

# Corporate Parenting Panel

**Monday 8  
September 2014**

## Agenda

A meeting of the Corporate Parenting Panel will be held on Monday 8 September 2014 at 10.00 am, NORTHGATE HOUSE, WARWICK

### 1. General

#### (1) Apologies for Absence

#### (2) Disclosures of Pecuniary and Non-Pecuniary Interests

Members are required to register their disclosable pecuniary interests within 28 days of their election of 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 (Standing Order 42)
- 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 7 July 2014

To approve the enclosed draft minutes

### 2. Children in Care Council meeting updates

Members of the Panel are asked to agree the following dates:

9 September 2014	Councillor Bob Hicks
7 October 2014	Councillor Chris Williams
4 November 2014	Councillor Peter Fowler
December 2014 (date to be confirmed)	Councillor Clive Rickhards.

### 3. Health Related Issues for Warwickshire's Looked After Children

In response to the Warwickshire Healthwatch report - Young People's GP Experience Survey, published in November 2013 (attached), the Panel will hold a

discussion about the protocols and/or advice given to GPs about dealing with Looked After Children.

- 4. Update from Strategic Lead**  
Brenda Vincent, Service Manager (Safeguarding) will give a verbal update on current issues/challenges and performance.
- 5. Draft Corporate Parenting Policy and Strategy**  
Brenda Vincent, Service Manager (Safeguarding)
- 6. Work Programme**  
Members of the Panel are asked to agree the work programme and to consider possible themes for future meetings.
- 7. Any other Business**

#### **Future meeting dates and agenda items**

The following dates have been scheduled:

27 October 2014	10:00 am	CR3, Shire Hall
9 December 2014	10:00 am	CR3, Shire Hall

#### **Corporate Parenting Panel Membership**

**Councillors:** Peter Fowler, Bob Hicks, Clive Rickhards, Dave Shilton, Jenny St John and Chris Williams (Chair).

#### **General enquiries**

Please contact:

Ann Mawdsley, Senior Democratic Services Officer, Warwickshire County Council,

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Email: [annmawdsley@warwickshire.gov.uk](mailto:annmawdsley@warwickshire.gov.uk)

## **Minutes of a meeting of the Corporate Parenting Panel held on 7 July 2014**

### **Present:**

#### **Members of the Panel**

#### **Councillors:**

Peter Fowler

Bob Hicks

Clive Rickhards

Dave Shilton

Jenny St John

Chris Williams (Chair)

#### **Officers**

Shinderpaul Bhangal, Practice Leader - Participation

Wendy Fabbro, Strategic Director

Ann Mawdsley, Senior Democratic Services Officer

Karen Smith, Customer Relations Manager

Brenda Vincent, Service Manager - South

#### **Children in Care Council**

Sara Donkin

### **1. General**

#### **(1) Apologies**

Apologies for absence were received on behalf of Councillor Bob Stevens.

#### **(2) Disclosures of Pecuniary and Non-Pecuniary Interests**

None.

#### **(3) Minutes of the meeting held on 2 May 2014**

The minutes of the meeting held on 2 May 2014 were agreed as a correct record and signed by the Chair.

#### **Matters Arising from Previous Meeting(s)**

None.

### **3. Children in Care Council (CiCC) updates**

Notes from the CiCC meetings held on 1 May 2014 and 3 June 2014 were tabled.

#### Councillor Jenny St. John – 3 June

Councillor St. John noted that the networking before the meetings with CiCC, VOX and the Young Parliamentarians was useful as Councillors were able to talk informally to the young people attending. She suggested that a sheet of names and photos would be helpful for Councillors.

The panel session had covered a lot of wide-ranging questions, including:

- Housing
- Finding employment
- The importance of grades or life skills, and whether or not the Barnardo's Life Skills course was delivering what young people wanted
- Pupil Premiums and Pupil Premium Plus
- HS2
- The size of classes at Warwickshire College, and the new fees introduced, which impacted on all young people
- The cut in budget for the CiCC
- The usefulness of the playing cards being available on the website, which meant that the information provided was up-to-date.

It was agreed that although schools were required to publish how this Pupil Premium money was spent, that this was not always clear and it was important that Councillors were asking the right questions when visiting schools. The Chair highlighted the need for this to be cascaded down to all councillors, and Councillor St. John undertook to suggest this be included in the member training she was helping CiCC to prepare.

Shinderpaul Bhangal noted that following this meeting there some work being done around the budget, life skills training and supported housing. He undertook to report back to the Panel on the outcomes of these meeting, specifically the meeting with Gina de Marco on supported housing and the new offers into the market place within the context of supporting people within the recommissioning of services.

#### Councillor Peter Fowler – 1 July 2014

Councillor Fowler noted that the CiCC had received an excellent presentation from Jenny Packeer on private fostering and from Andy Hoak on youth justice. Shinderpaul Bhangal noted that the Youth Justice Service were engaging young people over a strategy revision and undertook to ensure that copies of the hand-outs were shared with the Panel and published on the website. Brenda Vincent noted that there a low number of LAC known to the Youth Justice Team when compared with national averages.

There was also a good discussion about the Virtual School. Shinderpaul Bhangal noted that he was looking to set up a consultation with LAC around the Virtual School and made reference to the Virtual School Awards Ceremony to be held at Coventry University on 12 November 2014.

There was a discussion around the purchasing of goods when going into independent living and that it would be useful to have somewhere young people could go to do their shopping that they knew was safe and reliable. Wendy Fabbro noted that each young person going into independent living had their own pathway plan, and that different young people needed different levels of support.

Councillor Fowler reported that the CiCC had broken into groups to consider the draft 'Being in Care' booklet. Their feedback on this would be shared with the Panel.

Sarah Donkin noted that Laura Dodds had stepped down as Chair of the CiCC and that Mia Westbury was standing in as Chair until Laura's formal resignation had been received.

The Chair reminded members of the Panel that their attendance at CiCC meetings was in an observatory capacity. Wendy Fabbro added that discussions would be held to put some structure around these meetings, with the possibility of a slot on the agenda for Councillors to give feedback.

Future dates were discussed and the following rota of attendance was agreed:

9 September 2014	Councillor Bob Hicks
7 October 2014	Councillor Chris Williams
4 November 2014	Councillor Peter Fowler
December 2014 (date to be confirmed)	Councillor Clive Rickhards.

### **3. Update from Strategic Lead**

Brenda Vincent gave an update on the 'Being in Care' booklet, which sat alongside the playing cards and gave information about being in care, different issues for LAC and useful contact numbers.

She reported that Government had produced a new set of regulations for children placed out of area in residential care, in particular around the issue of children going missing from residential care, and the need for improved communication and tightened arrangements around vulnerable children. She noted that as a Local Authority there was a need to ensure that both Warwickshire and other areas where our children may be resident, were compliant. This involved the unpicking of the regulations to ensure that there were systems and processes in place around the regulations. She undertook to update the Panel at a future meeting. Wendy Fabbro added that a single, national database containing all the relevant information would address many

of the issues, and the amount of red tape that currently existed needed to be challenged.

Brenda Vincent and Councillor Chris Williams would be attending a training event on Improving the Outcomes of Looked After Children the week beginning 14 July 2014 and would give feedback on this to the next meeting.

Following requests at previous meetings for comparative data, Brenda noted that she had come across some new comparative information on fostering and performance produced by Sufficiency Organisation UK, based on information received from 144 fostering services. She would be considering this in terms of how best it could be used to measure against, and agreed to forward the information to the Panel.

#### **4. Performance Dataset**

Brenda Vincent presented the performance dataset.

During the discussion that followed, the following points were made:

1. Ofsted had focussed on missing children. It was noted that Warwickshire had very low numbers compared with other areas, and where children did go missing it was usually older children, and often asylum seekers, who faced difficult options at this age.
2. There had been an increase in the number of foster parents, which was positive.
3. In response to a query regarding the low attainment levels in KS2, Brenda Vincent reported that she had sought clarification on this, and Steve Pendleton, Head of the Virtual School, had noted that out of the 39 children in this cohort, 22 had statements of special educational need.
4. Attainment levels of LAC were compared against general attainment levels annually and included in the Virtual School Report, considered by the Panel each year.
5. Remaining within their own family was always preferred, but where this was not in the interests of the child, keeping children and young people within their own communities where they were able to maintain their own networks and contacts helped LAC not to feel 'rootless' when leaving care. Residential care was considered a stepping stone only, and all choices were made to ensure the best outcomes and safety of each child.
6. It was agreed that Members would be offered another copy of the pledge, which were useful when visiting their local schools, highlighting the questions Members needed to be asking.
7. The Children and Family Act 2014 had a number of implications for Warwickshire. A report had been taken to the Health and Wellbeing Board, copies of which were tabled.
8. The SEND local offer applied to all statemented and/or disabled children, and involved a suite of documents, duties and requirements that would need to be discussed with families.

Wendy Fabbro noted that the Tiffin Club AGM was taking place on Thursday, 10 July in the Northgate House Conference Room. She added that Councillor

Heather Timms had stepped down as Trustee and a volunteer was needed. Councillors Williams and St. John agreed to attend, and an invitation was extended to all Members.

The Chair thanked Wendy Fabbro and Brenda Vincent for their contributions.

#### **4. Warwickshire County Council Children's Social Care – Compliments and Complaints**

Karen Smith introduced this item, setting out the work that had been done to ensure that:

- Where young people had problems these were sorted out as quickly as possible and as close to the problem as possible.
- Warwickshire County Council was listening.
- There was a range of ways young people could access help.
- There was always a place to go for anyone not comfortable talking to people around them.

She added that Warwickshire had a culture of engaging young people and finding conciliation and a way forward. There was a dedicated officer working with children and young people, who ensured that if complaints did come to the Council, that young people knew they were a high priority.

Members of the Panel made the following comments:

1. There was no formal national or regional benchmarking done. Karen Smith noted that this was a concern and she was looking to use the CIPFA family group to see what could be done to rectify this.
2. Warwickshire was different to other authorities as there was no direct residential provision. Having a high number of foster placements made this sort of process more fragmented and isolated, and therefore more difficult to discuss and share.
3. Complaints about foster placements often came once the child or young person had left the placement, as there may be a concern that a complaint could damage their placement.
4. Karen Smith was involved in the preparation of the Being in Care booklet, which would include information on what it was like to be unhappy and what children and young people could do about it, including complaints.
5. The service made every effort to respond to young people within 24 hours. There was then often a need to 'unpick' the complaint, and it was important that children and young people were given reasonable expectations about what to expect and when.
6. Safeguarding issues were flagged with designated officers/services for immediate action.
7. There had not been enough engagement with young people themselves and there were plans and discussions taking place to address this.

