | No. of Schools |
| St. Nicholas' C. Of E. Primary School, Alcester | 3595 | 1 | Grade 1 | 27% | 3 |
| Temple Grafton C.Of E. Primary School | 3066 | 1 | Grade 2 | 73% | 8 |
| Welford-On-Avon Primary School | 2058 | 1 | Grade 3 | 0% | 0 |
| Wilmcote C.Of E. (VA) Primary School ▲ | 3313 | 2 | Grade 4 | 0% | 0 |

| CONSORTIUM 7 - SHIPSTON & KINETON | | | | | |
|---|---------|---------------|--|-----|----------------|
| School Name | DfE No. | Current Grade | Ofsted Status Overview (as at 18/08/2014) | | |
| Acorns Primary School | 2639 | 2 | No. Ofsted inspections - 1.09.2013 to 31.07.2014 | | 2 |
| Brailes C.Of E. Primary School | 3014 | 2 | | | |
| Ettington C.Of E. Primary School | 3024 | 2 | % Grade Movement | | No. of Schools |
| Hampton Lucy C.Of E. Primary School | 3031 | 2 | Grade Up ▲ | 50% | 1 |
| Ilmington C.Of E. Primary School | 3035 | 1 | Grade Down ▼ | 0% | 0 |
| Kineton C.Of E. (VA) Primary School | 3308 | 3 RI | Grade Same ► | 50% | 1 |
| Moreton Morrell C Of E Primary School | 5205 | 2 | % Schools in each category | | No. of Schools |
| Newbold And Tredington C.Of E. Primary School ▲ | 3214 | 2 | Grade 1 | 7% | 1 |
| Quinton Primary School | 2043 | 2 | Grade 2 | 73% | 11 |
| Shipston Primary School | 5206 | 2 | Grade 3 | 20% | 3 |
| Shottery St. Andrew's C.Of E. Primary School | 3057 | 2 | Grade 4 | 0% | 0 |
| Temple Herdewyke Primary School | 2610 | 2 | | | |
| The Dasset C.Of E. Primary School | 3216 | 3 RI | | | |
| Tysoe C.Of E. Primary School ► | 3068 | 3 RI | | | |
| Wellesbourne C.Of E. Primary School | 3073 | 2 | | | |

| CONSORTIUM 8a - LEAMINGTON NORTH | | | | | |
|---|---------|---------------|--|-----|----------------|
| School Name | DfE No. | Current Grade | Ofsted Status Overview (as at 18/08/2014) | | |
| Brookhurst Primary School | 2330 | 2 | No. Ofsted inspections - 1.09.2013 to 31.07.2014 | | 4 |
| Cubbington C.Of E. Primary School ▼ | 3144 | 3 RI | | | |
| Lillington Nursery and Primary School | 2621 | 2 | % Grade Movement | | No. of Schools |
| Milverton Primary School | 2606 | 2 | Grade Up ▲ | 25% | 1 |
| Our Lady & St. Teresa's Catholic Primary School ► | 3546 | 3 RI | Grade Down ▼ | 25% | 1 |
| St. Paul's C.Of E. Primary School, Leamington Spa | 3371 | 2 | Grade Same ► | 50% | 2 |
| St. Peter's Catholic Primary School | 3542 | 2 | % Schools in each category | | No. of Schools |
| Telford Infant School ► | 2326 | 2 | Grade 1 | 0% | 0 |
| Telford Junior School ▲ | 2315 | 2 | Grade 2 | 78% | 7 |

| CONSORTIUM 8b - LEAMINGTON SOUTH | | | | | |
|---|---------|---------------|--|-----|----------------|
| School Name | DfE No. | Current Grade | Ofsted Status Overview (as at 18/08/2014) | | |
| Bishops Tachbrook C.Of E. Primary School | 3141 | 2 | No. Ofsted inspections - 1.09.2013 to 31.07.2014 | | 5 |
| Briar Hill Infant School ▲ | 2327 | 1 | | | |
| Clapham Terrace Community Primary School ▲ | 2312 | 2 | % Grade Movement | | No. of Schools |
| Kingsway Community Primary School | 2638 | 3 RI | Grade Up ▲ | 80% | 4 |
| Lighthorne Heath Primary School | 2064 | 2 | Grade Down ▼ | 20% | 1 |
| Radford Semele C.Of E. Primary School | 3152 | 2 | Grade Same ► | 0% | 0 |
| Shrubland Street Community Primary School ▲ | 2637 | 2 | % Schools in each category | | No. of Schools |
| St. Anthony's Catholic Primary School | 3544 | 1 | Grade 1 | 23% | 3 |
| St. Joseph's Catholic Primary School ▼ | 3547 | 2 | Grade 2 | 69% | 9 |
| St. Margaret's C.Of E. Junior School | 3157 | 2 | Grade 3 | 8% | 1 |
| St. Patrick's Catholic Primary School | 3543 | 2 | Grade 4 | 0% | 0 |
| Sydenham Primary School | 2622 | 1 | | | |
| Whitnash Primary School ▲ | 2324 | 2 | | | |

| CONSORTIUM 9 - WARWICK & SOUTHAM | | | | | |
|--|---------|---------------|--|-----|----------------|
| School Name | DfE No. | Current Grade | Ofsted Status Overview (as at 18/08/2014) | | |
| All Saints C.Of E. Junior School ▼ | 3154 | 3 RI | No. Ofsted inspections - 1.09.2013 to 31.07.2014 | | 7 |
| Barford St. Peter's C.Of E. Primary School | 3587 | 2 | | | |
| Bishops Itchington Primary School | 2014 | 2 | % Grade Movement | | No. of Schools |
| Budbrooke Primary School ▼ | 2329 | 4 SM | Grade Up ▲ | 29% | 2 |
| Coten End Primary School | 2623 | 1 | Grade Down ▼ | 29% | 2 |
| Emscote Infant School | 2332 | 1 | Grade Same ► | 43% | 3 |
| Harbury C.Of E. Primary School ► | 3032 | 2 | % Schools in each category | | No. of Schools |
| Long Itchington Primary School ► | 3211 | 2 | Grade 1 | 11% | 2 |
| Newburgh Primary School | 2325 | 2 | Grade 2 | 67% | 12 |
| Southam Primary School ▲ | 2624 | 2 | Grade 3 | 17% | 3 |
| Southam St. James (VA) C. Of E. Primary School | 3585 | 2 | Grade 4 | 6% | 1 |
| St. Lawrence C.Of E. (VA) Primary School | 3589 | 2 | | | |
| St. Mary Immaculate Catholic Primary School | 3545 | 3 RI | | | |
| St. Mary's Catholic Primary School, Southam | 3505 | 3 RI | | | |
| Stockton Primary School | 2049 | 2 | | | |
| The Ferncumbe C.Of E. Primary School | 3210 | 2 | | | |
| Westgate Primary School ► | 2322 | 2 | | | |
| Woodloes Primary School ▲ | 5207 | 2 | | | |

| CONSORTIUM 10 - KENILWORTH | | | | | |
|---|---------|---------------|--|-----|----------------|
| School Name | DfE No. | Current Grade | Ofsted Status Overview (as at 18/08/2014) | | |
| All Saints C.Of E. (VA) Primary, Leek Wootton | 3588 | 1 | No. Ofsted inspections - 1.09.2013 to 31.07.2014 | | 3 |
| Burton Green C.Of E. Primary School ► | 3143 | 2 | | | |
| Clinton Primary School ► | 2308 | 2 | % Grade Movement | | No. of Schools |
| Park Hill Junior School | 2309 | 2 | Grade Up ▲ | 33% | 1 |
| Priors Field Primary School | 2605 | 3 RI | Grade Down ▼ | 0% | 0 |
| St. Augustine's Catholic Primary School | 3541 | 2 | Grade Same ► | 67% | 2 |
| St. John's Primary, Nursery & Children's Centre ▲ | 2620 | 2 | % Schools in each category | | No. of Schools |
| St. Nicholas C.Of E. Primary School, Kenilworth | 3146 | 2 | Grade 1 | 11% | 1 |
| Thorns Community Infant School | 2307 | 2 | Grade 2 | 78% | 7 |
| | | | Grade 3 | 11% | 1 |
| | | | Grade 4 | 0% | 0 |

| CONSORTIUM 11 - RUGBY NORTH/TOWN & HILLMORTON | | | | | |
|---|---------|---------------|--|-----|----------------|
| School Name | DfE No. | Current Grade | Ofsted Status Overview (as at 18/08/2014) | | |
| Abbots Farm Infant School | 2410 | 2 | No. Ofsted inspections - 1.09.2013 to 31.07.2014 | | 5 |
| Abbots Farm Junior School | 2421 | 3 RI | | | |
| Boughton Leigh Infant School | 2598 | 2 | % Grade Movement | | No. of Schools |
| Boughton Leigh Junior School ▲ | 2590 | 2 | Grade Up ▲ | 20% | 1 |
| Brownsover Community School ► | 2616 | 2 | Grade Down ▼ | 20% | 1 |
| Eastlands Primary School | 2415 | 2 | Grade Same ► | 60% | 3 |
| English Martyrs Catholic Primary School | 3564 | 2 | % Schools in each category | | No. of Schools |
| Hillmorton Primary School | 2628 | 2 | Grade 1 | 12% | 2 |
| Long Lawford Primary School | 2405 | 1 | Grade 2 | 53% | 9 |
| Northlands Primary School ► | 2417 | 3 RI | Grade 3 | 29% | 5 |
| Oakfield Primary School ► | 2008 | 3 RI | Grade 4 | 6% | 1 |
| Paddox Primary School | 2625 | 1 | | | |
| Rokeby Primary School | 3597 | 2 | | | |
| St. Andrew's Benn C.Of E. (VA) Primary School | 3591 | 3 RI | | | |
| St. Marie's Catholic Primary School and Nursery | 3598 | 3 RI | | | |
| St. Matthew's Bloxam C.Of E. Primary School | 3213 | 2 | | | |
| St. Oswald's C.Of E. Primary School ▼ | 3206 | 4 SW | | | |

| CONSORTIUM 12 - RURAL RUGBY & BILTON | | | | | |
|--|---------|---------------|--|------|-----------------------|
| School Name | DfE No. | Current Grade | Ofsted Status Overview (as at 18/08/2014) | | |
| Bawnmore Infant School | 2423 | 2 | No. Ofsted inspections - 1.09.2013 to 31.07.2014 | | 3 |
| Bilton C.Of E. Junior School ▲ | 3205 | 2 | | | |
| Bilton Infant School | 2420 | 2 | % Grade Movement | | No. of Schools |
| Binley Woods Primary School | 2626 | 2 | Grade Up ▲ | 100% | 3 |
| Cawston Grange Primary School | 3594 | 2 | Grade Down ▼ | 0% | 0 |
| Clifton-Upon-Dunsmore C.Of E. Primary School | 3177 | 1 | Grade Same ► | 0% | 0 |
| Dunchurch Boughton C.Of E. (VA) Junior School | 3391 | 1 | % Schools in each category | | No. of Schools |
| Dunchurch Infant School | 5204 | 2 | Grade 1 | 18% | 3 |
| Henry Hinde Infant School | 2424 | 2 | Grade 2 | 76% | 13 |
| Henry Hinde Junior School | 2588 | 3 RI | Grade 3 | 6% | 1 |
| Knightlow C.Of E. Primary School | 3590 | 1 | Grade 4 | 0% | 0 |
| Leamington Hastings C.Of E. Infant School | 3180 | 2 | | | |
| Our Lady's Catholic Primary School, Princethorpe | 3561 | 2 | | | |
| Provost Williams C.Of E. Primary School ▲ | 3212 | 2 | | | |
| The Revel C.Of E. (Aided) Primary School | 3593 | 2 | | | |
| The Riverside Academy ▲ | 2006 | 2 | | | |
| Wolston St. Margaret's C.Of E. Primary School | 3192 | 2 | | | |

School Improvement Strategy

Preface to School Improvement Policy

Warwickshire's approach to school improvement is to strive for excellence, recognising individual school autonomy and being committed to working in a professional partnership with providers.

The role of the LA is to be the champion of the learner. We have a shared moral imperative to support improved outcomes for all children and young people in Warwickshire. We are aspirational for our children and young people.

Our **intention** is that educators across the system in Warwickshire will recognise that we have a collective responsibility to secure the best for all our learners – irrespective of the type of schools or setting or college they are in.