Shinderpaul Bhangal noted that it was not uncommon for young people to shy away from complaints, as they questioned whether it would make a

difference, so what was the point? He added that where there were issues, he would be surprised if the relevant case worker was not aware of these, and there were also a number of people LAC had regular contact with or access to.

The Chair thanked Karen Smith for her report.

## **6. Warwickshire Fostering Services**

Brenda Vincent introduced the report setting out the current situation in Warwickshire regarding fostering children and young people.

During the discussion that ensued the following points were made:

1. In response to a query regarding Warwickshire's ability to cope with the move to 'fostering with a view to adopt', it was noted that while this did take people out of fostering, this was not a new approach. There was a risk in this approach however in that children put into a foster placement would not necessarily get 'approval' for adoption through the court process. In light of this Warwickshire was developing a scheme that included some risk assessment, and would have to be dealt with cautiously until it had been tested out.
2. The last quarter had shown a decline around the timeliness of fostering placements, but this was due to the placements of older children, sibling groups and children with disabilities. Warwickshire was still better than the national average in this regard.
3. Warwickshire had piloted, adapted and extended the age for fostering in line with new guidance. On turning 18, young people were no longer considered to be a foster child, and while Warwickshire did continue to pay allowances, these were at a lower rate. It was noted that some foster carers continued to care for and support young people well into adulthood.
4. Brenda Vincent undertook to let Members of the Panel have a briefing note on the different types of advertising used for fostering and adoption, including the work being done with the corporate Communications Team.
5. Communication and support with foster carers continued to improve, including the provision and quality of information provided to foster carers.
6. As part of the initial assessment, the support system surrounding potential foster carers was considered, to ensure they could access support and help. This was important in terms of assessing the individual needs of individual children.



7. In response to a query regarding the quality of lives of children and young people, Brenda Vincent outlined the different aspects of the Fostering Network Allowances and how the allowances can be used to support the needs of children and young people placed. There are also other grant and award monies that were available for young people to access.

The Chair thanked Brenda Vincent for her report.

**7. Work Programme**

The work programme was agreed, including an update from Councillor Jenny St. John on the work she was doing with the CiCC on developing Member training.

**8. Any Other Business**

None.

**Future meeting dates**

8 September 2014 at 10.00 am  
27 October 2014 at 10.00 am  
9 December 2014 at 10.00 am  
9 February 2015 at 10.00 am  
14 April 2015 at 10.00 am

.....  
Chair

The meeting closed at 4:20 pm

## **Matters arising from Corporate Parenting Panel meeting held on 7 July 2014**

### **1. Local Authority Foster Placements- Regional and Local Trends in England.**

'sufficiency.org.uk' is a social care research organisation that through a Freedom of Information request sought information that would provide a snap shot of the health of Local Authority Fostering Services in England for the period 2013/14.

Information 144 of 153 Fostering Services contributed to the report.

#### **(i).Recruitment of new carers.**

Nationally overall there was a 3.7% increase in foster carer households, with the biggest rise of 6.9% being in the east of England and the lowest increase in the West Midland at 0.3%

21 authorities with an average number of 88 households reported a 10% increase, whereas agencies with over 200-300 household showed only a 1.9% increase.

Warwickshire had 16 less fostering household on 31.3.14 (361) compared with 31.3.2013 (377), however during this period 50 households were approved to foster including family and friends carers reflecting the dynamic nature of carers joining and leaving the service.

#### **(ii). Placement approvals.**

The average approval rate in English Fostering Services 1.79 placements per household. However the national average for full time placements per fostering household is 1.31.

In Warwickshire the average occupancy rate is 1.4 per fostering household. This is in line with West Midlands average of 1.38 although lower than the East Midlands that stands highest at 1.49. Hampshire stands out as an authority with the highest average placements per household of 1.8

#### **(iii). National occupancy rates**

The research shows a national average of around 73% of all potential mainstream placements being occupied at any one time. The West Midlands have an average occupancy rate of 77%. Only 18 Fostering Services reported an occupancy rate of over 90%

### **Analysis**

This data needs to be treated with caution as it represents information on a given date and does not detail throughput of either carer approvals or placements. It does suggest that if you are a large Fostering Service, as Warwickshire is, that it might be more challenging to recruit foster carers. The recruitment details below demonstrate

the efforts that are made continuously to recruit foster carer in a very competitive market.

Fostering does not represent the only or full time employment for many foster carers and it is worth noting that nationally on average approximately a quarter of fostering beds are not used. An important aspect of fostering is 'matching' – this is about ensuring that all the needs of children are met within a placement and carers can either refuse or are not approached about a placement if it is considered to be to the detriment of other children who live in the household. Personal factors also impact upon a carers availability to foster such as health and family matters.

## 2. Advertising and recruitment

The central Fostering Services Team works closely with the County Council Communications Team. Detailed below is the fostering recruitment strategy for this year.

### Direct Marketing Programme

**2014**

Month	Focus	Materials to be sent			Quantity
		Posters	DL flyer	Business Card	
January	Libraries	3	20	20	37
	BME Contacts	3	20	20	19
February	GP Surgeries	1	10	20	98
April	Dentists	3	20	20	75
	Children's Teams	3	20	20	12
May	Churches	2	10	20	159
	Parish Councils	2	10	20	213
June	Beauty Salons	-	10	20	47
	Nail Bars	-	10	20	25
July	Hospitals	2	10	20	8
	Activity Centres	1	10	20	8
	District Councils	1	10	20	9
August	Hairdressers	-	10	20	276
September	Playschools	2	10	20	134

	Day Nurseries	2	10	20	131
October	Colleges	3	10	20	8
	Children's Centres	2	10	20	19
	Mother & Toddler Groups	1	10	20	81
November	Post Offices	2	20	20	68
December	Food Outlets	1	10	20	256

2014 – Central fostering advertising plan.

<p><b>January.</b></p> <ul style="list-style-type: none"> <li>• <u>Radio advert running – 4 adverts per at pertinent points.</u></li> <li>• <u>Direct marketing material - DM plan.</u></li> <li>• <u>2 adverts per month in Nuneaton news.</u></li> <li>• <u>Web pages live – main source of contact for public.</u></li> <li>• <u>Google ads running constantly.</u></li> <li>• <u>Facebook ads running constantly.</u></li> <li>• <u>Upweighted in jan.</u></li> <li>• <u>Adverts in ALLSORTS magazine – covers south.</u></li> <li>• <u>Advert in Stratford council tax booklet – runs for year.</u></li> <li>• <u>Car park ticket advertising covers Rugby area.</u></li> <li>• <u>Advert in `raring to go` magazine, covers south and Rugby.</u></li> <li>• <u>Adverts on buses – to run for 4 weeks county wide.</u></li> </ul>	<p><b>February.</b></p> <ul style="list-style-type: none"> <li>• <u>Radio advert running – 4 adverts per at pertinent points.</u></li> <li>• <u>Direct marketing material - DM plan.</u></li> <li>• <u>2 adverts per month in Nuneaton news.</u></li> <li>• <u>Information evening to be help in south.</u></li> <li>• <u>Web pages live – main source of contact for public.</u></li> <li>• <u>Google ads running constantly.</u></li> <li>• <u>Facebook ads running constantly.</u></li> <li>• <u>Advert in small steps magazine – covers south and runs all year.</u></li> <li>• <u>Car park ticket advertising covers Rugby area.</u></li> <li>• <u>Car park ticket advertising covers Warwick and Leamington</u></li> </ul>
<p><b>March</b></p> <ul style="list-style-type: none"> <li>• <u>Radio advert running – 4 adverts per at pertinent points.</u></li> <li>• <u>Direct marketing material - DM plan.</u></li> <li>• <u>2 adverts per month in Nuneaton news.</u></li> <li>• <u>Information evening north</u></li> <li>• <u>Web pages live – main source of contact for public</u></li> <li>• <u>Google ads running constantly.</u></li> <li>• <u>Facebook ads running constantly.</u></li> <li>• <u>Adverts in ALLSORTS magazine – covers south</u></li> <li>• <u>Car park ticket advertising covers Rugby area.</u></li> <li>• <u>Car park ticket advertising covers Warwick and leamington.</u></li> <li>• <u>Advert in Northtalk magazine – covers all north and atherstone.</u></li> </ul>	<p><b>April</b></p> <ul style="list-style-type: none"> <li>• <u>Radio advert running – 4 adverts per at pertinent points.</u></li> <li>• <u>Direct marketing material - DM plan.</u></li> <li>• <u>2 adverts per month in Nuneaton news.</u></li> <li>• <u>Billboard adverts in Kenilworth and stratford – last 2 weeks.</u></li> <li>• <u>Web pages live – main source of contact for public</u></li> <li>• <u>Google ads running constantly.</u></li> <li>• <u>Facebook ads running constantly.</u></li> <li>• <u>Car park ticket advertising covers Rugby area.</u></li> <li>• <u>Car park ticket advertising covers Warwick and leamington</u></li> <li>• <u>Advert in Northtalk magazine – covers all north and atherstone.</u></li> <li>• <u>Web advertising on Nuneaton news</u></li> </ul>

<ul style="list-style-type: none"> <li>• <u>Web advertising on Nuneaton news webpage.</u></li> <li>• <u>Purchase a supply of re-useable bags with fostering logo – all workers to use and give to carers/QCF candidates.</u></li> <li>• <u>12 months advertising in 'your call' magazine.</u></li> </ul>	<p><u>webpage.</u></p> <ul style="list-style-type: none"> <li>• <u>10,196 leaflet drop in free newspapers to advertise fun day and fostering, in readiness for foster care fortnight.</u></li> <li>• <u>Make requests to internal comms team to plan for media splash for foster care fortnight.</u></li> <li>• <u>Full page advert in Nuneaton news.</u></li> </ul>
<p>May</p> <ul style="list-style-type: none"> <li>• <u>Radio advert running – 4 adverts per at pertinent points.</u></li> <li>• <u>Direct marketing material - DM plan.</u></li> <li>• <u>2 adverts per month in Nuneaton news.</u></li> <li>• <u>Billboard advert –Kenilworth and Stratford – to cover fostering fortnight.</u></li> <li>• <u>Bus advertising – some north and some south.</u></li> <li>• <u>Information evening south</u></li> <li>• <u>Web pages live – main source of contact for public</u></li> <li>• <u>Google ads running constantly. Uplifted for fostering fortnight</u></li> <li>• <u>Facebook ads running constantly. Uplifted for fostering fortnight</u></li> <li>• <u>Adverts in ALLSORTS magazine – covers south</u></li> <li>• <u>Car park ticket advertising covers Warwick and leamington</u></li> <li>• <u>Advert in Northtalk magazine – covers all north and atherstone.</u></li> <li>• <u>Web advertising on Nuneaton news webpage.</u></li> <li>• <u>Plan an empty shop window in major shopping centre and display as a bed room ( marketing purposes)</u></li> </ul>	<p>June</p> <ul style="list-style-type: none"> <li>• <u>Radio advert running – 4 adverts per at pertinent points.</u></li> <li>• <u>Direct marketing material - DM plan.</u></li> <li>• <u>2 adverts per month in Nuneaton news.</u></li> <li>• <u>Fostering fun day to be held in the south.</u></li> <li>• <u>Web pages live – main source of contact for public</u></li> <li>• <u>Google ads running constantly.</u></li> <li>• <u>Facebook ads running constantly</u></li> <li>• <u>Advert in Northtalk magazine – covers all north and atherstone.</u></li> </ul>
<p>July</p> <ul style="list-style-type: none"> <li>• <u>Direct marketing material - DM plan.</u></li> <li>• <u>2 adverts per month in Nuneaton news.</u></li> <li>• <u>Information evening – north.</u></li> <li>• <u>Web pages live – main source of contact for public</u></li> <li>• <u>Google ads running constantly.</u></li> <li>• <u>Facebook ads running constantly.</u></li> <li>• <u>Advert in Stratford View magazine – covers south.- 6 months.</u></li> <li>• <u>Advert in Northtalk magazine – covers all north and atherstone.</u></li> <li>• <u>New radio advert produced x 2.</u></li> </ul>	<p>August</p> <ul style="list-style-type: none"> <li>• <u>Direct marketing material - DM plan.</u></li> <li>• <u>2 adverts per month in Nuneaton news.</u></li> <li>• <u>Web pages live – main source of contact for public</u></li> <li>• <u>Google ads running constantly.</u></li> <li>• <u>Facebook ads running constantly.</u></li> <li>• <u>Yearly advert in Nuneaton leisure magazine.</u></li> <li>• <u>Yearly advert in Stratford leisure magazine.</u></li> <li>• <u>Adverts in ALLSORTS magazine – covers south</u></li> <li>• <u>Car park ticket advertising covers Rugby area.</u></li> </ul>
<p>September</p> <ul style="list-style-type: none"> <li>• <u>Radio advert running – 4 adverts per at pertinent points.</u></li> <li>• <u>Direct marketing material - DM plan.</u></li> <li>• <u>2 adverts per month in Nuneaton news.</u></li> <li>• <u>Information evening – south.</u></li> </ul>	<p>October</p> <ul style="list-style-type: none"> <li>• <u>Radio advert running – 4 adverts per at pertinent points.</u></li> <li>• <u>Direct marketing material - DM plan.</u></li> <li>• <u>2 adverts per month in Nuneaton news.</u></li> <li>• <u>Web pages live – main source of contact for</u></li> </ul>

<ul style="list-style-type: none"> <li>• <u>Web pages live – main source of contact for public</u></li> <li>• <u>Google ads running constantly.</u></li> <li>• <u>Facebook ads running constantly.</u></li> <li>• <u>Billboard advertising 4 weeks, stratford and Kenilworth.</u></li> <li>• <u>Advert in Stratford Directory – until Feb 15.</u></li> <li>• <u>Car park ticket advertising covers Rugby area.</u></li> <li>• <u>Billboard advertising Rugby – teen specific.</u></li> </ul>	<p><u>public</u></p> <ul style="list-style-type: none"> <li>• <u>Google ads running constantly.</u></li> <li>• <u>Facebook ads running constantly.</u></li> <li>• <u>Adverts in ALLSORTS magazine – covers south</u></li> <li>• <u>Car park ticket advertising covers Rugby area.</u></li> <li>• <u>Billboard advertising Rugby – teen specific.</u></li> </ul>
<p>November</p> <ul style="list-style-type: none"> <li>• <u>Radio advert running – 4 adverts per at pertinent points.</u></li> <li>• <u>Direct marketing material - DM plan.</u></li> <li>• <u>2 adverts per month in Nuneaton news.</u></li> <li>• <u>Information evening – north.</u></li> <li>• <u>Web pages live – main source of contact for public</u></li> <li>• <u>Google ads running constantly.</u></li> <li>• <u>Facebook ads running constantly</u></li> <li>• <u>Advert in Northtalk magazine – covers all north and atherstone.</u></li> <li>• <u>Car park ticket advertising covers Rugby area</u></li> </ul>	<p>December</p> <ul style="list-style-type: none"> <li>• <u>Direct marketing material - DM plan.</u></li> <li>• <u>2 adverts per month in Nuneaton news.</u></li> <li>• <u>Web pages live – main source of contact for public</u></li> <li>• <u>Google ads running constantly.</u></li> <li>• <u>Facebook ads running constantly.</u></li> <li>• <u>Adverts in ALLSORTS magazine – covers south</u></li> <li>• <u>Advert in Northtalk magazine – covers all north and atherstone.</u></li> </ul>

## Item 3





# Young People's GP Experience Survey

November 2013

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*This document has been prepared for Children's Takeover Day and is subject to  
further change*

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# Healthwatch Warwickshire - Young People's experience of GP Services Survey Analysis

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## 1. Survey Background

- 1.1 Healthwatch Warwickshire published a report in August 2013 on the experience of accessing GP appointments. The information was sourced pre- existence of Healthwatch Warwickshire when Warwickshire LINK was in place. Warwickshire LINK had been concerned for some time that obtaining an appointment to see a GP was problematic for many people. This belief was based on anecdotal reports and complaints submitted by local residents.<sup>1</sup>
- 1.2 The survey was not specifically targeted at children and young people. There were 317 respondents and only 5 respondents classified themselves as under 25.
- 1.3 In Healthwatch Warwickshire's 2013 survey, respondents' views of their GP receptionist services were very mixed. Some were positive and incredibly complimentary. However, some issues were raised about receptionists being perceived as unhelpful and "gatekeeping" appointments. This echoes with stories that are heard on a regular basis by Healthwatch Warwickshire at outreach sessions with groups of all ages.
- 1.4 When local healthwatches were established they were given the legal responsibility for ensuring that children and young people's experiences and concerns are heard.
- 1.5 At the 2012 DH Children and Young People's Health Outcomes Forum it was noted that there were "too many examples where only adults' views or health outcomes were measured".<sup>2</sup>
- 1.6 The "You're Welcome!" - Quality criteria for young people friendly health services (2011) placed standards for young people friendly health services which organisations should try to achieve. These include issues of access, complaints services and confidentiality.<sup>3</sup>
- 1.7 Warwickshire LINK had commissioned WCVYS (Warwickshire Children and Voluntary Youth Services) to undertake a report into how young people's voices could be heard in health and social care services.<sup>4</sup>
- 1.8 Healthwatch Warwickshire decided as part of their work to ensure young people's voices were heard it would endeavour to find out what Warwickshire young people think of their GP surgeries.

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<sup>1</sup> Healthwatch Warwickshire GP Access report 2013 – available at [www.healthwatchwarwickshire.co.uk](http://www.healthwatchwarwickshire.co.uk)

<sup>2</sup> Report of the Children and Young People's health outcomes forum, 2012

<sup>3</sup> "You're Welcome!" – Quality criteria for young people friendly health services , Department of Health, 2012

<sup>4</sup> "Giving young people a voice in health and social care", Warwickshire LINK/ WCVYS, May 2012

## 2. Methodology

- 2.1 A questionnaire was drafted to include some of the issues that were raised in the original survey and also to include young people specific questions based on the "You're Welcome!" criteria.
- 2.2 The draft survey was taken to a pilot group of young people at the PUSH project<sup>5</sup> for comment and minor alterations were made accordingly.
- 2.3 Contact was made with a number of young people's community groups and arrangements were made for workers to fill in questionnaires with young people or for Healthwatch Warwickshire to visit and fill in as part of a focus group approach.
- 2.4 WAYC ( Warwickshire Association of Youth Clubs) and WCVYS, who are Warwickshire 3rd sector infrastructure organisations, provided contacts and put the survey link on twitter, blogs and Facebook to increase the reach of young people. It was also placed on Ask Warwickshire and the schools post website.
- 2.5 Communities of interest groups were identified such as Young Carers and the Children in Care Council where young people are known to be at risk of increased health inequalities and whose voices are seldom heard.
- 2.6 Representatives from the Clinical Commissioning Group Patient Participation groups (CCGPPG) were informed of the survey and the link was placed on all 3 of Warwickshire's CCG websites.
- 2.7 Two Patient Participation groups requested surveys and information from Healthwatch Warwickshire and encouraged patients directly to take part.
- 2.8 The Health Store in Nuneaton gave young people the survey when visiting a range of professionals including Health Advisors, trained Family Planning Nurses, Housing Advisors, Youth Workers and specialist Substance Misuse workers.
- 2.9 Healthwatch Warwickshire attended Warwickshire College Fresher's Fair and supported young people to fill in the questionnaire and gathered information for case studies. Contact was made with Health and Social Care tutors and a session was delivered to Health and Social Care students at both Leamington and Rugby sites. A large number of students have identified that they would like to be considered as potential Healthwatch Warwickshire volunteers as a result of this session.
- 2.10 A total of 323 responses were received. However, 50 of those were received from young people registered with GP practices out of county. The young people's experiences have been noted but not included in statistical data.

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<sup>5</sup> PUSH projects is a Warwick based support group for lesbian, gay, bi-sexual and transgender young people.