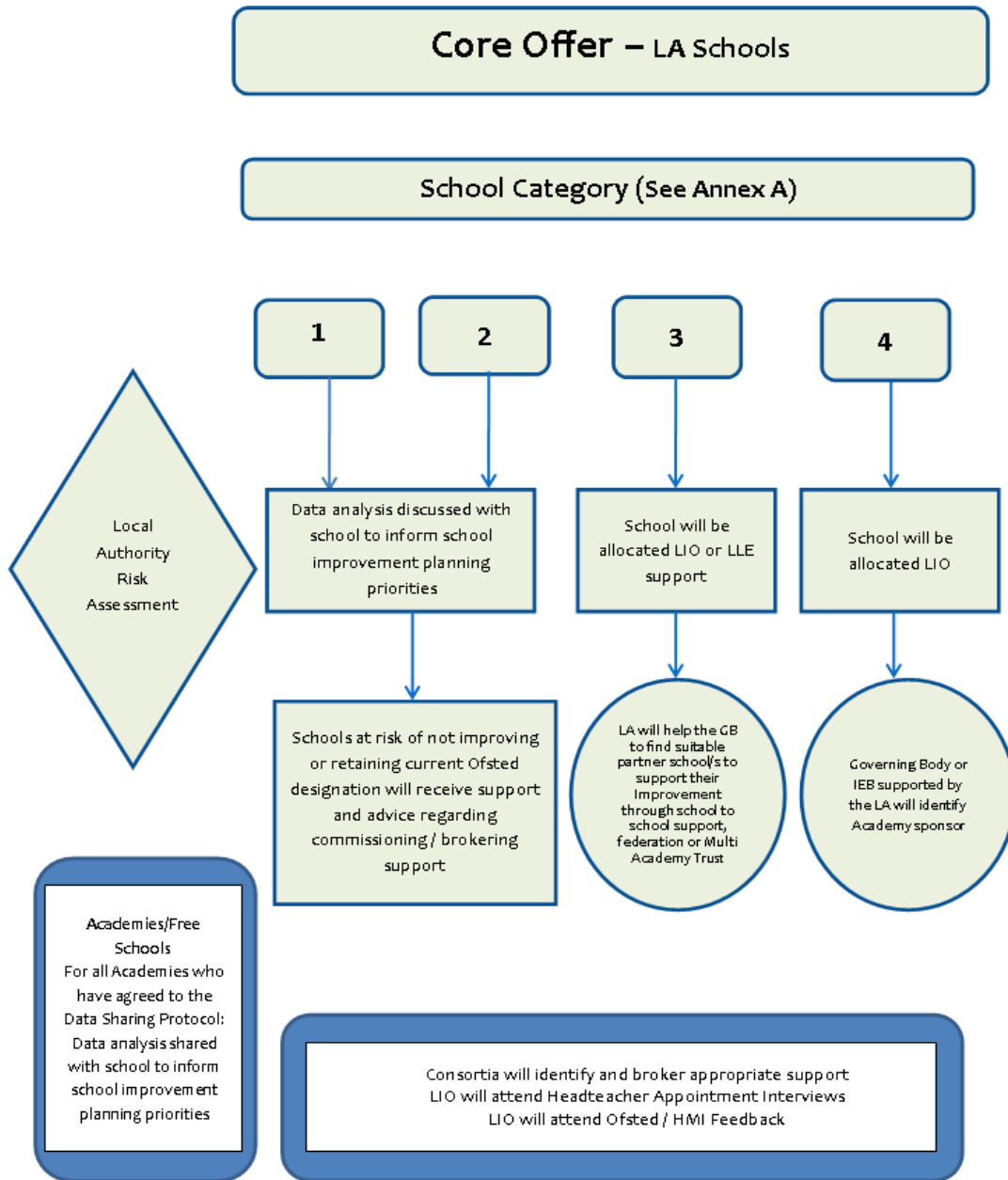
We believe that everyone involved in education is driven by a desire to make a difference and we want to harness that drive to secure brighter futures and outstanding success in all fields of learning.

The national education landscape is undergoing a period of rapid and far reaching change involving shifting responsibilities, new and reduced funding arrangements, revised expectations, and new accountabilities and changing relationships. New ways of working are becoming increasingly important to deliver the planned system changes. It is essential to the success of the system that the LA develops strong relationships with all schools.

Alongside greater freedoms for schools, come different relationships with the Local Authority - more emphatically shifting responsibility for school improvement to schools and their governing bodies. The Local Authority is no longer the default provider of services and schools should be expected and encouraged to consider taking up services and support from a much wider range of providers, including each other.

Schools that are judged by Ofsted to be Good or Outstanding are best placed to plan for and manage their own improvement, engaging in self-evaluation to ensure their effectiveness in raising standards and improving rates of progress for all groups of learners. Annual data analysis, risk assessment, will ensure that these schools continue to be judged as good or outstanding, if data suggests that they are at risk of losing that judgement the LA Officer or the Consortia Lead will contact the Headteacher and Chair of Governors to discuss their plan for improvement. The LA and Consortia Leads will seek to work in partnership with Good and Outstanding schools recognising them as exemplars of good practice, brokering their support as appropriate into schools causing concern and seeking a contribution for them to create a self-improving school system.

Schools deemed *Requiring Improvement* or *Inadequate* will be allocated a Learning Support Officer to Challenge the school and Monitor progress. The main focus of support will be agreed by schools in their consortium in order to broker or commission appropriate support so that the school is able to move rapidly to being a good school.



Core Offer – Additional Projects - Annex A

In addition to the above support for schools following the categorisation process, Warwickshire County Council provides a wide range of other projects in pursuit of its statutory and strategic goals. Directly or indirectly these are all of benefit to schools.

The list of these projects (statutory and strategic) and the detail of their activities and costs are included in the Service Delivery Agreed Commissioned Specification (SDACS) and cover activities which include the commissioning of schools and staff, e.g. Assessment Moderators.

Identifying School Vulnerability

Officers within Warwickshire Learning Improvement Team will work in partnership with Consortia Leads to commission the Business Intelligence Unit (BIU) to regularly analyse available data to identify where schools may be at risk of underperformance or of becoming a school causing concern.

Sources of this information available to Consortia Leads will include:

- Annual Position Statement provided by the LA BIU
- Annual performance data as reported in national performance tables and RAISEonline documents particularly in relation to the performance of vulnerable groups. In analysing the data the same criteria will be applied as those used by inspectors exemplified in the current Ofsted schedule for inspection
- Outcomes of Ofsted inspections
- Parental View concerns
- Concerns raised by specialist services in relation to provision for and performance of vulnerable groups
- HR concerns
- Financial concerns

Where significant issues are evident officers will discuss these with the Headteacher and Chair of Governors. The Consortia Lead will be alerted to these concerns in order that action can be planned to address the issues and that these actions will bring about rapid improvement.

Academies Causing Concern

Academies are independent of LAs and responsible for their own improvement, however, Academy Schools in Warwickshire have agreed to share data and engage fully with the Consortia Model to support and challenge schools causing concern. The legal responsibility for improvement sits initially with each academy board with direct accountability to the Secretary of State for Education through the Regional Schools Commissioners (RSCs) but the LA and Consortia Lead will challenge the Academies to ensure that deliver good outcomes for Warwickshire children.

Governance

Where concerns are raised about governance through inspection or where intelligence suggests that the governing body may not be effectively holding the school to account or fulfilling statutory responsibilities a review of governance will be conducted.

Early Years Foundation Stage (EYFS)

Local Authorities have a duty to improve outcomes for all children under five, and to narrow the gap, through the Childcare Act, 2006. This duty applies across all providers including maintained, independent and free schools, academies and childcare providers.

The Early Years Foundation Stage (EYFS) applies to all schools and settings with children under statutory school age (i.e. the term following a child's fifth birthday).

The work of several Warwickshire County Council teams with schools and settings offering the EYFS is explained clearly in the **Quality Improvement Strategy**.

This includes statutory moderation of the Early Years Foundation Stage Profile at the end of reception.

The Role of the School Improvement Team

The Learning Improvement Adviser is at the heart of the Local Authority's support for school improvement. The LIO provides professional support and challenge by acting as a critical professional friend to the school helping its leadership to accurately evaluate its performance, identify priorities for improvement and plan effective change.. The role is aimed to help to build the school's capacity to improve the achievement of pupils and to contribute to whole school improvement.

Categorisation Criteria

| Category | Descriptor | Criteria |
|---|---|--|
| <p>Category 4 Inadequate</p> | <p>Schools in this category will be either deemed inadequate by Ofsted or schools identified by officers as causing significant concern.</p> <p>This group will also include some Ofsted grade 1, 2 or 3 schools where risk assessment places them at serious risk of decline or where results fall below Floor Standards. <i>These schools will, where appropriate be issued with a Performance, Standards and Safety Warning Notice in accordance with the intervention powers under Part 4 of the 2006 Act.</i></p> <p>Some Category 3 and 4 schools will be required to participate in review activities including Strategic Governance Reviews.</p> <p>Category 4 schools = Up to 20 days LA funded support</p> <p>These schools will be supported and monitored by a task Group (Team Around the School—see annex)</p> | <ul style="list-style-type: none"> • Schools identified as a result of an Ofsted inspection as requiring Special Measures • Schools identified as a result of an Ofsted inspection as having Serious Weaknesses • Schools identified by monitoring as requiring improvement to prevent an Ofsted judgement of requiring Special Measures or Serious Weaknesses. • A judgment is made considering a range of factors including: <ul style="list-style-type: none"> - attainment below floor standards - attainment is persistently low across a range of national indicators and schools have been unable to respond effectively - progress data are persistently low across a range of national indicators and schools have been unable to respond effectively - School faces a critical issue such as a breakdown of relationships affecting the quality of education or places the viability of the school in jeopardy - self-evaluation processes are insufficient or inaccurate - concerns regarding the quality of teaching and learning - concerns regarding behaviour, safeguarding or attendance - the school has not responded effectively to external challenge |

| Category | Descriptor | Criteria |
|---|--|---|
| <p>Category 3 Requires Improvement</p> | <p>Schools in this category have been identified to require additional support because they trigger indicators for national scrutiny.</p> <p>Some Category 3 and 4 schools will be required to participate in review activities including Strategic Governance Reviews.</p> <p>Category 3 schools = Up to 15 days LA funded support</p> | <ul style="list-style-type: none"> • Schools below Floor Standards • Schools judged to be Requiring Improvement • Schools with declining trajectory • Good or Outstanding Schools judged, through discussion with the school leadership team, to need additional support. |
| <p>Category 2</p> | <p>These are schools designated as Good by Ofsted and where the schools' data continue to support this judgment.</p> <p>Category 2 schools = ½ day per term</p> | <p>The LA will undertake a desktop analysis (Risk Assessment) of all schools designated in Category 1 or 2.</p> <p>This analysis will be shared with the Headteacher and Governing Body in order to assist the school's identification of priority areas for improvement. The school will be expected to commission support to address the areas of concern identified in the Risk Assessment. The LA will, where requested, assist the school to broker access to the support needed. (S2S).</p> |
| <p>Category 1</p> | <p>These are schools designated as Outstanding by Ofsted and where the schools' data continues to support this judgment.</p> | |

| Category | Descriptor | Criteria |
|-----------------------|--|--|
| <p>Post 16</p> | <p>Responsibility for quality of post 16 lies with the governors of the institution.</p> <p><i>Concerns regarding the quality of 16-19 (25) provision relating to any provider may be escalated upwards to the Education Funding Agency (EFA), the Skills Funding Agency (SFA) or the National Apprenticeship Service (NAS) and ultimately to the Secretary of State via the Regional Teams</i></p> <p>Thematic Reviews = Annual 3 Year Rolling Programme of 1 day Thematic Post 16 Reviews</p> | <p>For both Academy and Maintained Schools with sixth forms the Local Authority will monitor the quality of the provision (attainment, achievement, retention, and destination) via a desk top analysis.</p> <p>However intervention strategies in the event of concerns will vary between Academies and Maintained schools in line with the strategy for school improvement.</p> <p>For other providers, including FE colleges, the Local Authority will monitor the quality of provision and draw to the attention of the leadership of that provider any concerns the LA may have and offer brokerage support as appropriate.</p> |

Annex A

Core Offer – Additional Projects

The chart below includes the overview of these projects :

| Theme A Statutory Accountabilities | | Theme B Strategic Priorities/Objectives | | Theme C Service Management/ Corporate Integration | |
|---------------------------------------|---|--|---|---|----------------------------------|
| A.1 | Assessment & Moderation | B.1 | SI Statistical Performance Standards Database | C.1 | Corporate Liaison |
| A.2 | NQTs | B.2 | NtG – Vulnerable Learners/SEN/Pupil Premium | C.2 | National/Regional Representation |
| A.3 | Standards & Progress Overview | B.3 | New NC Implementation | C.3 | Freedom of Information Queries |
| A.4 | Curriculum Compliance | B.4 | S2SS Consortia Models & Brokerage | C.4 | Response to Emerging Issues |
| A.5 | Schools Causing Concern | B.5 | Increasing Number of G/O Schools | | |
| A.6 | Schools Ofsted Inspections | B.6 | Schools' Leadership & Management Framework incl System Leadership | | |
| A.7 | School Governance | B.7 | Best Practice Dissemination | | |
| A.8 | SACRE | B.8 | Headteacher Recruitment Processes | | |
| A.9 | IAG/September Guarantee/ NEETs/Tracking | B.9 | Preventative/Development Initiatives (Annual Focus) | | |
| A.10 | Post 16 Planning/Commissioning | B.10 | Academies/Free Schools Forum | | |
| A.11 | Educational Visits | B.11 | EMTAS Support | | |
| A.12 | Virtual School HT (LAC) | | | | |
| A.13 | Area Behaviour Partnerships (ABPs) | | | | |

Children and Young People Overview and Scrutiny Committee

4th November 2014

Achievement of Warwickshire Children and Young People in National Tests in 2014

Recommendation:

That the Children and Young People Overview and Scrutiny Committee:

1) Note the performance of children and young people in Warwickshire schools in national tests.

1.0 Background

- 1.1 This paper sets out the provisional data for the performance of pupils at Warwickshire schools in national tests and nationally published teacher assessments.
- 1.2 In 2014, the Department for Education changed the reporting arrangements for GCSEs, including changing accountability measures so that only the first entry for each GCSE or equivalent for each student counted towards school and Local Authority performance. As a result of this change in methodology, the provisional 2014 outcomes have been extremely unreliable, with some reporting mechanisms reporting and then withdrawing results. A suitably robust set of provisional outcomes were, therefore, not available for this report which as a result focuses only on primary school performance.
- 1.2 The GCSE outcomes were due to be reported at Local Authority level on 23 October 2014 and would, therefore, be available as a verbal update to this meeting with more detailed information available in a report form in January 2015.