### 3. Recommendations

- 3.1 That the report is circulated for feedback and comments. The findings of the report will be presented by young people as part of the Children's Commissioner for England's annual Takeover Day.
- 3.2 That young people's views are actively sought as part of Patient Participation Groups annual surveys and that Patient groups consider having a representative to act as a children and young people's champion who will consider issues and complaints, identify trends and how services can be improved for children and young people within their individual practices.
- 3.3 That discussion takes place with Clinical Commissioning groups about how to increase involvement of young people in commissioning intention consultations and other matters that affect them.
- 3.4 That discussion takes place around recognising the impact of negative perception of young people's behaviour and the possibility of training for front line staff in order to break down barriers and increase levels of confidence in young people trying to access services independently.
- 3.5 That discussion takes place and consideration is given to addressing the issue of young people's particular difficulty in making early morning phone calls to secure appointments with GPs.
- 3.6 That assumptions should not be made by staff that young people will know how to use health services and feel confident in doing so, and that the systems that are in place to make appointments, order repeat prescriptions etc. are young people friendly.
- 3.7 That discussion takes place about raising staff awareness of young people's right to be involved in making decisions about their care.
- 3.8 That the introduction of simple, plain English, well-advertised complaints system is considered for all GP practices.
- 3.9 That Young Healthwatch volunteers consider creating simple "how to" guides for making appointments, ordering repeat prescriptions and registering with GPs/dentists.
- 3.10 That the work from the Office of the Children's Commissioner: "Child friendly complaints processes in health services: Principles, pledges and progress" (Sept 2013) is discussed and built upon at a local level and that children and young people's experiences are viewed from a consumer rights perspective.

## 4. Results

- 4.1 68% of the young people had attended the doctor's surgery within the last 6 months. So the majority of the young people's experiences are current. 22% had been within the last 6-12 months and only 9% of young people had not been to their GP practice within the last 12 months.
- 4.2 171 of the respondents had experience of making appointments themselves, although they do not always choose to do so. When young people don't make their own appointments these were always done by parents, grandparents, older siblings or their foster parents or carers.
- 4.3 Those young people aged 13-15 were less likely to be making their own appointments. Some were unaware they were allowed to do so, thinking they had to wait until they were 18 years old. A significant proportion of 16-18 year olds still had parents/carers making appointments and a number of reasons were given for this including:-
- Don't like speaking on the phone to strangers
  - Don't know how to make an appointment/request repeat prescriptions
  - Felt they needed to be forceful to make convenient appointments
  - Young people are being asked why they want the appointment
  - Ringing to make appointments is inconvenient when young people are expected to call at 8.30am when travelling on public transport to school/college
  - Ringing and being held in queues is difficult and costly when on as a pay-as-you-go mobile

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*"Feel uncomfortable and shy explaining why I need an appointment." – Female, aged 17*

*"I've never been told that I am allowed to make my own appointments" – Female, aged 15*

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- 4.4 The majority of young people 69% are happy to use traditional methods of phoning or making GP appointments in person. However, 31% of young people would prefer to make their own appointments using technology, such as SMS text messaging, online or via email.

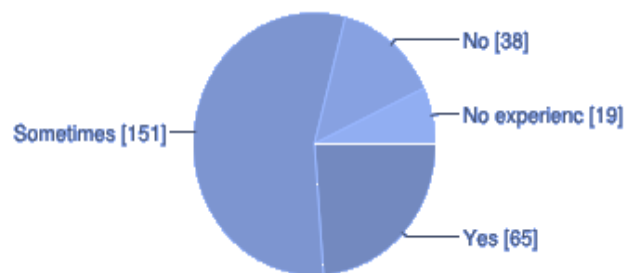
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*"I get intimidated because they don't always seem friendly on the phone" –  
Female, aged 15*

*"Ringin' up is hard to get an appointment – don't want to do it on the bus" –  
Male, aged 17*

---

- 4.5 When asked if young people felt they were able to have choice about appointment times 55% said that they were only able to have a choice sometimes. Young people who are in school or college during the day reported having to take time out to go to appointments. This can also prove difficult with travelling to and from appointments if their school/college site isn't near their GP practice. Many young people described how they didn't want to say no if they were offered appointments and didn't want to try to negotiate a more convenient time as they felt that they would be perceived as not actually needing a same day appointment. There was also questions from school/college about why they were taking time off during their school/college day.




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*"...not understanding that I can't just get back from college quickly for appointments. Told me if I was ill and it was an emergency I would find a way to get there." – Female, aged 18*

*"Mum does it for me because it's awkward to get an appointment at a good time so you have to be tough" – Female, aged 17*

---

- 4.6 Where an emergency appointment is needed, it would appear that the majority of young people 53% feel that a GP will usually be available, although 9% of patients reported never being able to get an emergency appointment. However, this raises some concern as it is assumed that the default position of young people and their parents/carers would be to attend a walk-in-centre or A&E service if they are unable to secure an emergency appointment.

- 4.7 36% of young people said they were unable to make advance appointments. Again this is problematic for young people to fit in with school/college and changing part-time work rotas. Worryingly, several young people in focus groups talked about being given 2 weeks of medication to try and were asked to return to the GP, but were unable to secure appointments within the 2 week time frame leaving a gap in medication.
- 4.8 Young people had very different experiences of what happens when they are late depending on their individual surgery policy. Many have no experience of being late for appointments, either because they still attend with parents/carers or they fear losing their appointment. 32% report being seen by a GP if they are able to wait. However, some young people said they felt that they were being reprimanded by reception staff and that when their lateness had a valid reason ( e.g public transport) then it was not appropriate to be made to feel like that. 33% were told to make a new booking. Again the concern is that if the young person deemed their need to see a GP to be urgent they may then choose to go to a walk-in centre or A&E.

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*"I saw my GP and they prescribed me two weeks of anti-depressants and told me to go back in two weeks. There weren't any appointments and I didn't want to see another doctor or else I would have had to say everything all over again. I tried to explain this but they wouldn't listen to me so I ended up with a gap in my anti-depressants" – Female, aged 17.*

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*"I was 5 minutes late due to the bus being late. I tried to book in on the screen and my appointment wasn't showing. I spoke to reception and they were really funny with me about it. I explained why I was late but they didn't listen and said it was my responsibility to get there on time. Didn't need to be told off in public like a child. I waited over an hour to see the doctor – felt like I was being punished" – Male, aged 19*

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- 4.9 Some young people had a positive experience of the receptionist service at their surgery reporting that they were helpful, kind, friendly and professional. However, the majority had either had a negative experience or knew a friend or family member that had; the biggest issue being around "gatekeeping". Receptionists are regularly asking young people why they need an appointment. There is some belief that this is done in order to direct people to the best healthcare professional for the concern rather than needing to see the GP every time. However, young people do not want to discuss their sexual or mental health issues with reception staff as they find it intrusive and embarrassing and have concerns about confidentiality. There is also the perception that you need to be "firm" to get a convenient



appointment. Young people feel that staff assume they know how to make appointments and to complete tasks such as getting repeat prescriptions. There have been many accounts from young people which worryingly refer to staff being rude, unhelpful and unfriendly towards them. Appendix 4 shows a word cloud created using young people's descriptions of the reception services. The bigger and more prominent the word indicates it has been repeated more often.

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*"...very unhelpful and inflexible" – Female, aged 16      "Felt like I was begging" – Female, aged 17*  
*"Friendly if I'm with my mum – stern when I'm on my own" – Male, aged 16*

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- 4.10 Most younger people knew they could request to see a GP without their parent/carer being present. The 15% of young people who were not aware were all in the 13-15 age range.
- 4.11 40% of the young people did not feel that they were involved in making decisions about their care and described healthcare professionals ignoring them and talking to parents/carers instead or just telling them what will happen next with little or no discussion taking place.
- 4.12 Many young people were surprised that you are able to make a complaint or raise concerns about your care or the service you receive within the NHS. Only 9% felt they knew how to make a complaint and would be confident to do so. 7% felt that they didn't know but that they probably wouldn't want to anyway. The reason for this is that they had very little confidence in their complaint being taken seriously or any change happening as a result. However, 35% felt that they knew how to go about raising concerns but would not feel confident to use the system. Almost half the young people did not know how to complain but felt that it was something that they would want to do. Young people worry that due to their age they wouldn't be listened to and taken seriously or that the process would not be confidential and this may affect getting appointments or receiving good care in the future. This is clearly a perception that needs to change as feedback needs to be used to drive up quality and make changes to ensure the service is meeting the needs of the service users.

## 5. Areas of concern

- 5.1 When talking to young people about Healthwatch Warwickshire and its functions there have been several concerns repeated numerous times -
- Young people report that they have been made to feel that they go too often to the doctors and then are put off going again.
  - Decisions are made for young people without their understanding or agreement.
  - Young mums often feel patronised when they take their babies and children to the doctors and are made to feel it is their age not their inexperience of being a mother that is the problem.
  - Young people have been sent home from GP surgery when they are late for appointments.
  - Young people have been used as interpreters for their parents who do not speak English in both GP and hospital environments.
  - Booking systems that require early morning phone calls and being held in queues are not young people friendly.
- 5.2 Young carers report having to exaggerate their parent's condition to both GPs and the 111 service in order to get seen.

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*"I have to tell them she (Mum) is worse than she is to get anyone to come out because I'm scared they won't come. When they do come they usually take her to hospital – so I was right to be worried wasn't I?" – Male, aged 16*

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- 5.3 Young people in Local Authority Care report having to keep telling their story every time they go to the doctors. This can be because there isn't consistency of seeing the same GP at the practice or due to changing GPs each time they have a new placement. There was also some concern that there are often delays to annual health checks.
- 5.4 Even though young people were assured of confidentiality when completing the survey, where young people have given examples of negative experiences or shared their concerns a large number have chosen not to give the name of their GP practice to ensure they can't be identified.

## Appendix 1: Young people's Questionnaire - Doctors Surgery Experiences

At Healthwatch Warwickshire, we want to hear from people of all ages, and are asking young people to share their experiences in booking an appointment to see your doctor/nurse and how you feel about your Doctors' surgery.

All your answers to this questionnaire will be **confidential** - So you can be as honest as you like!

It is not necessary for you to provide your name and contact details. (Unless you would like to be entered into the prize draw - we will remove your personal details when we receive your completed questionnaire.)

This survey can be completed online until 31<sup>st</sup> October 2013 at [www.healthwatchwarwickshire.co.uk](http://www.healthwatchwarwickshire.co.uk) or by visiting <http://tinyurl.com/mwxlker>

Please circle or underline your answer.

- 1) If you know the name of your Doctors Surgery or your Doctors name can you write it down below?
  
- 2) When did you last visit your Doctors surgery?
 

Within last 6 months	6-12 months	12 months+
----------------------	-------------	------------
  
- 3) Do you normally make your own appointment to see someone at your Doctors?
 