2.0 Summary

- 81% of Warwickshire Year 6 pupils reached the expected Level (Level 4) or above in the headline measure of reading, writing and mathematics. 27% reached Level 5 or above. These performances were above the national average.

- 79% of Warwickshire pupils reached Level 4 or above in the grammar, punctuation and spelling (GPS) test. This performance was above the national average.
- Warwickshire Key Stage 1 results are higher than last year, on most measures, with reading, writing and mathematics all improving in the key measure of Level 2b or above. Outcomes remain above the national average.
- 76% of Warwickshire's Year 1 children reached the expected standard on the phonics screening check. This percentage is higher than last year, and is above the national average.
- Following considerable volatility in the new Early Years Foundation Stage Profile (EYFSP) last year, when only 45% of Warwickshire children in this year group were assessed as having a good level of development, well below the national average, there has been a significant increase in 2014 (15%) taking the proportion to 60%, in line with the national average.

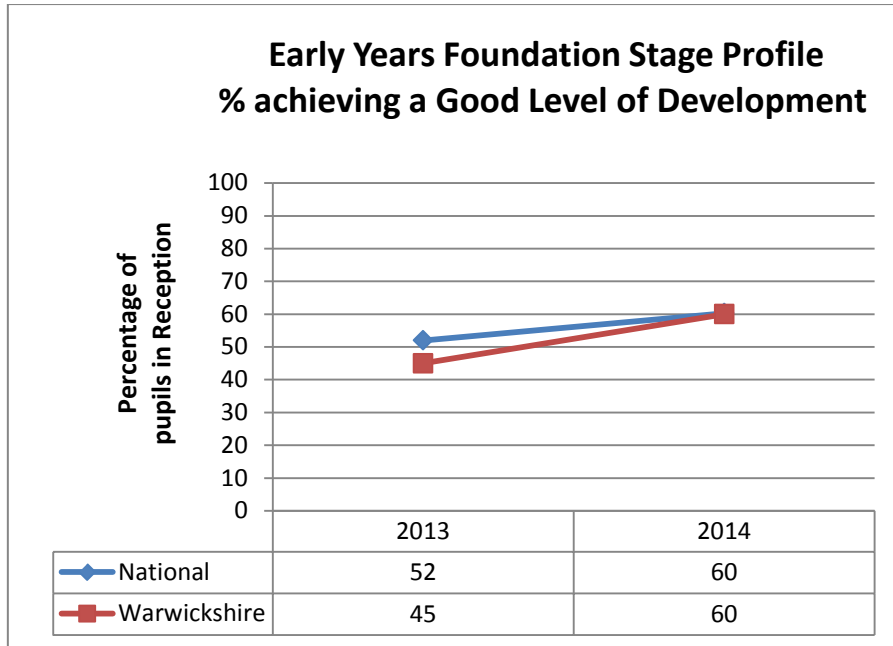
3.0 Early Years Foundation Stage Profile (EYFSP)

3.1 The Early Years Foundation Stage Profile (EYFSP) measures pupil performance at the end of the Reception year. There were fundamental changes last year to the EYFSP, moving to three "prime areas of learning" (communication and language, physical development, and personal social and emotional development) and four "specific areas of learning" (literacy, mathematics, understanding the world and expressive arts and design). These are covered by 17 early learning goals. Children are now assessed on a three point scale as "emerging", "expected" or "exceeding" the criteria.

3.2 The key measure for the EYFSP is the proportion of pupils achieving a "good level of development". In order for a child to have a good level of development, s/he has to be assessed as "expected" or "exceeding" on all eight goals in the prime areas of learning and in the four goals of the specific areas of learning in literacy and mathematics. The other five goals in "understanding the world", and "expressive arts and design" are assessed separately.

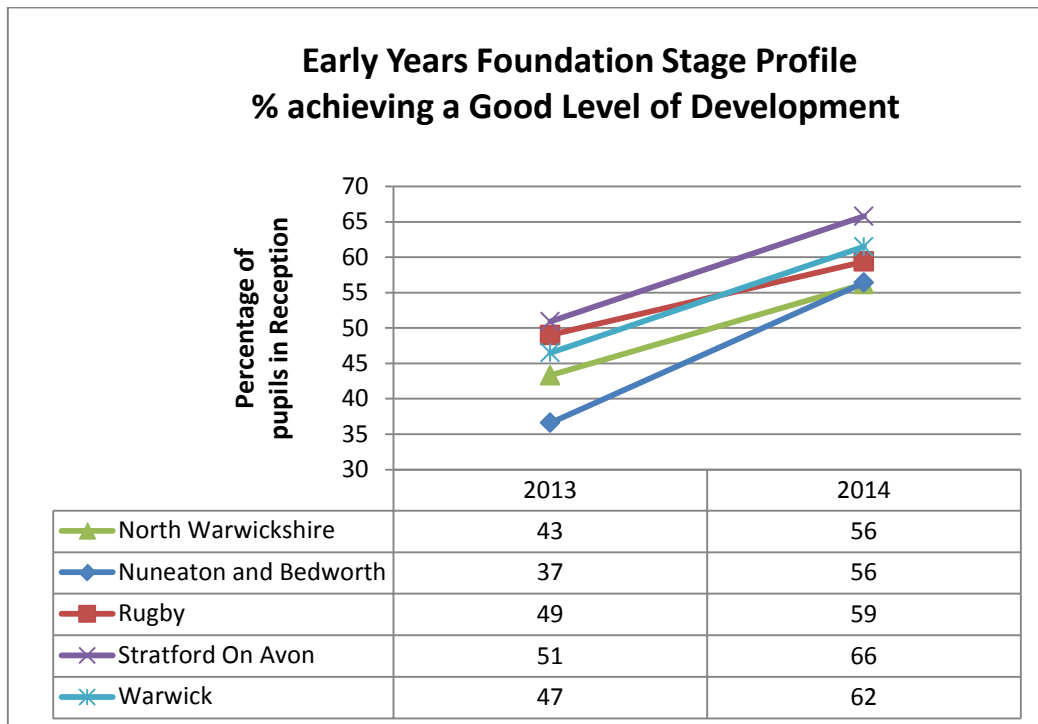
3.3 At the end of the Foundation Stage, 60% of Warwickshire children were assessed as having a good level of development. This represents an increase of 15% on the previous year when 45% of children were assessed as having a good level of development.

3.4 In the past, Warwickshire's results have been above, and in some years well above, the national average. Under the new system, in 2013, the LA results were well below the national average. In 2014, they have returned to the national average.



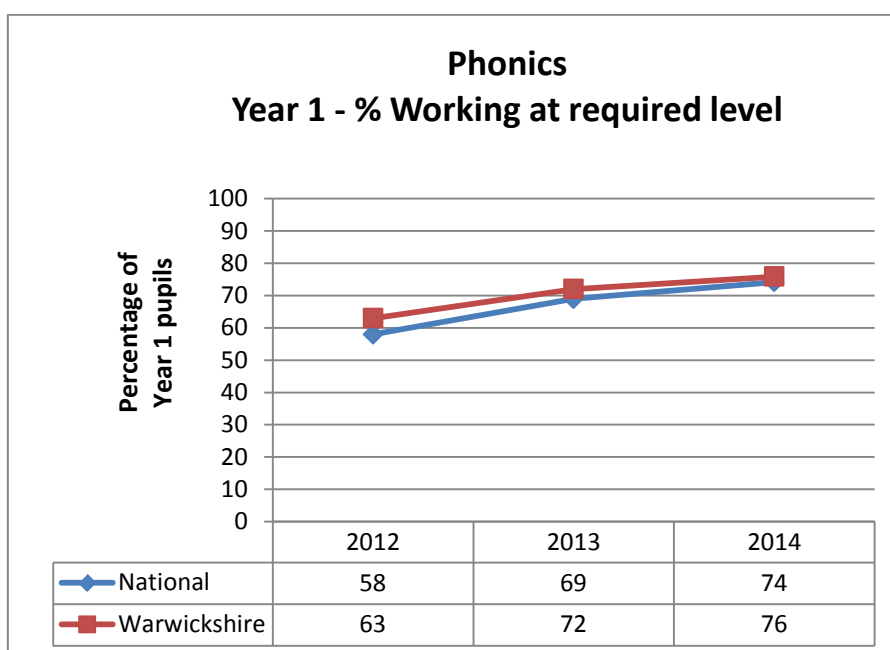
3.5 Performance on this measure has improved in each of the Districts of Warwickshire, with rises varying from 10 percentage points in Rugby to 19 percentage points in Nuneaton and Bedworth. However, only Stratford and Warwick are above the national average.

3.6 As a result of the improvements in 2014, the gap between the highest and lowest performing District has been reduced from 14 percentage points to 10.

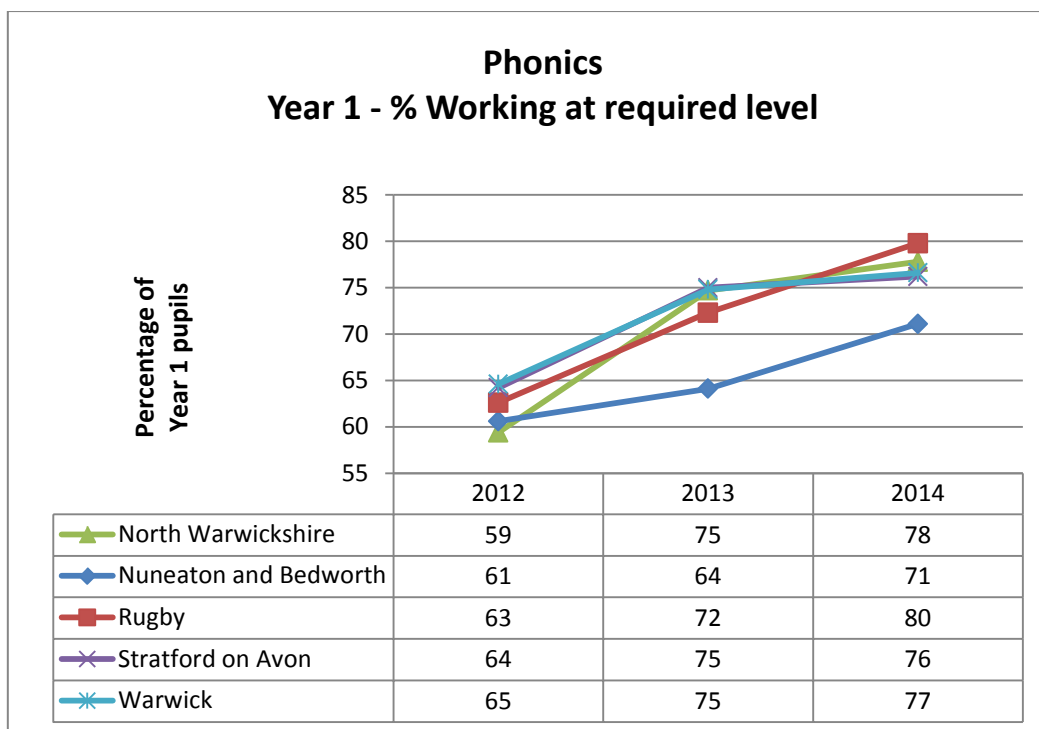


4.0 Year 1 Phonics

- 4.1 The Year 1 phonics screening check was introduced in 2012 to assess whether children could decode simple words. The expected level in 2013 and 2014 was a score of at least 32 out of 40. Performance has improved year on year both nationally and locally.
- 4.2 76% of Warwickshire's Year 1 children reached the expected level on the screening check compared to 72% in 2013 and 63% in 2012. Warwickshire's performance is around two percentage points higher than the national average.



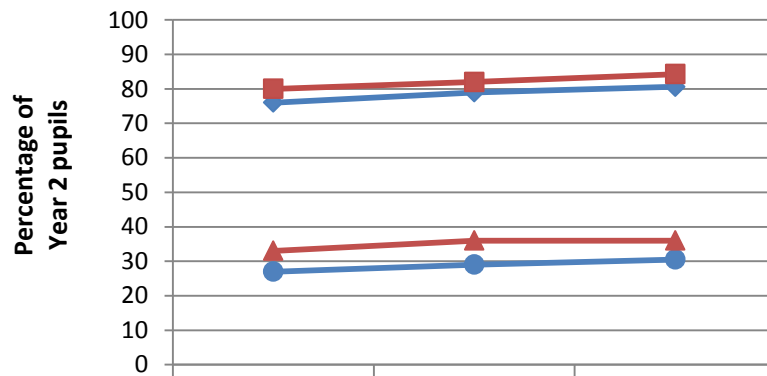
- 4.3 Performance on the phonics screening test improved in every District, with rises ranging from 1 percentage point in Stratford to 8 percentage points in Rugby. As a result, performance is higher than the national average in four of the five Districts. Although overall performance in Nuneaton and Bedworth remains below the national average, there was a 7 percentage point increase in 2014.
- 4.4 As a result of the improvements in 2014, the gap between the highest and lowest performing Districts decreased by 2 percentage points to 9.



5.0 Key Stage 1

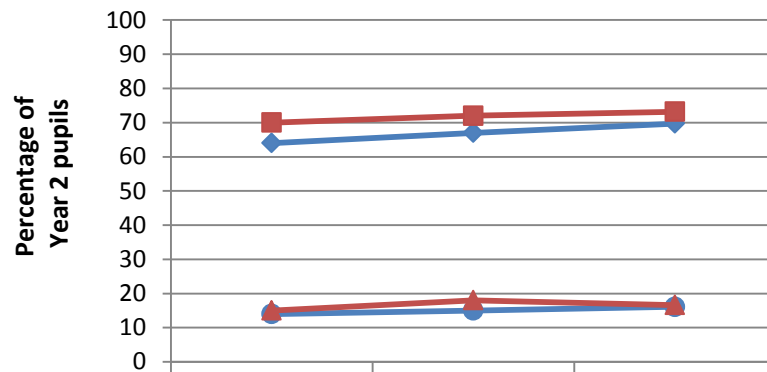
- 5.1 The performance of pupils in Key Stage 1 is measured by teacher assessment in reading, writing and mathematics at the end of Year 2. A sample of schools is externally moderated by the Local Authority to ensure consistency. The key measure in this Key Stage is the proportion of pupils achieving Level 2b.
- 5.2 84% of Warwickshire's Year 2 pupils reached Level 2b or above in reading, 73% reached Level 2b or above in writing, and 84% reached Level 2b or above in Mathematics. These figures were two, one and two percentage points higher than last year respectively.
- 5.3 Once again, more than one third of pupils (36%) reached Level 3 in reading, and more than one quarter (28%) reached Level 3 in mathematics. However under one fifth (17%) reached Level 3 in writing. These figures are similar to last year.
- 5.4 All Warwickshire's Key Stage 1 results are above the national averages.

Key Stage 1 - Reading % Level 2B and above & % Level 3 and above

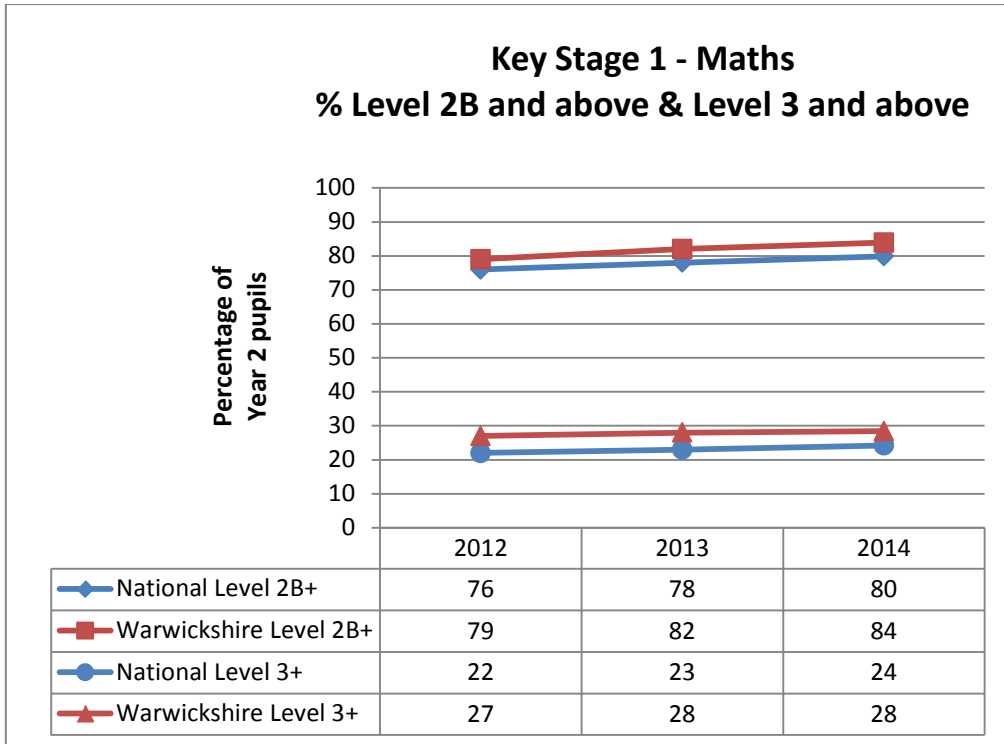


| | 2012 | 2013 | 2014 |
|--------------------------|------|------|------|
| ◆ National Level 2B+ | 76 | 79 | 81 |
| ■ Warwickshire Level 2B+ | 80 | 82 | 84 |
| ● National Level 3+ | 27 | 29 | 31 |
| ▲ Warwickshire Level 3+ | 33 | 36 | 36 |

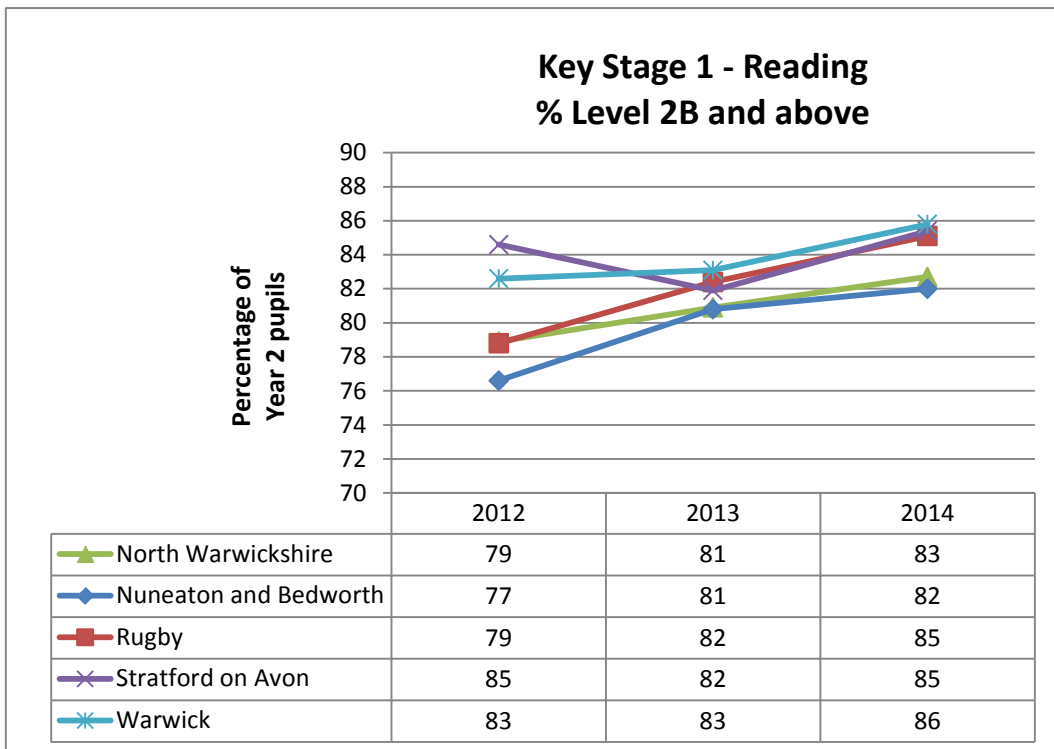
Key Stage 1 - Writing % Level 2B and above & Level 3 and above



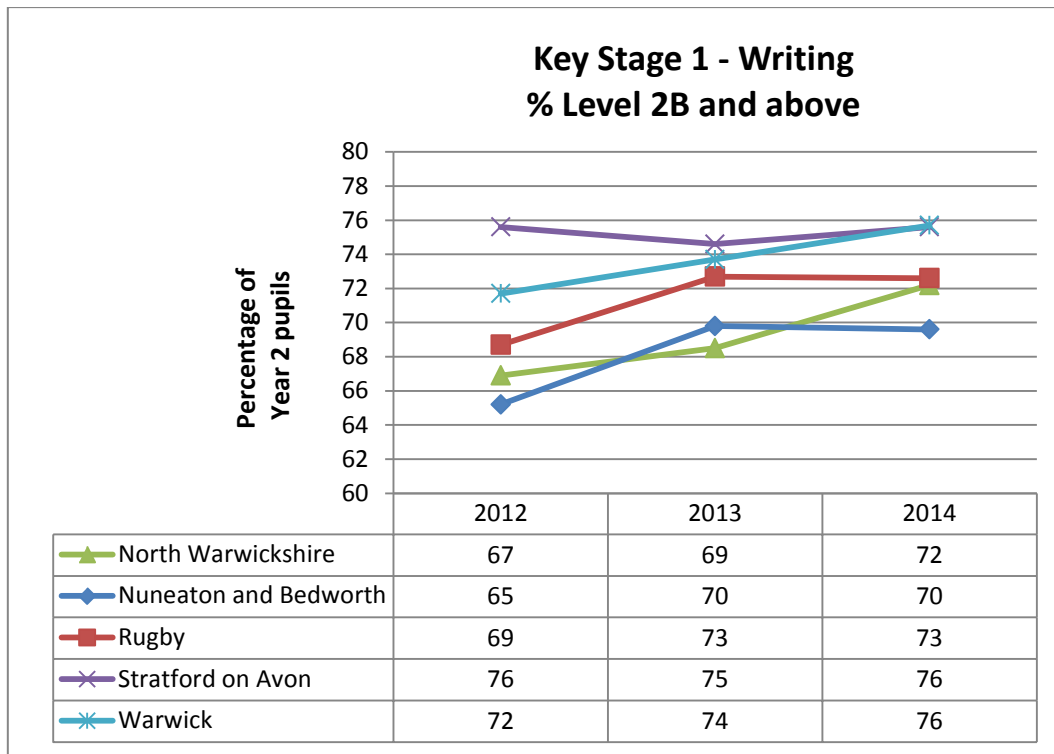
| | 2012 | 2013 | 2014 |
|--------------------------|------|------|------|
| ◆ National Level 2B+ | 64 | 67 | 70 |
| ■ Warwickshire Level 2B+ | 70 | 72 | 73 |
| ● National Level 3+ | 14 | 15 | 16 |
| ▲ Warwickshire Level 3+ | 15 | 18 | 17 |



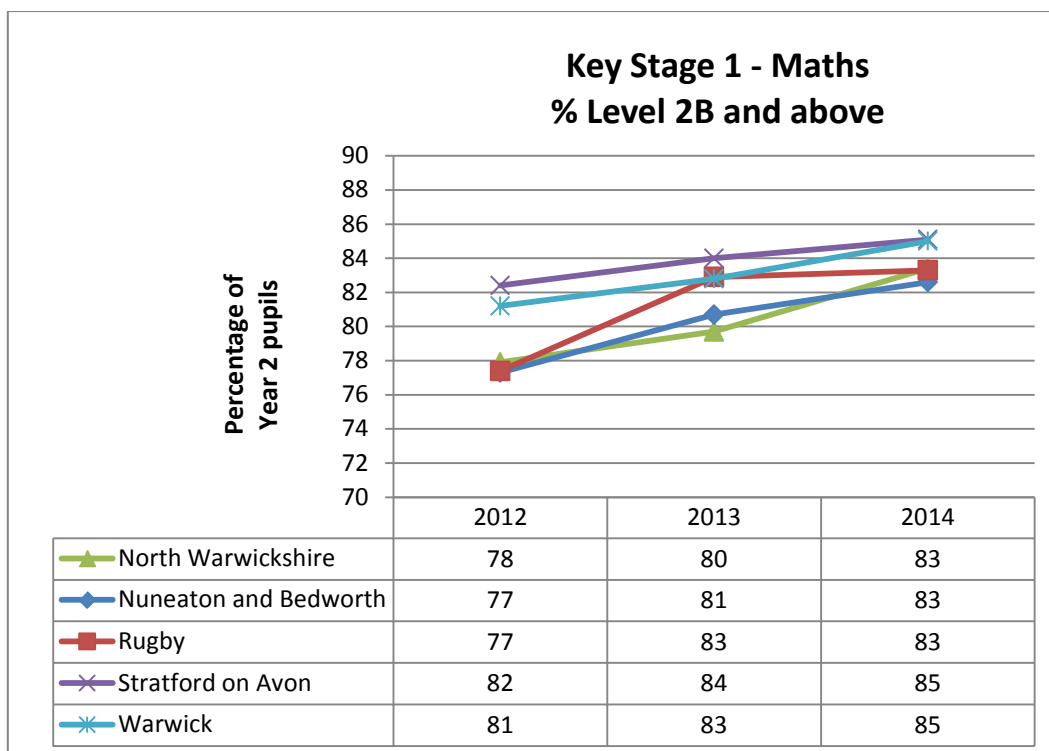
5.5 Performance in reading improved in every District with rises of 3 percentage points in Warwick, Stratford and Rugby. As a result, each District is above the national average. The gap between the highest and lowest has increased to 4 percentage points.



5.6 Performance in writing stayed the same or improved in every District with the biggest rise being 3 percentage points in North Warwickshire. As a result, every District is in line with or above the national average. The gap between the highest and lowest has remained constant at 6 percentage points.



5.7 Performance in mathematics stayed the same or improved in every District with the biggest rise being 3 percentage points in North Warwickshire. As a result, each District is currently above the national average. The gap between the highest and lowest has fallen to 2 percentage points.