Yes	No
-----	----
  
- 4) If you do NOT normally make your own appointment who does this for you?
  
- 5) Can you tell us why you feel unable to make your own appointment to see someone at your Doctors surgery?
  
- 6) How would you prefer to make your appointments?
 

Phone Call	Online	Email
In person	Text	Other (Please state).....
  
- 7) Do you get a choice of appointment time?
 

Yes	Sometimes	No	No Experience
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- 8) In an emergency, can you always be seen if you are prepared to wait?
 

Always	Usually	Never	No Experience
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- 9) Do you get a choice of days / times for advance appointments?

Yes No

10) What happens if you are late for your appointment?

Make a new booking Seen if you wait No Experience

11) Do you have any comments you would like to tell us about your Doctors receptions service?

12) Are you aware that you can be seen without your parent/carer?

Yes No

13) Do you feel that your Doctor/Nurse involves you in decisions about your care?

Yes Sometimes No

14) Would you know how to make a complaint if you were not happy about your experience at your Doctors' surgery?

Yes No

The following details help us to monitor that we are talking to a range of different people across the county (Please circle below)

Are you: male female What is your age \_\_\_\_\_

Do you have a disability yes no

What is your ethnic origin?

Please return your completed questionnaire using the freepost address below:

Freepost RSUE-UETG-XACH  
Healthwatch Warwickshire  
4-6 Clemens Street  
LEAMINGTON SPA CV31 2DL

You can also contact us on **01926 422823** if you would like to tell us your experiences in more detail or find us on facebook or twitter

## Appendix 2: Demographic Information

Age <sup>6</sup>	Gender <sup>7</sup>	Disability <sup>8</sup>	Ethnicity
13-15 20%	Female 69%	Yes 16%	White British 88%
16-18 yrs 54%	Male 31%	No 81%	White European 4%
19-21yrs 21%		Not indicated 3%	Black Caribbean 2%
22-25yrs 5%			Black African 2%
			Asian 3%
			Other 1%

## Appendix 3: List of supporting organisations

Thanks to:-

Health and Social Care students - Rugby and Leamington Sites

WAYC

WCVYS

WCAVA

Bromford Hub

Targeted Youth Support Services -WCC

Schools Post Website - WCC

PUSH project

WRCC

South Warwickshire Clinical Commissioning Group

Warwickshire North Clinical Commissioning Group

Coventry and Rugby Clinical Commissioning Group

Young Carers - The Gap

Children in Care Council

Nuneaton Healthstore

Lillington Children's Centre - Young Parents group

Family Voice Warwickshire

<sup>6</sup> The high number of 16-18 year old respondents reflects the high level of responses from Warwickshire College Students.

<sup>7</sup> The majority of respondents were female due to the attendance at groups Healthwatch Warwickshire had access to.

<sup>8</sup> Specific groups for young people with disabilities were unable to support respondents in the time frame due to other commitments. However, mechanisms are in place to gain views on an ongoing basis.

## Appendix 4: "What we think of our GP receptionist Services"



## Item 4





## **Corporate Parenting Panel – Dataset for 8 September 2014**

The dataset shows previous year performance and current year performance as at 30 June 2014.

The Children Looked After data shows:

- For a 3 month period from April - June 2014 there was an increase in the number of looked after children standing at 62.4 per 10,000 population, from 61.7 at year end 2013/14. This is higher than the England and statistical neighbour averages.
- As reported previously the projected outturn for education reflects the higher number of children within the cohort who have statements of special educational needs.
- Health assessment performance improved at 80.0% for 2013/14, however for the first quarter since April this is showing a decline that could be attributed to (i) recording errors (ii) delays in securing health assessments for out of authority placements. This is monitored and amended on a weekly basis.
- Placements – this is showing an increase in the use of Warwickshire approved fostering households compared with other Local Authorities indicating a lower reliance on independent fostering agency placements. Placement stability is improving and remains a priority area for further improvement. The number of Warwickshire approved households shows little variation, however there are 11 applications in stage 2 of the assessment process.
- Adoption performance shows a marked increase of 6% from previous year with a continuing rise in adoption placements for the first part of this year. This is bringing Warwickshire above the national average. Placement timescales have improved further, and there continues to have a high number of people seeking to adopt through Warwickshire.

### **Issue for Elected Members to consider:**

What do you see as the strategic goal for reducing the number of children and young people in care in Warwickshire?

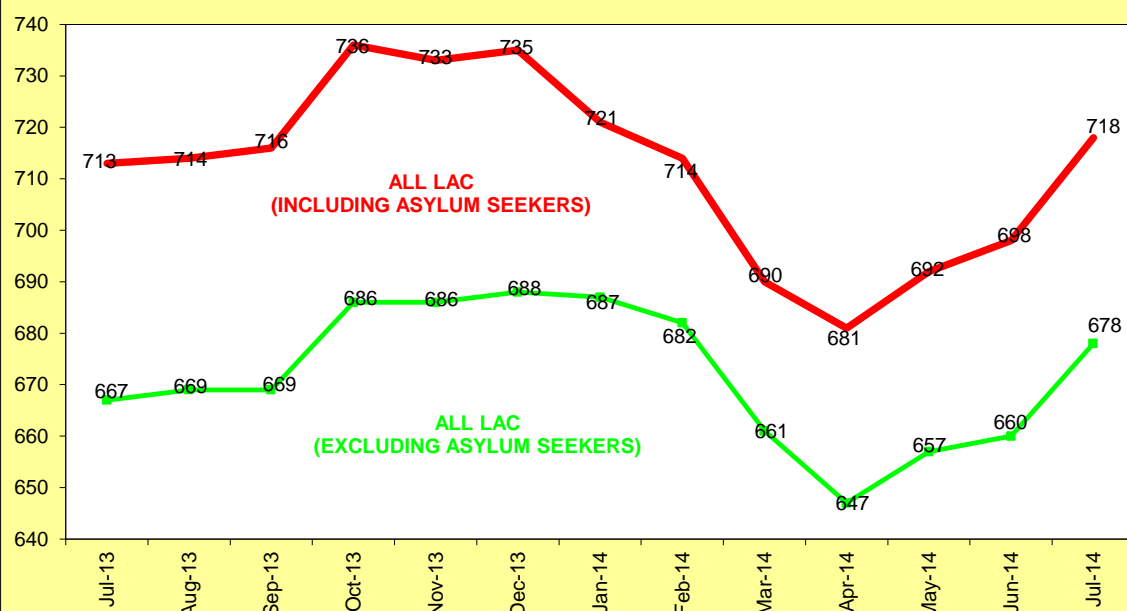
Brenda Vincent

Service Manager

19.8.2014

## 2. CHILDREN LOOKED AFTER

### 2.1 Children Looked After



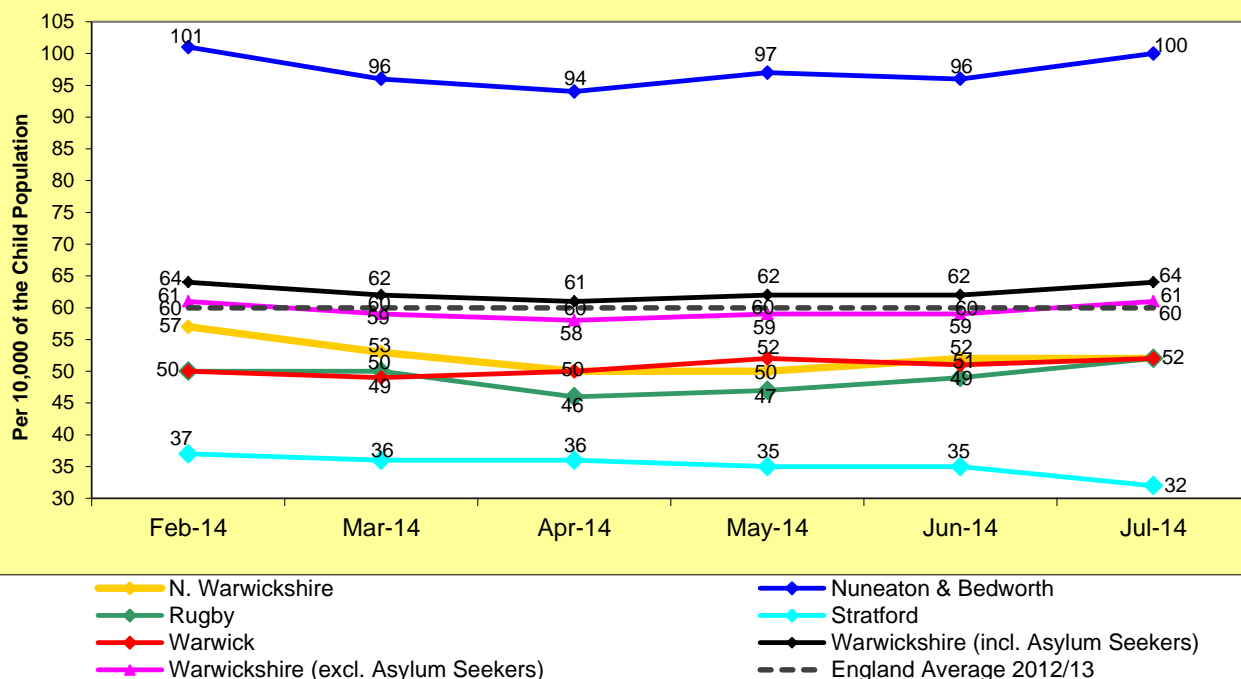
At 31 July 2014, Warwickshire's looked after population increased by 20 to 718, whilst the number of looked after children excluding asylum seekers increased by 18 to 678.