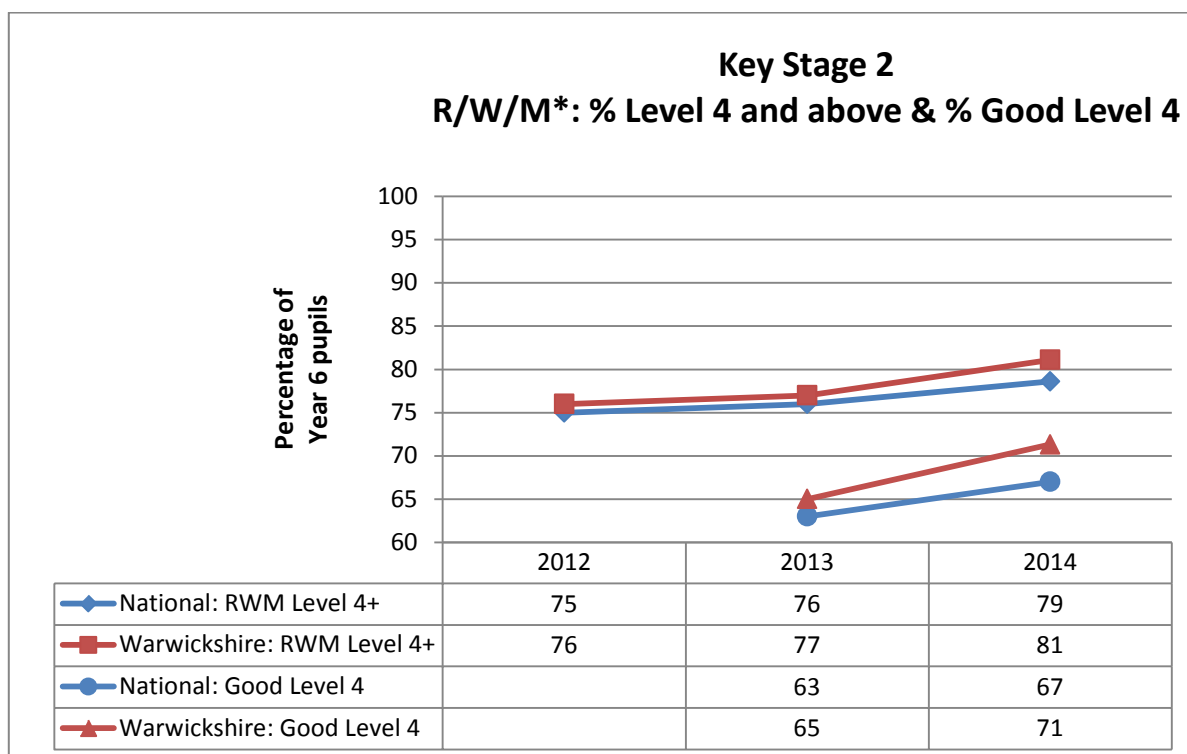


6.0 Key Stage 2

- 6.1 Performance in Key Stage 2 (and therefore at the end of primary education) is measured by a combination of external National Curriculum Tests (often referred to as SATs) which are taken at the end of Year 6. The national expectation for pupils at this point is to achieve Level 4 or above; with higher attaining pupils achieving Level 5 and a small proportion achieving Level 6.
- 6.2 In 2013 there were a number of changes. The tests in reading and mathematics continued as before, but the writing test was discontinued in favour of a grammar, punctuation and spelling (GPS) test and teacher assessment of writing. There have been no further changes this year.
- 6.3 This is the second year of the new 'combined measure' which is the percentage of pupils achieving Level 4 or above in reading tests, writing teacher assessments and mathematics tests. As in the first year, detailed results for the GPS tests will be reported separately.
- 6.4 Teacher assessments have taken place as in previous years for all attainment targets in English, mathematics and science and again these assessment results had to be returned to the Department for Education (DfE) before test results were received.
- 6.5 The Department for Education sets a minimum standard of performance which is acceptable for any school. This is known as the 'floor standard'. Floor standards have remained constant this year. Primary schools will be below the floor standard if fewer than 60% of their pupils achieve Level 4 or above in

reading, writing and mathematics, and they are below the England medians for the proportion of pupils making two levels progress from Key Stage 1 to Key Stage 2 in reading, in writing, and in maths.

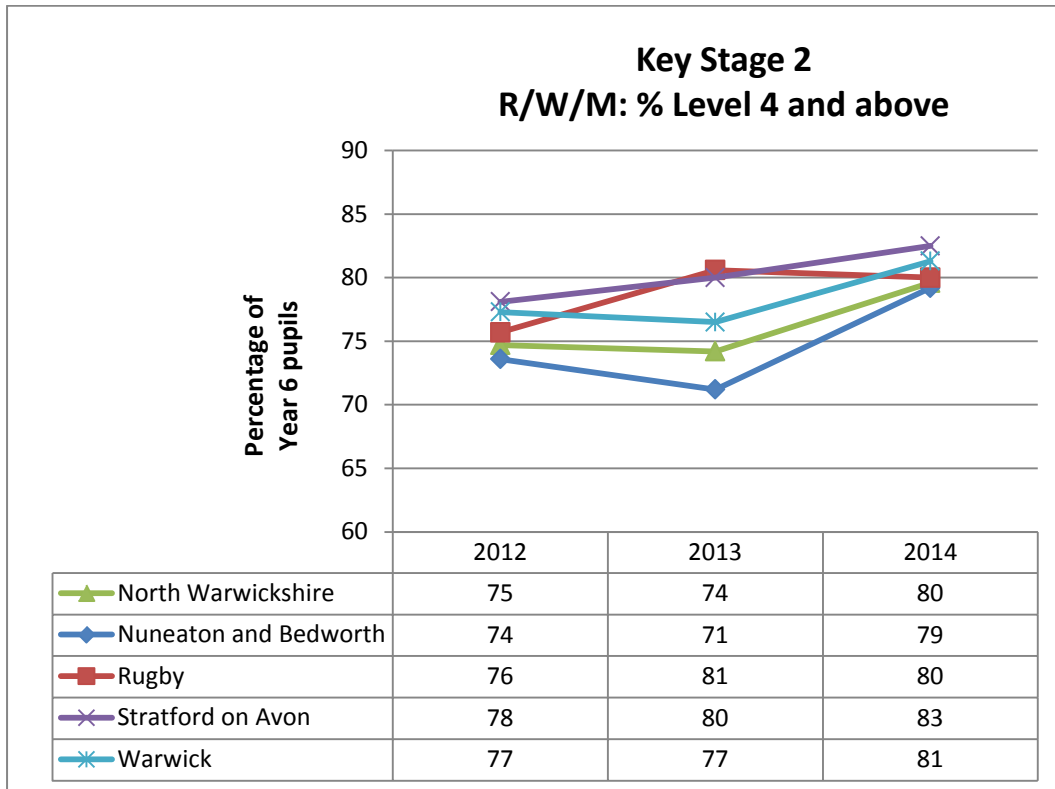
- 6.6 81% of Warwickshire Year 6 pupils reached Level 4 or above in reading, writing and mathematics. This is four percentage points higher than it was last year and is above the national average by two percentage points.
- 6.7 Performance against the new measure of ‘a good level 4’ (introduced in 2013) has increased by six percentage points from 65 to 71%. This is four percentage points above the national average.
- 6.8 There has also been a further two percentage point rise in the proportion of pupils achieving Level 5 in reading, writing and mathematics to 27%. This is three percentage points above the national average.
- 6.9 Over three quarters (79%) of Warwickshire pupils reached Level 4 or above in the grammar, punctuation and spelling test. This represents an increase of three percentage points on last year.
- 6.10 The Warwickshire performance in the GPS test is above the national average (by 3ppt at both levels). Performances in the other separate tests and assessments are also above national averages.



- 6.11 Performance on the combined reading, writing and mathematics measure improved in four of the five Districts with a small fall in Rugby. The biggest increase (6 percentage points) was in Nuneaton and Bedworth which is now

in line with the national average. Performances in the other four Districts are all above the national average.

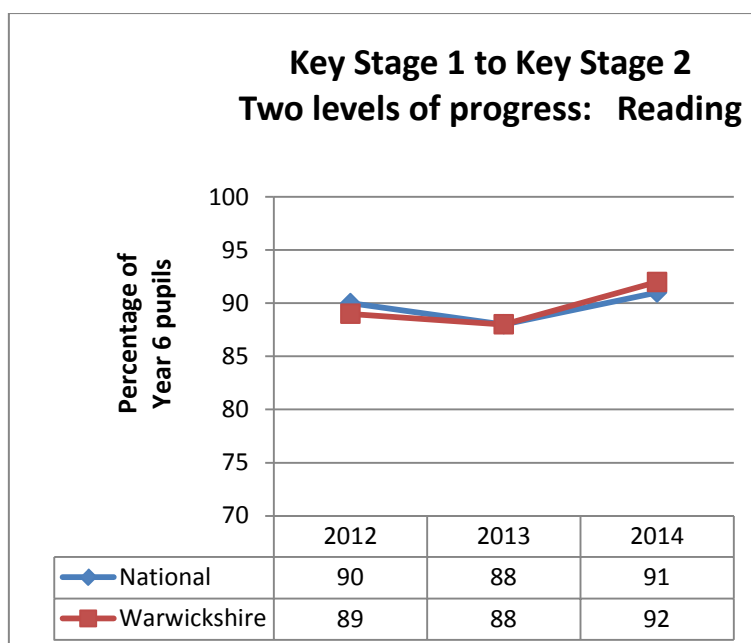
6.12 As a result of these improvements, the gap between the highest and lowest performing District has narrowed from 10 percentage points to 4 percentage points.



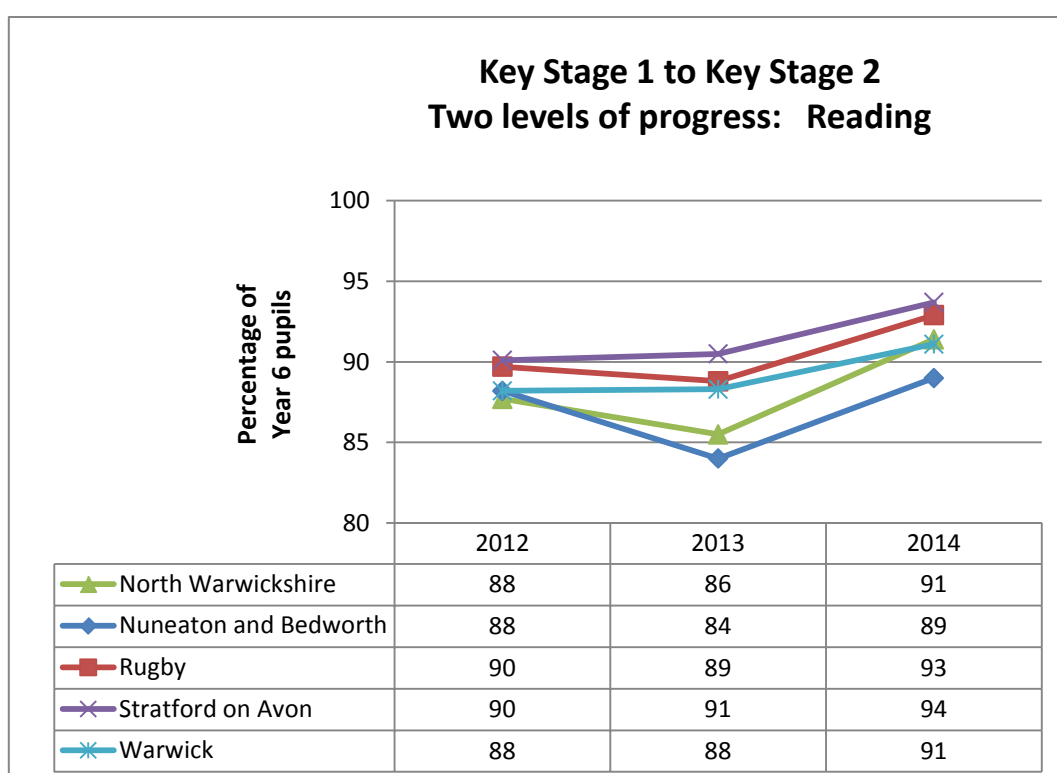
7.0 Progress between the Key Stages 1 and 2

7.1 During Key Stage 2, the national expectation is that pupils will make two national curriculum levels of progress.

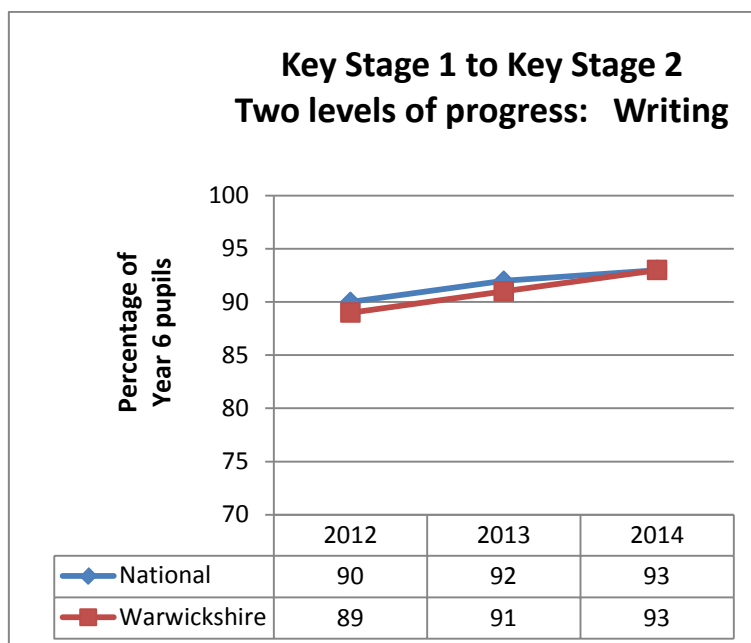
7.2 In 2014, 92% of Warwickshire pupils made the expected progress in reading. This is an improvement of four percentage points on 2013 and means that progress in reading is now above the national average.