### 2.2 Number of Looked After cases allocated by team

	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
N. Warks Ch&F Team	71	67	63	63	65	65
<b>North Warwickshire (ALL)</b>	<b>71</b>	<b>67</b>	<b>63</b>	<b>63</b>	<b>65</b>	<b>65</b>
Bedworth Children's Team	195	197	192	200	199	208
Nuneaton Children's Team	67	58	54	55	53	53
Nuneaton District CST	7	1	4	2	3	5
<b>Nuneaton &amp; Bedworth (ALL)</b>	<b>269</b>	<b>256</b>	<b>250</b>	<b>257</b>	<b>255</b>	<b>266</b>
Rugby Childrens Services Team	109	109	101	104	108	115
<b>Rugby (ALL)</b>	<b>109</b>	<b>109</b>	<b>101</b>	<b>104</b>	<b>108</b>	<b>115</b>
Stratford District Children's Team	85	82	83	80	80	75
<b>Stratford (ALL)</b>	<b>85</b>	<b>82</b>	<b>83</b>	<b>80</b>	<b>80</b>	<b>75</b>
Warwick District CAT	3	5	5	4	1	1
Kenilworth/Warwick	54	51	55	60	65	66
Leamington Ch&F Team	68	66	66	65	62	63
<b>Warwick (ALL)</b>	<b>125</b>	<b>122</b>	<b>126</b>	<b>129</b>	<b>128</b>	<b>130</b>
N/W, Nun & Bed Integrated Disability	6	6	8	8	8	8
Rugby Integrated Disability	2	2	0	0	0	0
Stratford Integrated Disability	1	1	1	1	1	1
Wark & Lm Integrated Disability	8	8	8	8	8	8
IDS Autism Team	6	6	5	5	5	6
<b>Integrated Disability Service (ALL)</b>	<b>23</b>	<b>23</b>	<b>22</b>	<b>22</b>	<b>22</b>	<b>23</b>
Asylum Seekers	32	29	34	35	38	40
LD Services Team - Adults	0	1	1	0	0	0
No Allocated Team	0	0	0	0	0	1
Youth Justice	0	1	1	2	2	3
<b>Warwickshire (TOTAL)</b>	<b>714</b>	<b>690</b>	<b>681</b>	<b>692</b>	<b>698</b>	<b>718</b>

## 2.3 LAC per 10,000 of the Child Population by District

Looked After Children allocated to the four district teams that form the Integrated Disability Service will be included under the relevant district when calculating the LAC per 10,000 by district



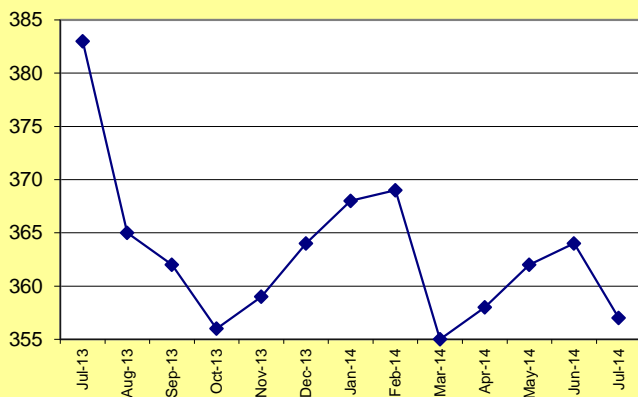
Please note that from February 2013 onwards the rates per 10,000 are based on the 0-17 population from the 2011 Census as supplied by the Office for National Statistics.

## 2.4 Looked After Children by Placement Type by Team at 31 July 2014

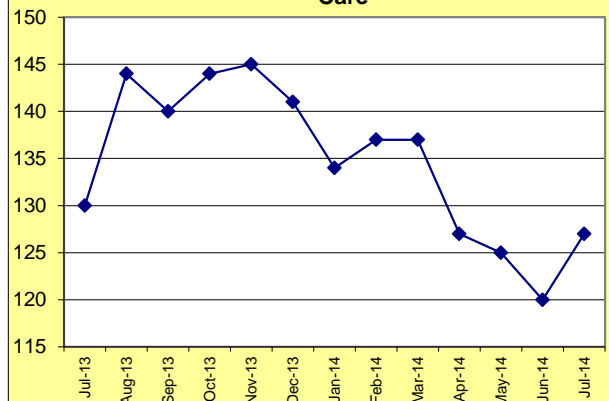
	WCC Foster Care	Placed for Adoption	Residential Home/School	Agency/O LA Foster Care	Relative/Friend Foster Care	Placed with Parents/Person with PR	Other Placement e.g. Independent Living, Mother & Baby Unit, Secure Unit
N. Warks Ch&F Team	36	7	1	15	3	1	2
Bedworth Children's Team	104	14	12	56	16	1	5
Nuneaton Children's Team	26	7	0	3	12	5	0
Nuneaton District Children Services Team	3	0	0	1	0	0	1
Rugby Childrens Services Team	55	8	3	21	15	8	5
Stratford Children's Team	35	2	3	8	10	9	8
Warwick District CAT	0	0	0	1	0	0	0
Kenilworth/Warwick	35	1	1	5	7	4	13
Leamington Ch&F Team	37	8	1	8	7	2	0
N/W, Nun & Bed Int Disability	1	0	2	4	1	0	0
Rugby Integrated Disability	0	0	0	0	0	0	0
Stratford Integrated Disability	0	0	1	0	0	0	0
Wark & Lm Integrated Disability	7	0	0	1	0	0	0
IDS Autism Team	0	0	4	1	0	0	1
Asylum Seekers	17	0	0	3	1	0	19
LD Services Team - Adults	0	0	0	0	0	0	0
No Allocated Team	1	0	0	0	0	0	0
Youth Justice	0	0	0	0	0	0	3
<b>Warwickshire (TOTAL)</b>	<b>357</b>	<b>47</b>	<b>28</b>	<b>127</b>	<b>72</b>	<b>30</b>	<b>57</b>

## 2.5 Children Looked After by Placement Type

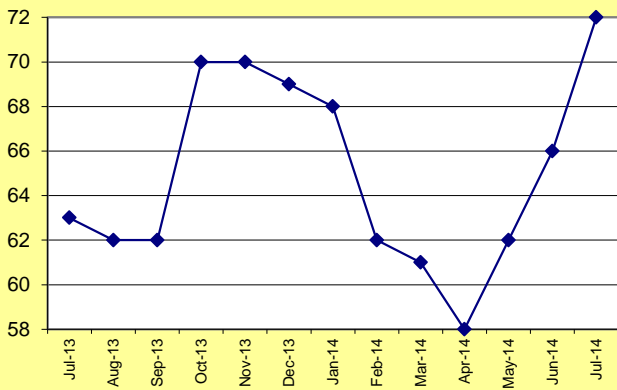
**Children Looked After in WCC Foster Care**



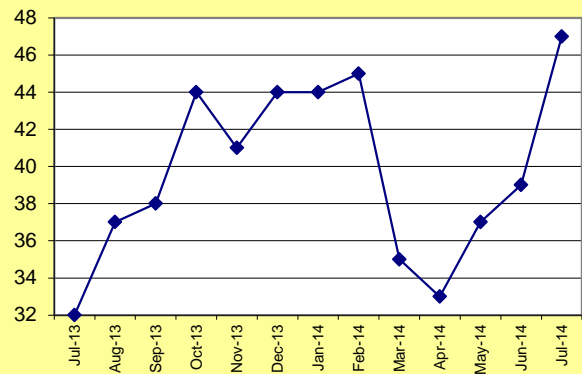
**Children Looked After in Agency/OLA Foster Care**



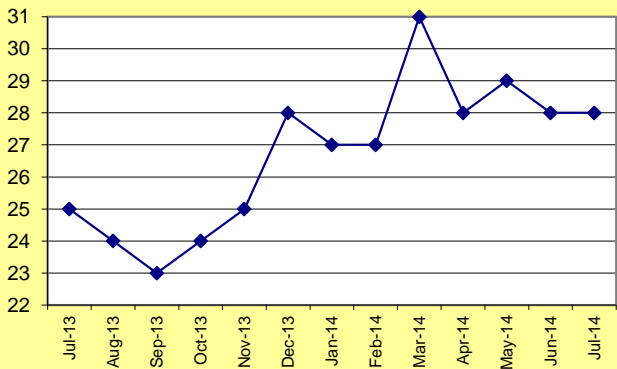
**Relative/Friend Foster Care**



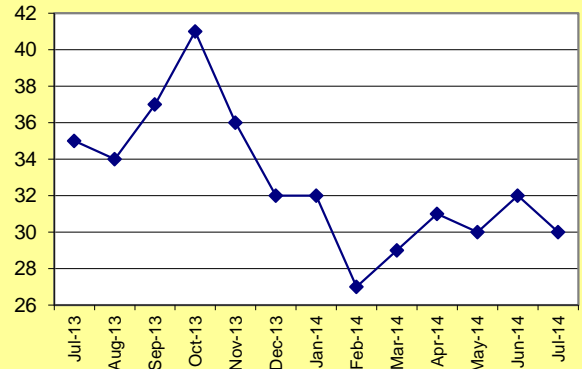
**Placed for Adoption**



**Residential Home/School**



**Placed with Parents or Person with P.R.**



At 31 July 2014, increases were seen in children placed in agency/OLA foster care (up 7 to 127), children placed with relative/friend foster carer (up 6 to 72), children placed for adoption (up 8 to 47) and children placed in other placements (up 8 to 57).

Decreases were seen this month in children placed in WCC foster care (down 7 to 357) and children placed with parents or person with P.R. (down 2 to 30) whilst children placed in residential home / school remained the same as the previous month (28).

## 2.6 Looked After Children Currently Missing From Care

Between 1 - 31 July 2014 there were no episodes of a child/young person missing from their placement.

## Warwickshire Corporate Parenting Panel Dataset

**Data Caveats:** Please note that quarterly data, although of benefit because it illustrates activity trends, may not be reflective of our final position at the end of year as we will need to undertake further validation and data quality checks at the end of each financial year.

	To be provided by	2010/11 Yearly Outturn	2011/12 Yearly Outturn	2012/13 Yearly Outturn	2013/14 Yearly Outturn	*Current* 2014/15 Q1 Outturn	2012/13 England Average	2012/13 - Statistical Neighbours Average
<b>LAC per 10,000 of the 0-17 child population</b>								
No. of Looked After Children per 10,000 population	Jamie Wait	57.2	61.2	62.4	61.7	62.4	60	48.8

	To be provided by	2010/11 Yearly Outturn	2011/12 Yearly Outturn	2012/13 Yearly Outturn	2013/14 Yearly Outturn	*Current* 2014/15 Q1 Outturn	2012/13 England Average	2012/13 - Statistical Neighbours Average
<b>Attainment of Looked After Children</b>								
CiC attainment: KS2 - Percentage who achieved at least Level 4 in Mathematics - <b>ANNUAL MEASURE</b>	expected to achieve Level 4	36%	68%	71.0%	Awaiting exam results for 2013/14 academic year	48.0%	59%	56.7%
CiC attainment: KS2 - Percentage who achieved at least Level 4 in Reading - <b>ANNUAL MEASURE</b>	expected to achieve Level 4	44%	80%	71.0%	Awaiting exam results for 2013/14 academic year	48.0%	63%	60.2%
CiC attainment: KS2 - Percentage who achieved at least Level 4 in Writing - <b>ANNUAL MEASURE</b>	expected to achieve Level 4	N/A	72%	79.0%	Awaiting exam results for 2013/14 academic year	48.0%	55%	51.8%
CiC attainment: KS4 - 5+ GCSEs A*-C or equivalent - <b>ANNUAL MEASURE</b>	Steve Pendleton - those expected to get 5 A-C	32.8%	38.8%	42.9%	Awaiting exam results for 2013/14 academic year	30.0%	36.6%	33.1%
CiC attainment: KS4 - 5+ GCSEs A*-C or equivalent <b>including English &amp; mathematics GCSEs</b> - <b>ANNUAL MEASURE</b>	Steve Pendleton - those expected to get 5 A-C (including English/Maths)	13.1%	16.3%	21.4%	Awaiting exam results for 2013/14 academic year	15.0%	15.3%	15.5%
% of looked after children who are making at least expected progress – by year group	Steve Pendleton	N/A	N/A	N/A			N/A	N/A
The percentage of sessions missed due to overall absences for children who have been looked after continuously for at least twelve months at 31 March - <b>ANNUAL MEASURE</b>	Steve Pendleton	5.0%	6.0%	TBC			Absence information is matched against the School Census (SC) which collects pupil level data on a termly basis (spring, summer and autumn collections). Absence data is returned in arrears and is therefore available at a later date than attainment information. As a result of this, the latest available absence information for primary, secondary and special schools covers the 2011/12 school year.	
The percentage of school-age children looked after continuously for 12 months who were attending a school that was assessed as being good or better by Ofsted	Steve Pendleton	N/A	N/A	N/A			N/A	N/A

	To be provided by	2010/11 Yearly Outturn	2011/12 Yearly Outturn	2012/13 Yearly Outturn	2013/14 Yearly Outturn	*Current* 2014/15 Q1 Outturn	2012/13 England Average	2012/13 - Statistical Neighbours Average
<b>Health of Looked After Children</b>								
The proportion of children who had been looked after continuously for a year or more who had an annual health assessment during the previous 12 months.	Rachel Webster/Jamie Wait	80.2%	76.3%	76.8%	80.0%	75.3%	87.3%	84.2%
Data caveats around % of LAC without Health Assessments are that young people decline health assessments, referral delays/health capacity issues and missed and cancelled/re-arranged appointments affect completion within timescales.								

		2010/11 Yearly Outturn	2011/12 Yearly Outturn	2012/13 Yearly Outturn	2013/14 Yearly Outturn	*Current* 2014/15 Q1 Outturn	2012/13 England Average	2012/13 - Statistical Neighbours Average
<b>Looked After Placements Monitoring</b>	<b>To be provided by</b>							
% of LAC placed in Internal provision foster care at year/quarter end	Jamie Wait	68.7%	65.9%	63.3%	60.3%	61.6%	51.0%	N/A
% of LAC placed in External provision foster care at year/quarter end	Jamie Wait	11.3%	14.8%	16.0%	19.9%	17.2%	24.0%	N/A
% of LAC placed in Residential provision at year/quarter end	Jamie Wait	3.6%	2.9%	3.3%	4.3%	4.0%	9.5%	N/A
Long Term Stability: % of LAC aged under 16 who have been looked after continuously for at least 2.5 years, who were living in the same placement for at least 2 years, or are placed for adoption.	Jamie Wait	73.1%	69.5%	63.8%	63.0%	63.1%	67.0%	65.2%
Placement Stability: The percentage of LAC with 3 or more placements over a year	Jamie Wait	11.8%	12.8%	12.5%	12.2%	12.0%	11.0%	11.1%

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<b>Fostering</b>	<b>To be provided by</b>							
Number of Mainstream foster care households at end of each year/quarter	Jamie Wait	253	263	252	257	258	N/A	N/A
Number of Family/Friends foster care households at end of each year/quarter	Jamie Wait	48	63	61	37	49	N/A	N/A
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Number of open child referrals for a fostering placement	Lesley Malley	N/A	N/A	N/A	65	85	N/A	N/A
Number of foster carers at stage 1 of the fostering information and preparation process	Lesley Malley	N/A	N/A	N/A	15	8	N/A	N/A
Number of foster carers at stage 2 of the fostering assessment process	Lesley Malley	N/A	N/A	N/A	16	11	N/A	N/A

		2010/11 Outturn	2011/12 Outturn	2012/13 Outturn	2013/14 Yearly Outturn	*Current* 2014/15 Q1 Outturn	2012/13 England Average	2012/13 - Statistical Neighbours Average
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The Number of adoption orders granted (children adopted)	Sharon Shaw/Jamie Wait	25	31	33	56	16	N/A	N/A
The percentage of children who ceased to be looked after who were adopted (had their adoption order granted)	Jamie Wait	9.9%	10.5%	10.8%	16.9%	20.8%	13.2%	11.8%
The average time (days) between a local authority receiving court authority to place a child and the local authority deciding on a match to an adoptive family	Jamie Wait	113	117	87	142	104	210	215.4
The average time (days) between a child entering care and moving in with their adoptive family (3yr average)	Jamie Wait	558	562	535	553	424	647	664.8
Number of adoption decisions	Sharon Shaw	N/A	N/A	N/A	93	10	N/A	N/A

<b>Adoption continued</b>	<b>To be provided by</b>	<b>2010/11 Outturn</b>	<b>2011/12 Outturn</b>	<b>2012/13 Outturn</b>	<b>2013/14 Yearly Outturn</b>	<b>*Current* 2014/15 Q1 Outturn</b>	<b>2012/13 England Average</b>	<b>2012/13 - Statistical Neighbours Average</b>
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Number of approved adopters available	Sharon Shaw	N/A	N/A	N/A	33 [no placement or match]	25 [ no placement or match]	N/A	N/A
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## Item 5



DRAFT

**WARWICKSHIRE COUNTY COUNCIL**

**CORPORATE PARENTING POLICY  
AND STRATEGY**

**2014 -2017**

*Working for  
Warwickshire*



Update August 2014

*Looked after? Some say we are in **CARE**  
Moved around families and we journey from here to **THERE**  
But we are here now to make a **PLEDGE**  
The first step taken the thin edge of the **WEDGE**  
Safety net there so when we fall we get **CAUGHT**  
We need you to hold it so it gives us **SUPPORT**  
Simple re assurance like a light left on the **LANDING**  
If we gonna change we start at the **ROOT**  
A pledge is for life not just a photo **SHOOT**  
We want you to listen to our sometimes fragile **VOICES**  
To inform and direct but let us make our own **CHOICES**  
You can help me when I'm happy and don't want to **MOVE**  
It's only after I get settled things start to **IMPROVE**  
You shape our lives, corporate parent **AUTHORITY**  
I'm one young person in a sea of adult **MAJORITY**  
Sometimes we are in care because adults just **DON'T**  
Sometimes they can't and sometimes they just **WON'T**  
Childhoods should be filled with memories of **LAUGHTER**  
At the end of the day we just want to be looked **AFTER***

*By the Children in Care Council*

# Corporate Parenting The Policy and Strategy 2014- 2017

## Contents

1. The Policy
2. Key Principles
3. Joint Working and Shared Responsibilities
4. Monitoring and Governance Arrangements

## 1. The Policy

Warwickshire County Council is committed to providing an excellent standard of care for children and young people who are looked after by us. As their corporate parents we hold them in our minds in any decisions we make about their services.

We first approved its Corporate Parenting Policy, Strategy and Action Plan on 12 December 2006. It has been reviewed since this time, first to reflect the requirements from Care Matters: Time for Change (June 2007) and more recently to reflect the current Corporate Parenting arrangements across the County Council.

Corporate Parenting describes the collective responsibilities that Warwickshire County Council and partner organisations have towards children and young people in the care of the Local Authority. These include children accommodated by voluntary agreement with their parent/s, children on statutory orders, and children in shared care arrangements, those remanded into care by the court and unaccompanied asylum seeking children and young people.

Warwickshire County Council's policy is that looked after children and young people:

***'Are secure and supported to achieve well, that they are encouraged to have full and fulfilled lives that raise their self esteem and confidence. It is ultimately about preparing them for adulthood and future independence.'***

**As corporate parents we would want all children and young people who are in care and looked after to live in a placement that can meet their needs for as long as required, maximising every child's opportunity for permanency, to improve the educational attainment and health levels so that the gap is narrowed between them and their peers, and for them to be well prepared and supported for living independently as and when it is the right time for them.**



As reflected in Care Matters

“Improving the role of the corporate parent ... is key to improving the outcomes for children in care. It is with the corporate parent that responsibility and accountability for the wellbeing and future prospects of children in care ultimately rest. A good corporate parent must offer everything that a good parent would, including stability. It must address both the difficulties which children in care experience and the challenges of parenting within a complex system of different services.’

This **Corporate Parenting Policy** is underpinned by key principles, and as a strategy it is designed to help elected members, Local Authority staff, carers and local partners understand their responsibilities and how they can contribute to ensuring that look after children and young people in care and care leavers have the best possible outcomes in line with national standards and requirements. It also outlines the need for joint working and shared responsibilities, underpinned by awareness training and a commitment to service improvement.

## 2. Key Principles

In Warwickshire we believe that children and young people should have excellent care whilst they are in our care, and that they should not remain in our care for any longer than they need to whilst protecting them from harm, we will work hard to promote the best way for them to live out their childhood within their own or a new family. For older young people we will help them to plan for their future and work towards their independence.

The People Group within Warwickshire County Council has as its Mission to:

***‘Support people, especially the most vulnerable and disadvantaged, to access throughout their lives every opportunity to enjoy, achieve and live independently.***

Within the People Group the priority **outcomes** for children and young people in the care of the Local Authority are:

- People are safe – children and young people have physical safety and feel secure.
- People are cared for – children and young people have security, stability and are cared for in a positive and safe environment which is appropriate to their individual needs

- People enjoy life - children and young people have opportunities and access to employment, recreation, family social and community life
- People are healthy - children and young people have access to a range of local support services to meet their needs and which promote physical, mental and emotional health and resilience
- People learn – children and young people have opportunities to achieve high standards and realise their full potential regardless of their circumstances or location – that the gap is narrowed for looked after children and young people
- People contribute – children and young people are involved in decision making about their lives they have opportunities to help to shape the provision of services that support their needs.
- People are independent – young people they have access to a range of accommodation and support which enable them to live independently when they are ready to leave to care.