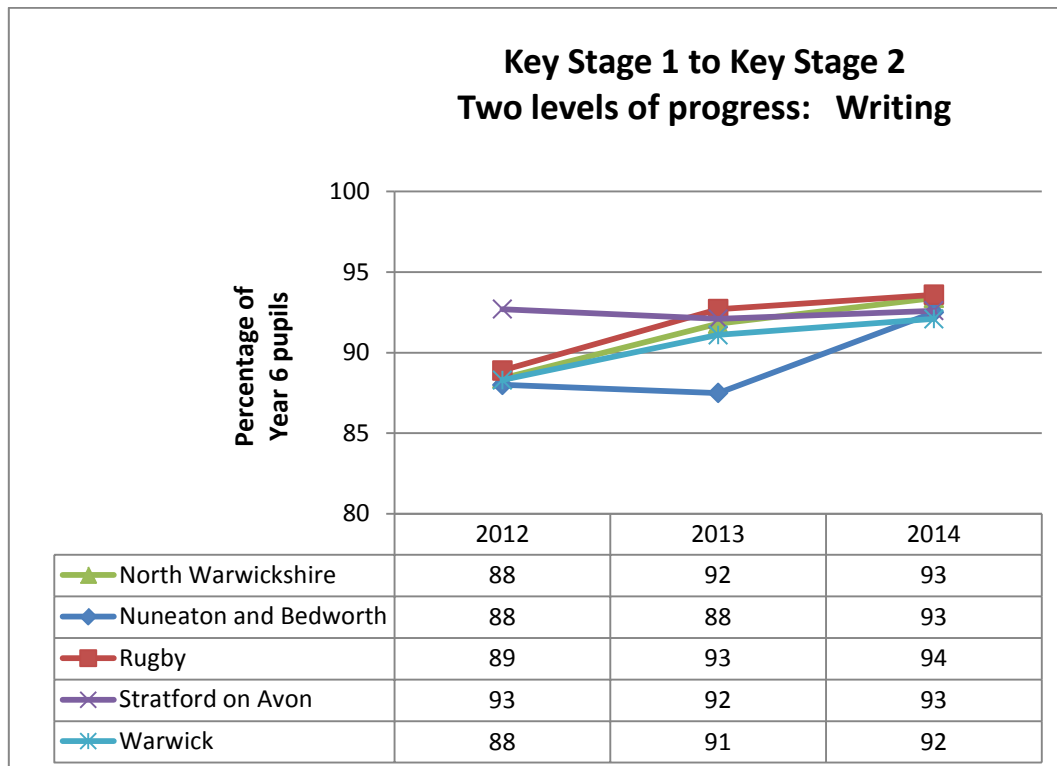
7.3 The proportion of pupils making two levels of progress in reading increased in every District and, as a result, is in line with the national average in all but Nuneaton and Bedworth. However, there was a 5 percentage point increase in this District, reducing the gap with Stratford, the highest performing District, to 5 percentage points.



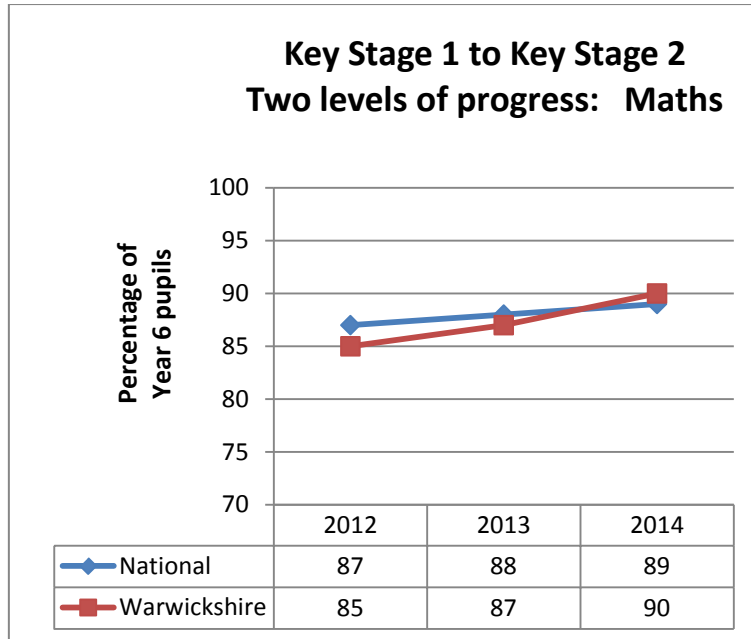
7.4 93% of Warwickshire pupils made the expected progress in writing, an increase of two percentage points. As a result, progress in writing is now in line with national average, having been below in previous years.



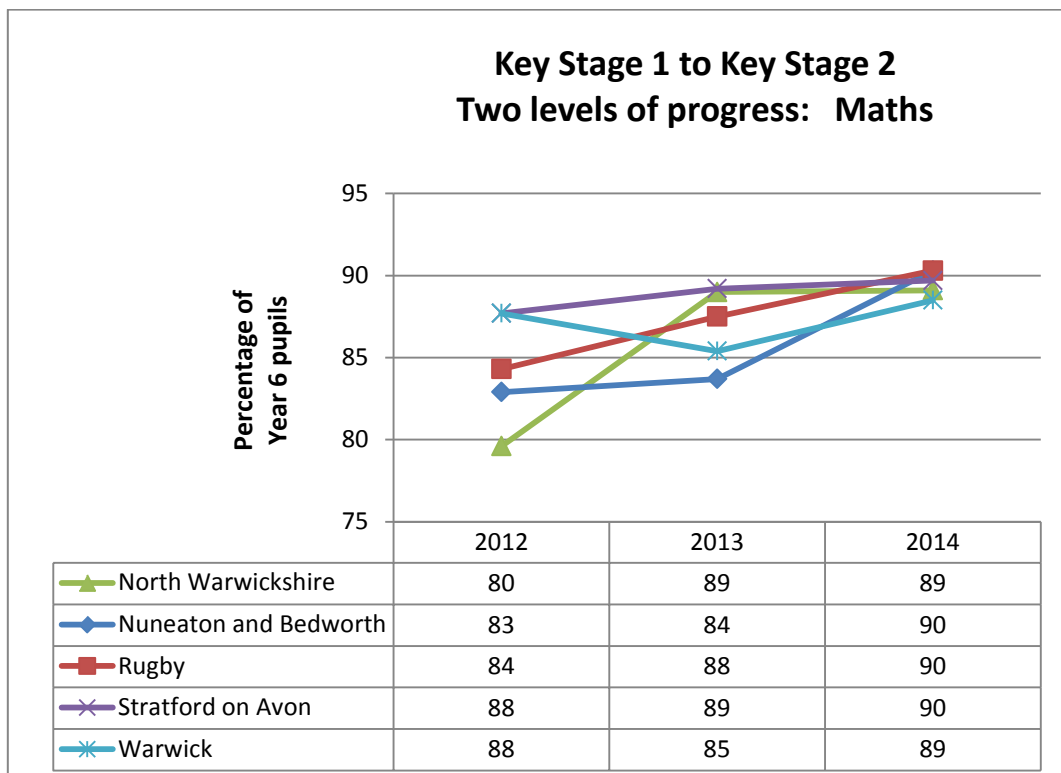
7.5 The proportion of pupils making two levels of progress in writing increased in every District and, as a result, is in line with the national average in all but Warwick. There was a 5 percentage point increase in Nuneaton and Bedworth. Overall the gap between the highest and lowest performing Districts reduced from 5 percentage points to 2.



7.6 90% of Warwickshire pupils made the expected progress in mathematics, an increase of three percentage points. Progress figures for mathematics are now above the national average, having been below in previous years.

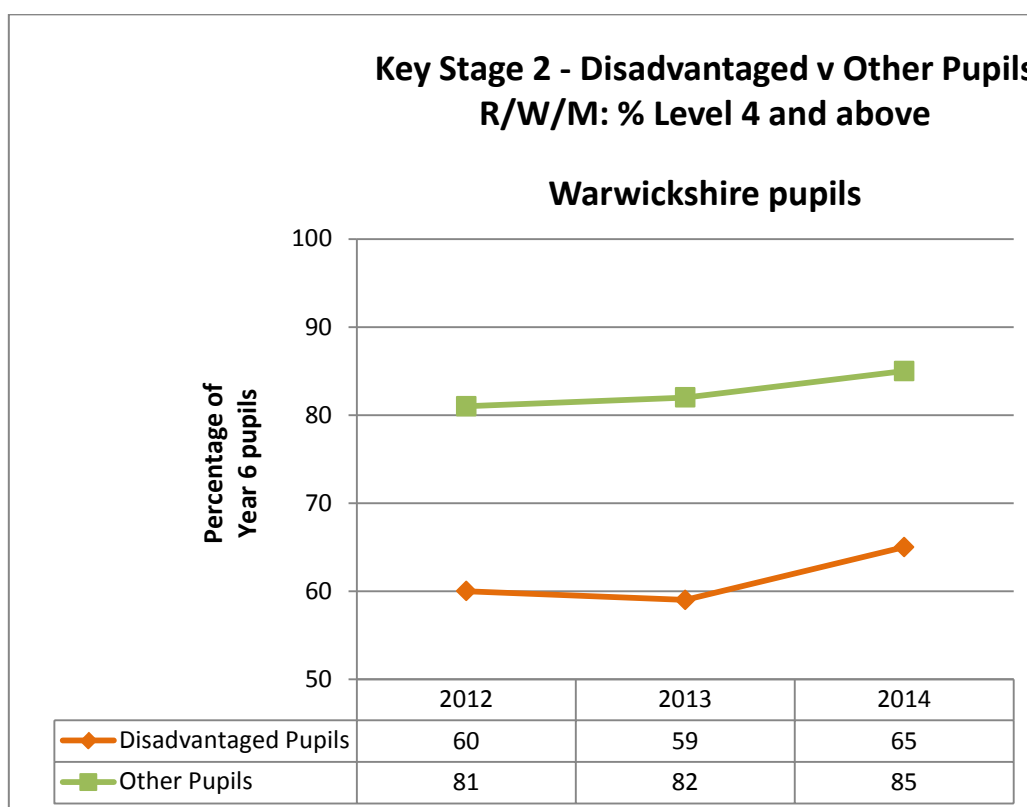


7.7 The proportion of pupils making two levels of progress in mathematics increased or remained constant in every District and, as a result, all Districts are in line with or above the national average. The biggest rise (6 percentage points) was in Nuneaton and Bedworth. Overall the gap between the highest and lowest performing Districts reduced from 5 percentage points to 1.



8.0 The Attainment of Disadvantaged Pupils

8.1 The performance of disadvantaged pupils (as defined by the DfE) has risen significantly. The proportion of disadvantaged pupils achieving Level 4 or above in reading, writing and mathematics was 65% in 2014, a rise of six percentage points. As the proportion of 'other' children rose by three percentage points, the gap has reduced from 23 percentage points to 20.



8.2 Although much improved, performance of this group remains too low and the gap remains too wide. Closing this gap is a key priority for the Council.

Recommendation

That the Children and Young People Overview and Scrutiny Committee note the performance of children and young people in Warwickshire schools in national tests.

Background Papers:

None

| | Name | Contact Information |
|--------------------|---------------------|--|
| Report Author | Nigel Minns | nigelminns@warwickshire.gov.uk 01926 742588 |
| Head of Service | Nigel Minns | nigelminns@warwickshire.gov.uk 01926 742588 |
| Strategic Director | Monica Fogarty | monicafogarty@warwickshire.gov.uk 01926 412514 |
| Portfolio Holder | Cllr Colin Hayfield | cllrhayfield@warwickshire.gov.uk |

Children and Young People Overview and Scrutiny Committee

4th November 2014

Referral from Regulatory Committee (Schools Places)

Recommendation

At the meeting of the Regulatory Committee which took place on 14th August 2014, members requested that the process of allocating in year places and access be brought to the attention of the Children and Young People Overview and Scrutiny Committee after concerns were raised around the process followed by the local authority.

That the Children and Young People Overview and Scrutiny Committee:

1) Review the process that the County Council has in place when dealing with ad hoc requests for school places.

1.0 Introduction

1.1 All local authorities are required to have a Fair Access protocol which ensures that vulnerable children who apply to join a school during the academic year and fail to secure a place through the normal admissions process are found a school place without delay. The protocol is binding on all schools.

1.2 In 2013/14 205 pupils were allocated a school place through the Warwickshire protocol.

2.0 Warwickshire Position

2.1 In Warwickshire, though there has been a protocol in place, some secondary schools have had to admit a disproportionately large amount of pupils. There has been reluctance by some schools to admit pupils readily through the process leading to unnecessary delays in placing young people.

2.2 There have also been some delays, particularly in the autumn term 2013, because managers in the Learning and Achievement Business Unit did not ensure that when an officer was absent through illness, alternative arrangements were in place so that her duties were carried out by others. In one instance this led to a parent being awarded compensation because her child was not receiving appropriate education.

3.0 Changes

3.1 Clearly changes needed to be made and so in March 2014 headteachers were consulted on a new protocol. The majority of schools confirmed that they were in agreement with the new protocol, which then came into effect on 1st September 2014. The key changes were:

- A change to the eligibility criteria so only the most vulnerable are supported by the protocol. These are:
 - a) children from the criminal justice system or who have been excluded and are eligible to be reintegrated into mainstream education;
 - b) children who have been out of education for two months or more;
 - c) children of Gypsies, Roma, Travellers, refugees and asylum seekers;
 - d) children who are homeless;
 - e) children with unsupportive family backgrounds for whom a place has not been sought;
 - f) children who are carers;
 - g) children with special educational needs, disabilities or medical conditions (but without a statement);
 - h) children in Year 11 at the time the original application is submitted;
- A change to the allocation method so that the school which is identified to receive an IYFAP pupil is the most appropriate, as determined by officers, rather than the “next to take”. Each secondary school is given a “quota” of pupils it can expect to receive based on the size of the school alone.
- A change to the process so that some children who meet the criteria will be offered a place through the normal in-year admissions process.

3.2 It is anticipated that as a result of the changes far fewer children will need the additional support of the IYFAP (In Year Fair Access Protocol). The IYFAP officer and other colleagues will be better able to focus support on these individuals and find them a school place without delay.

3.3 It has been made explicit that all schools will be treated equitably, including academy schools. This will be the case if the local authority is required to use its powers to direct a school to offer a place to a child, or in the case of an academy school, a request is made to the secretary of state to direct the school to offer a place.

3.4 A further change is that from April 2014 management of the process is now assigned to the Head of Vulnerable Groups and the Virtual School. This means that YFAP matters are addressed alongside other support for vulnerable children and that communication with schools can be strengthened.

4.0 Monitoring

- 4.1 Through monthly supervision meetings, all IYFAP cases will be reviewed and the time taken to place pupils will be monitored. A running total will be maintained against each school to ensure that no individual institution exceeds its quota unless this is agreed through consultation.
- 4.2 Secondary schools will be provided with data each term showing the numbers of pupils who have been allocated places locally. As numbers allocated to individual primary schools are likely to be very low, records will be kept and shared with headteachers on request.

Background Papers:

None.

| | Name | Contact Information |
|--------------------|---------------------|--|
| Report Author | Steve Pendleton | stevependleton@warwickshire.gov.uk 01926 742994 |
| Head of Service | Nigel Minns | nigelminns@warwickshire.gov.uk 01926 742588 |
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| Portfolio Holder | Cllr Colin Hayfield | cllrhayfield@warwickshire.gov.uk |

Warwickshire's In Year Fair Access Protocol

Introduction

The purpose of Fair Access Protocols is to ensure that outside the normal admissions round, unplaced children, especially the most vulnerable, are found and offered a place as quickly as possible. The amount of time any child is kept out of school should be kept to the absolute minimum.

Every local authority is required to have in place a Fair Access Protocol which has been developed in partnership with local schools. All schools (including academies) must participate as Fair Access Protocols are binding on all schools.

Fair Access Protocols must also include details of how the local authority will use provision to ensure that the needs of pupils who are not ready for mainstream schooling are met.

Warwickshire has operated a Fair Access Protocol for a number of years. Set out below is a revised process which takes into account recent guidance issued on the subject. It also takes into account of the changing relationship between schools and the local authority.

Key principles

No school – including those with available places – should be asked to take a disproportionate number of children who fall under one of the Fair Access Protocol categories set out below.

Schools (including Academies) should work together collaboratively, taking into account the needs of the child and those of the school. There is no duty to comply with parental preference when allocating places through the Protocol but it is expected the wishes of the parents will be taken into account.

When seeking to place a child under the Protocol, all schools will be treated in a fair, equitable and consistent manner.

It is expected that all parties will act with a sense of urgency to identify a school place for any child who has had difficulty securing a place and falls under the Protocol.

The operation of Fair Access Protocols is outside the arrangements of co-ordination and is triggered when a parent of an eligible child had not secured a school place under the normal in-year admissions process. Children should not be considered under Fair Access Protocols purely because they fall under one of the categories set out below – they must also have failed to secure a school place via the normal process.

Schools with places who do not wish to admit a child falling under one of the categories set out below must refer the application to the local authority for action under the Fair Access Protocol. This will normally only be considered appropriate where a school has a

particularly high proportion of children with challenging behaviour or previously excluded children.

Schools without places can initially refuse to offer a place to a child on the basis that they are full, regardless of whether or not the child falls under the Fair Access Protocol. However, once a child is being considered under the Fair Access Protocol and a school is identified under the relevant mechanism as the appropriate placement, then a place must be offered within seven days of the school being notified of this decision.

Fair Access Protocols should not be used as a means to circumvent the normal in-year admissions process. A parent can apply for a place as an in-year admission at any point and is entitled to an appeal when a place is not offered. There are no exceptions to this.

Where a school refuses to offer a place to a child and the local authority do not agree with this decision the school will be responsible for defending the decision should the parent exercise their statutory right of appeal.

The local authority has the right to direct schools to admit children where it is the admission authority. It also has the right to ask the Secretary of State / Education Funding Agency to issue directions to admit.

Looked After Children and those with Statements of Special Educational Needs cannot be considered under the Fair Access Protocol as separate processes apply.

Children who may be considered under Warwickshire's Fair Access Protocol

The vast majority of children will be placed under the normal in-year admissions process. However, where a school with places wishes to refuse an applicant, and chooses to refer the case for placement to the local authority, the child must not already have a place in a local* school and must fall under one of the following categories:

- a) children from the criminal justice system or who have been excluded and are eligible to be reintegrated into mainstream education;
- b) children who have been out of education for two months or more;
- c) children of Gypsies, Roma, Travellers, refugees and asylum seekers;
- d) children who are homeless;
- e) children with unsupportive family backgrounds for whom a place has not been sought;
- f) children who are carers;
- g) children with special educational needs, disabilities or medical conditions (but without a statement);
- h) children in Year 11 at the time the original application is submitted;

It is also expected that the school will have other compelling reasons for refusing admission. The fact that a child falls under one of the above categories will not be sufficient.

** A local school is the priority area school, a school geographically closer than the priority area school or a school where WCC is providing transport*

The application process

- 1) Parents wishing to transfer their child from one school to another can complete a change of school application form. Parents should list six schools as part of their application along with reasons for their choice of schools. The application form must also be completed by the child's current school (Section B of the form) and returned to the Admissions Service. Where parents do not arrange for Section B to be completed the Admissions Service will ensure this information is obtained.
- 2) The application will then be sent to the first preference listed. If the school has no vacancies and wishes to refuse the application, or if the school are happy to offer a place, then they should notify the Admissions Service in the normal way. If the school has vacancies but wishes to refuse the application on the basis that they believe it should be treated under the Fair Access Protocol, then they must notify the Admissions Service. The school must provide full details of why they are not willing to offer a place and the basis they consider the application to fall under the Fair Access Protocol.
- 3) Where further preferences have been listed the application will be sent to the next preference and the process set out at 2) will be repeated. A child will not be considered as falling under the Fair Access Protocol at this stage as they have not yet failed to secure a place.
- 4) If, once all of the preferences have been approached, and a place has still not been secured, the local authority will write to the parents refusing their application for the schools preferred. This will contain the reasons for refusal and will trigger the parent's statutory right of appeal for all of the schools where a place has not been offered.
- 5) If none of the schools preferred have referred the application to the local authority to be dealt with under the Fair Access Protocol, then an unplaced offer will be made in line with the local authority's determined admission arrangements. If, however, one of the original schools preferred, or the school at which an unplaced offer is made (where applicable) refers the application to the local authority to be dealt with under the Fair Access Protocol, then the relevant process as set out below will be followed.

Placement process for Secondary Aged Children

All schools will be notified prior to September 1st the maximum number of pupils who will be admitted via IYFAP or by the ABP following permanent exclusion or a successful managed move. This allocation will be calculated on the basis of the size each school's published admission number. The overall allocation for Warwickshire will be estimated using historic IYFAP data.

For each pupil meeting IYFAP eligibility criteria, the Local Authority IYFAP officer will determine the most appropriate school which has not filled its complement of allocated places. In addition to the application, the IYFAP officer will gather any additional evidence required to make this decision. Factors to be taken into account in the

determination will include parental preference and the location and character of the school. The IYFAP officer will also consider the impact of the pupil on the particular year group he/she will be joining and other recent in-year admissions. Only in exceptional circumstances will a school be identified that has received its full allocation of IYFAP/managed move placements.

The school will be contacted and the reasons for the decision will be provided. If the headteacher feels that the decision to place has not been made fairly, or that relevant information that would lead to a different determination has not been considered, then the matter may be referred to the Head of Vulnerable Groups and the Virtual School. He/she may wish to consult with the chair of the relevant ABP before reaching a final decision.

Where the child is judged not to be ready for mainstream schooling, the Head of Vulnerable Groups and the Virtual School will make provision in line with arrangements agreed with ABPs.

The LA IYFAP officer will be responsible for all administrative aspects of the IYFAP including production and dissemination of necessary pupil information to schools in support of requests for placement, and liaison with parents, headteachers and other agencies where appropriate.

The Local Authority will produce termly and annual reports to each of the Area Behaviour Partnerships (ABPs) in order to monitor the performance of the IYFAP locally.

Placement process for Primary aged Children

The placement of primary age children will be managed by the Local Authority IYFAP officer, in liaison with colleagues from the Learning and Achievement Business Unit, the Early Intervention Service, and parents, and in consultation with the Headteacher of the relevant school or schools.

The IYFAP officer will maintain a record of primary age pupils placed under the provisions of the Warwickshire IYFAP by the local authority. Whilst schools will not be given an allocation of IYFAP/managed move admissions at the start of the year, the IYFAP officer will make every effort to ensure that no single school is obliged to take a disproportionate or unreasonable number of pupils in any one class. For each pupil meeting the IYFAP eligibility criteria, the IYFAP officer will determine the most appropriate school. As with secondary age pupils, the officer will take into account parental preference and the location and character of the school when making this determination.

The school will be contacted and the reasons for the decision will be provided. If the headteacher feels that the decision to place has not been made fairly, or that relevant information that would lead to a different determination has not been considered, then the matter may be referred to the Head of Vulnerable Groups and the Virtual School. He/she will evaluate all available evidence including that provided by the identified school before reaching a final decision.

The local authority IYFAP officer will be responsible for all administrative aspects of the IYFAP including production and dissemination of necessary pupil information in support

of an admissions application, and liaison between parents, headteachers and, where appropriate, other support agencies.

The aim will be to place all IYFAP pupils within 15 school days following identification.

Powers of Direction

The School Admissions Code 2012 summarises the powers of direction given to local authorities and the differing requirements in relation to admission to academies:

Local authority powers of direction (general)

3.16 A local authority has the power⁶³ to direct the admission authority for any maintained school in its area to admit a child even when the school is full. The local authority can only make such a direction in respect of a child in the local authority's area who has been refused entry to, or has been permanently excluded from, every suitable school within a reasonable distance. The local authority must choose a school that is a reasonable distance from the child's home and from which the child is not permanently excluded. It must not choose a sixth-form that selects by ability unless the child meets the selection requirements, or a school that would have to take measures to avoid breaking the rules on infant class sizes if those measures would prejudice the provision of efficient education or the efficient use of resources.

3.17 Before deciding to give a direction, the local authority must consult the governing body of the school, the parent of the child and the child if they are over compulsory school age. If, following consultation, the local authority decides to direct, it must inform the governing body and head teacher of the school. The governing body can appeal by referring the case to the Schools Adjudicator within 15 days. If it does this, the governing body must tell the local authority. The local authority must not make a direction until the 15 days have passed and the case has not been referred.

3.18 If the case is referred to the Adjudicator, the Adjudicator may either uphold the direction or determine that another maintained school must admit the child. The Adjudicator's decision is binding. The Adjudicator must not direct a school to admit a child if this would require the school to take measures to avoid breaking the rules on infant class sizes and those measures would prejudice the provision of efficient education or the efficient use of resources.

Local authority powers of direction (looked after children)

3.19 A local authority also has the power⁶⁴ to direct the admission authority for any maintained school in England to admit a child who is looked after by the local authority, even when the school is full. The local authority must not choose a school from which the child is permanently excluded but may choose a school whose infant classes are already at the maximum size⁶⁵.

3.20 Before deciding to give a direction, the local authority must consult the admission authority of the school it proposes to direct. The admission authority must tell the local authority within 7 days whether it is willing to admit the child. If, following consultation, the local authority decides to direct, it must inform the admission authority, the governing body (if the school is a voluntary controlled or community school), the local authority that maintains the school, and the head teacher. The admission authority can appeal by referring the case to the Schools Adjudicator within 7 days. If the child has been

permanently excluded from two other schools and the most recent exclusion was within the previous two years, the governing body (if the school is a voluntary controlled or community school) may also refer the case to the Adjudicator. The admission authority or governing body must not refer the case unless it considers that admitting the child would seriously prejudice the provision of efficient education or the efficient use of resources. If the admission authority or governing body does refer the case, it must notify the local authority that looks after the child. The local authority must not make a direction until the 7 days have passed and the case has not been referred.

3.21 If the case is referred to the Adjudicator, the Adjudicator may either uphold the direction or determine that another maintained school in England must admit the child. The Adjudicator's decision is binding. The Adjudicator must not direct an alternative school to admit a child unless the local authority that looks after the child agrees, nor if the child is permanently excluded from that school, nor if the admission of the child would seriously prejudice the provision of efficient education or the efficient use of resources.

Secretary of State's power of direction (Academies)

3.22 Where a local authority considers that an Academy will best meet the needs of any child, it can ask the Academy to admit that child but has no power to direct it to do so. The local authority and the Academy will usually come to an agreement, but if the Academy refuses to admit the child, the local authority can ask the Secretary of State to intervene. The Secretary of State has the power under an Academy's Funding Agreement to direct the Academy to admit a child, and can seek advice from the Adjudicator in reaching a decision⁶⁶.

⁶³ Sections 96 and 97 of the SSFA 1998

⁶⁴ Sections 97A-C of the SSFA 1998.

⁶⁵ Looked after children are excepted pupils outside of the normal admissions round under the School Admissions (Infant Class Sizes) (England) Regulations 2012.

⁶⁶ Section 25(3A) of the SSFA 1998.

Steve Pendleton, Head of Vulnerable Groups & the Virtual School.
April 2014

Children and Young People Overview and Scrutiny Committee

4th November 2014

Area Behaviour Partnerships

Recommendation

That the Children and Young People Overview and Scrutiny Committee consider and note the update provided on the four Area Behaviour Partnerships (ABPs) operating within Warwickshire.

1.0 Current arrangements

- 1.1 The Committee will be aware that Warwickshire County Council has a statutory duty¹ to provide for excluded pupils, but that the Warwickshire approach devolves the operational responsibility for managing provision for excluded pupils to schools which are organised into four Area Behaviour Partnerships (ABPs). The devolved responsibility and budget allows Area Behaviour Partnerships to use £2.4m of devolved resources flexibly to prevent exclusion. Chairs of ABPs report on the work of their partnerships six times each year via the Access to Education Steering Group.
- 1.2 The new approach has seen number of permanent exclusions remain at a low level. In 2010/11 there were 88. This fell to 32 in 2011/12 and in 2012/13 the total was only 20. In 2013/14 the figure was 37. This figure is still well below the national average and Warwickshire's statistical neighbours
- 1.3 In addition, there has been a decline in fixed-term exclusions suggesting that schools are using other strategies to respond to incidences of poor behaviour. For example, The George Eliot School in Nuneaton has a policy of not issuing fixed-term exclusions and has a unit on site for working with young people whose behaviour has been a concern.

More detailed figures are given in **Appendix A**

- 1.4 ABP chairs report that the new approach has enabled young people at risk of permanent exclusion to gain appropriate qualifications and progress to some form of education, employment or training when they leave school.

Figures are available in **Appendix B**

¹ Section 100 and 101 of the Education and Inspections Act 2006.

- 1.5 The work of ABPs has become more closely aligned to the Priority Families programme so that many of the families of pupils at risk of exclusion are in receipt of support. ABP chairs report that this is leading to a more coherent package of support which is contributing to these improved outcomes. In the second phase of the Priority Families programme, more families affected by school behaviour issues will be supported.
- 1.6 The use of Alternative Education Provision decreased during 2013/14. Chairs of ABPs report that this is because schools are becoming increasingly able to meet the needs of pupils using provision on the school site. There have also been some concerns about the quality of some of the alternative provision.

Details of the use of alternative provision are provided in **Appendix C**

- 1.7 The Framework Agreement for Alternative Education Provision currently consists of 20 active part-time providers and four full-time providers. Following consultation, the framework agreement has been extended for another year. A decision about the future of the framework agreement will be made during 2014/15 in the light of new legislation which provides the opportunity for more flexibility in allowing new providers to become signatories as and when they become available.

2.0 Quality Assurance

- 2.1 During the academic year 2013/14 visits were made to all providers of alternative provision to establish how they had responded to recommendations made during quality assurance visits the previous year, and to ensure that each provision met the quality standards specified in the agreement. In almost all cases the quality of provision was found to be good. However, there were concerns about one full-time provider such that it was prevented from accepting new students. WCC staff have worked with this provider to ensure that improvements were made. At the start of the current academic year following evidence of improvement the restriction on this provider was lifted.
- 2.2 Another finding from quality assurance visits in 2013/14 was that there is variation in how schools monitor the progress of their students. OFSTED inspection reports for a number of schools suggest that there the overall quality is good but chairs of ABPs have agreed that schools would benefit from being made aware of the best practice. Hence between September and November 2014 all schools will be visited by an experienced headteacher to determine how each school monitors its students in alternative provision.
- 2.3 In order to ensure that pupils in alternative provision are at all times kept safe, all providers of are being visited by between September and December 2014 by an experienced and suitably qualified professional who will evaluate safeguarding and health and safety arrangements. Each provider will experience rigorous checks and will be provided with detailed feedback.

Should any provider fail to meet the minimum standards then they can be made inactive or removed from the framework contract.

3.0 Concerns and further developments

- 3.1 Chairs of Area Behaviour Partnerships, particularly the chairs of the North Warwickshire/Nuneaton & Bedworth ABP and the Central ABP, have expressed a concern at the Access to Education Steering Group that the funding currently made available is insufficient. Funding is currently used to meet the needs of pupils at imminent risk of permanent exclusion, who often need full-time alternative provision, and also support schools to intervene to reduce the numbers of young people emerging at risk of exclusion.
- 3.2 This concern has been put to Schools Forum with a request for a greater share of the high needs block of the dedicated schools grant. Schools Forum has asked that more evidence be provided before a decision can be made.
- 3.3 A working group, the Priority Young People/ABP group, has been established to gather this evidence and also to consider the wider impact of ABPs and whether the approach needs to be reviewed. In order to provide evidence and provide a full evaluation of the work of ABPs, The University of Warwick has been commissioned to carry out a study. This will be complete by the end of November 2014. The group will then consider the findings of the study before reporting to schools forum with recommendations.

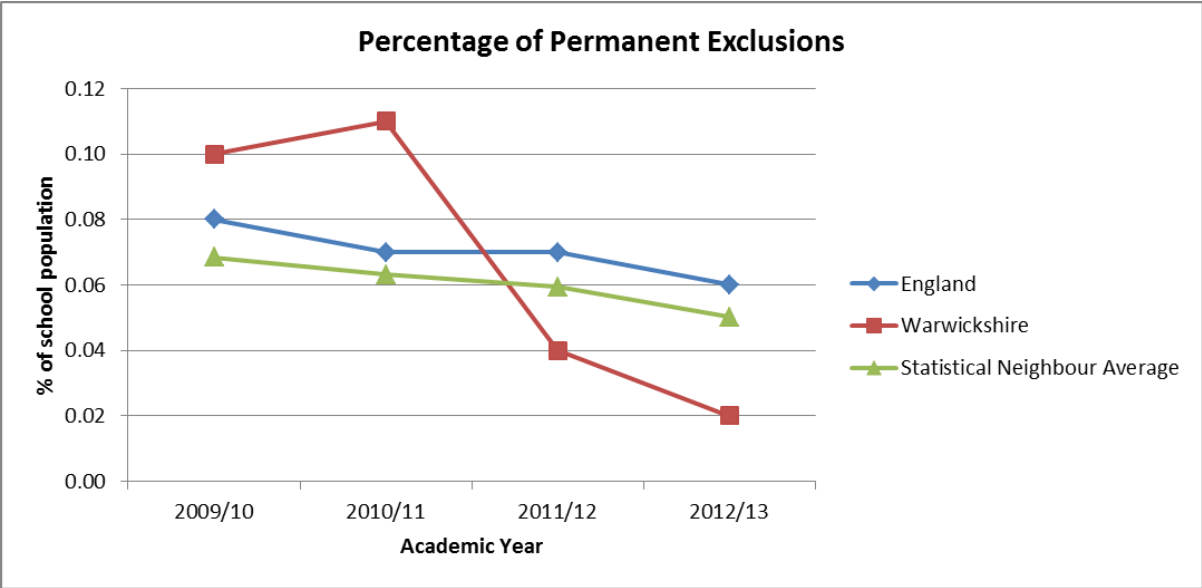
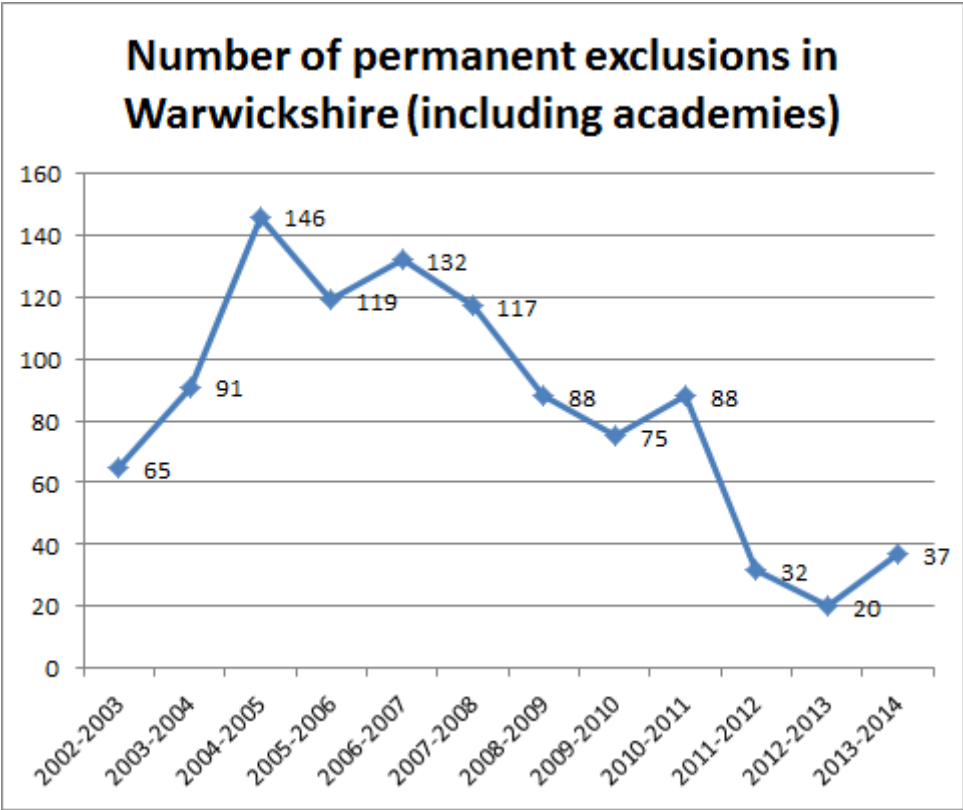
Background Papers:

None

Appendices:

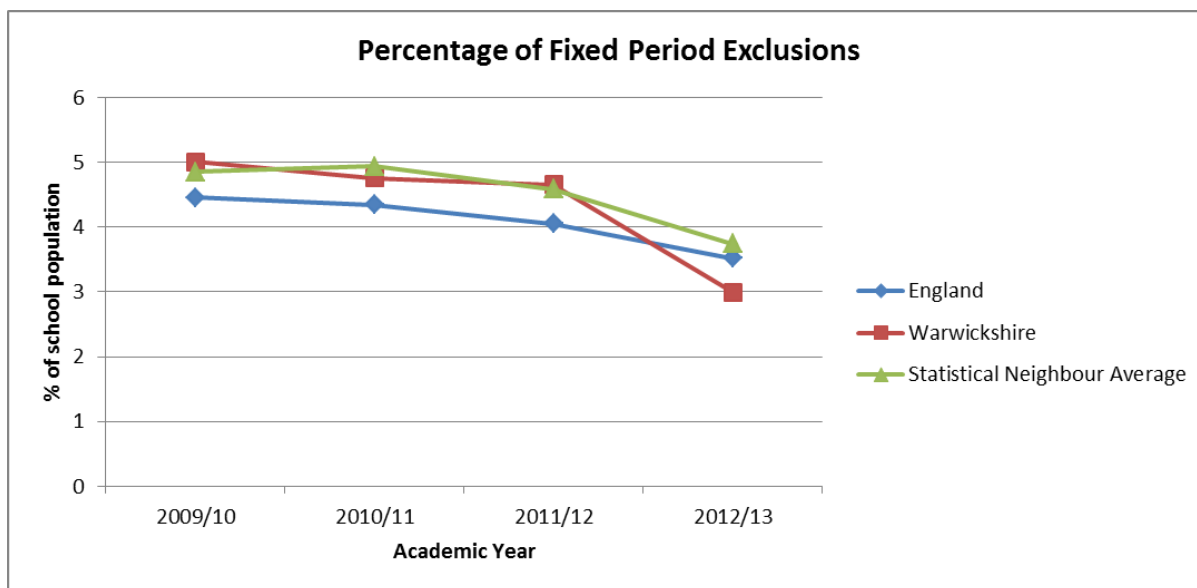
Appendix A – Permanent and Fixed Period Exclusions
Appendix B – PRU Leavers 2012 and ABP Leavers 2014
Appendix C – Use of Alternative Provision by ABPs (June 2014)

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Fixed Term exclusions – Warwickshire Secondary Schools by ABP

| ABP | 2011 | 2012 | 2013 |
|--------------|-------------|-------------|-------------|
| Central | 438 | 379 | 409 |
| East | 793 | 790 | 473 |
| North | 1342 | 1390 | 533 |
| South | 421 | 289 | 305 |
| Total | 2994 | 2848 | 1720 |



APPENDIX B

| | | PRU leavers 2012 | ABP leavers 2014 |
|----------|--------------------------|------------------|------------------|
| Positive | Continuing in Education | 20 | 40 |
| | Training (non-employed) | 6 | 6 |
| | Employment | 8 | 0 |
| | Total | 34 | 46 |
| Negative | NEET | 7 | 13 |
| | Not Known/still tracking | 9 | 19 |
| | Total | 16 | 32 |
| Total | | 50 | 78 |

APPENDIX C**Use of Alternative Provision by ABPs (June 2014)**

| Area | No of Learners | Y7&8 | Year 9 | Year 10 | Year 11 | Full-time | Part-time |
|----------------|-----------------------|-----------------|---------------|----------------|----------------|------------------|------------------|
| North | 39 | 1 | 8 | 11 | 19 | 31 | 8 |
| South | 22 | 4 | 2 | 8 | 8 | 7 | 15 |
| Central | 29 | 0 | 0 | 8 | 21 | 0 | 29 |
| East | 19 | 2 | 4 | 8 | 5 | 15 | 4 |
| WCC | 19 | 0 | 4 | 7 | 8 | 11 | 8 |
| TOTAL | 128 | 7 | 18 | 42 | 61 | 64 | 64 |

NB. 188 pupils in alternative provision in June 2013