The **key performance indicators** that are monitored, measured, benchmarked and reported on an annual basis are:

(i) Safety and placement stability

- The % of children in care who experience 3 or less placement moves
- The % of looked after children under 16yrs who have been looked after continuously for at least 2.5 yrs. who are living in the same placement for at least 2 yrs.
- The % looked after children who are placed for adoption
- The average timescale over a 3 yr. period between a child entering care and moving into the adoptive family or other permanency option such as special guardianship

(ii) Health and wellbeing

- The % of children and young people with completed health assessments within statutory timescales
- The % of looked after children and young people having visits within statutory timescales

(iii) Education, learning and independence

- The % of young people in care/care leavers aged 16 yrs. – 19 yrs. who are not in education, employment or training (NEET)
- Attainment at key stage 2 (primary) - % gap between the achievement of looked after pupil and those not in care

- Attainment at key stage 4 (secondary) -% gap between the achievement of looked after pupil and those not in care
- The % of young people in care achieving 5 or more A\* - C at GCSE including maths and English.
- The % of young people aged 19 yrs. who were looked after aged 16 yrs. who live in suitable accommodation

(iv) Participation

- The % of children in care aged 4 yrs.+ who participated in their review

The **Pledge** reinforces these promises to looked after children and young people:

- *To care for you and about you and have the same hopes and aspirations and expectations of you that we have for our own children*
- *To recognise the impact of change in your lives and commit to minimising further disruption and change*
- *To ensure that we really listen to you*
- *To stick with you and continue to do what we think is right for you even when you do not agree with us.*

Central to this is the **Participation Strategy** that aims to:

- Ensure that children and young people in care are consulted and involved in the decision making process around services that relate directly to them either as individuals or as young people within the communities where they live.
- Listen to what children and young people have to say
- Give a voice and weight to their views and experiences and ensure that these are used to improve services.

Since September 2008 the Local Authority has supported the arrangements for the Children in Care Council that provides the forum for children in care to express their views and influence the services and support received. Through the Council and other means such as surveys and meetings we will focus on particular themes and areas of importance for young people in care and care leavers.

### **3. Joint working and Shared Responsibilities**

The County Council through its elected members and officers is committed to working in partnership with children and young people in care and care leavers. As corporate parents all those supporting children and young people in care need to address the following two questions:

**If this were my child or young person, would it be good enough for them?**

**If I were that child or young person, would it have been good enough for me?**

(DfES "If it were my child.....A councillor's guide to being a good corporate parent." 2003)

### **Warwickshire County Council Elected Members**

Leadership is provided through the **Corporate Parenting Panel** that has the overall purpose to:

***'Secure elected member and cross organisation support and commitment for delivering improved services and better outcomes for looked after children, young people and care leavers.'***

Elected members have opportunities to meet with the Children in Care Council and reports to the Cabinet and full Council. They have a key role in ensuring that the interests of children and young people in care and care leavers are considered at every opportunity. The **Key Questions** that elected members should ask are in appendix 1. However at a minimum they should be able to demonstrate:

- Knowledge of the numbers, age range and gender percentage of children and young people in care
- How to contact the Children in Care Council
- Membership of the Corporate Parenting Panel
- The educational attainment of looked after children who attend schools in their Wards and measures taking place to narrow the gap between looked after children and the Warwickshire average
- The Local Authority's adoption performance against the national average

In addition it is recommended that all Cabinet members attend at least one event a year relating to look after children, young people or care leavers

### **Social Workers - Safeguarding and Leaving Care (Get Ready for Adult Life) Services**

The Senior Leadership Team consisting of the Head of Safeguarding and Children's Social Work Managers, has strategic and operational responsibility for children in care (corporate parenting) and leaving care services. The Annual Service Improvement Plan approved by the Strategic Leadership Group informs individual Team Business Plans which aim to improve outcomes for looked after children and young people.

The responsibilities of social workers are underpinned by the Health and Care Professions Council's standards of conduct, performance and ethics. Key to working with children and young people is the requirement to '*act in the best interests of service users*'. Translated into practice this is about personally taking responsibility for making sure that the best interests of looked after children and young people are protected and promoted, working in an anti-discriminatory way, treating them with respect and dignity, working in partnership and involving children and young people in decision making as appropriate.

As corporate parents, social workers will put this policy into practice by coordinating the engagement of all agencies who can work to support the best possible outcomes for each individual looked after child and young person by:

- Ensuring that the needs of children and young people are properly assessed including health, education, family relationships, activities and interests and areas for specialist support.
- Listening to what children and young people are saying and communicating with them and their carers through their language, actions and behaviours.
- Caring about and promoting their wellbeing.
- Visiting regularly and seeing the child/young person alone and following up any issues of concern or worries on their behalf.
- Making sure that all looked after children, young people and care leavers have a safe place to live which is right for them.
- Involving children and young people in plans for now and for their future ensuring that they have an understanding of their care plan and placement arrangements.
- Ensuring that arrangements work effectively for contact and maintaining important family relationships, friendships and interests.
- Working hard to support their parents and extended family to make the changes they need to, to be able to provide safe care so that children and young people can leave care by returning to live with their families.
- If their family continue to be unable to provide safe care, then finding looked after children and young people a new permanent home where they can settle and live throughout their childhood and continue to belong as adults through adoption or special guardianship.
- Putting in place the right level of support and services at the right time and ensuring that looked after children and young people are encouraged to do well.
- Seeking their views about the plan and recording these accurately – through the statutory review process ensuring that plans are progressed properly and in a timely way.

- Making sure that young people are provided with information, are aware of their rights, have access to advocacy and are aware of the process for making a complaint or representation.
- Involving young people in the full range of participation activities including staff recruitment, training and the review and commissioning of services.
- Working with family and other professionals and services to make sure that plans happen and that children, young people and carer leavers are supported during periods of transition either to family, adoption or independence.

## Warwickshire Fostering and Adoption Services

The Foster Care Service aims to:

***'Provide quality and safe care within a family setting for children and young people who are unable to live within their own families.'***

(Foster Care Statement of Purpose)

It delivers

- A skilled and flexible Fostering Service able to meet the wide range of assessed needs of children and their families. This includes short or longer term care, permanent care, parent and baby placements and short stay care specifically for children with disabilities.
- Foster care placements close to the child's local community, wherever possible, and appropriate for the child/young persons assessed needs.
- A Service that places the child in the centre – that is respectful of, and promotes the child's heritage, culture and identity through the recognition of their race, culture, religion and language.

The Adoption Service provides a full and comprehensive range of adoption and adoption support services, available to all parties affected by the adoption process, that will be consistent with best practice and national and departmental standards and requirements.

The information, preparation, assessment and support adoptive parents receive enables them to meet the needs of children and young people placed throughout the duration of their childhood and beyond

The annual recruitment strategies for these services are based upon an assessment of actual and projected placement needs and requirements. Their aim is to allow wherever possible, placement choice based upon careful matching that will reduce the risk of placement disruption and unnecessary placement moves for looked after children and young people.

## Early Intervention Services, Priority Families, Adult Services

These services have a role in making sure those children who return home do not become vulnerable in future and for the support of care leavers assessed as having ongoing needs

## Education - The Virtual School for Children and Young People in Care

This is a Service for children in the care of Warwickshire Local Authority and it discharges its responsibilities through partnerships with carers, social workers, schools, colleges and the voluntary sector. The vision of the Virtual School is for children in care and young people *'to be the best they can be'*.

Staff in the Virtual School will work directly with children/young people, schools, social care staff, foster carers and the full range of support services, acting as their 'champion' in facilitating the best educational opportunities possible.

At a minimum the Virtual School will ensure that every looked after child/young person has a Personal Education Plan, and that their educational progress is monitored. The Virtual School supports and challenges schools as necessary to improve provision for children and young people in care.

The Virtual School also has the support of the County Council's Charity the Warwickshire Corporate Parents Association, also known as the 'Tiffin Club' who support the Virtual School with mentoring, extra tuition, work experience, access to apprenticeships and any extra support for a gifted child or young person to pursue their ambition.

## Health – The Designated Service for Looked After Children and Young People

This Service with health professionals aims to:

- Promote and improve the health and well-being of looked after children and young people so that their health is not disadvantaged when compared with that of their peers
- Ensure that looked after children and young people understand how to stay healthy, the importance of healthy lifestyles and how to achieve this in a way that motivates them
- Promote the safety of children and young people by enabling them to make informed, positive choices that promote their safety, making them aware of when relationship and lifestyle choices are potentially harmful.

The Service encourages the participation of children and young people in the health assessment process in line with the **Integrated Health Care Pathway**. It monitors statutory health assessments and registrations with GPs, dentists and opticians. It ensures that the Strengths and Difficulties Questionnaire (as an indicator of emotional health and wellbeing) is routinely completed. Through links with health partners and related services the health needs of looked after children and young people are promoted ensuring the timely referral to specialist services. Further the service will contribute to the training of social care staff, foster carers and health professionals on health related issues, best practice and procedural arrangements and requirements.

### **External placement providers – residential, foster care and adoption provision**

Outcomes for looked after children and young people within external placements are monitored and underpinned by Individual Placement Agreements. Internal protocols and close working with the Strategic Commissioning Business Unit ensures the provision of high quality placements primarily through sub-regional commissioning frameworks extending placement choice for Warwickshire young people. Through the commissioning process prospective placement providers will be expected to demonstrate how they will meet our corporate parenting aspirations and will be provided with a copy of this policy document

### **Housing providers**

Working across the district council boundaries the **Housing Strategy** is working towards a suitable range of supported and housing options for care leavers.

### **Voluntary sector providers including MIND, RELATE and BANARDOS's**

These represent agencies who deliver specific services to support outcomes for looked after children and young people across Warwickshire

## **4. Monitoring and Governance Arrangements**

The governance of this policy rests in the first instance with Warwickshire County Council through the People Group Business Unit, Corporate Parenting Panel, Lead Member for Children, Young People and Families, the Cabinet and full Council. The Corporate Parenting Policy and Strategy is further presented to Warwickshire Safeguarding Children's Board and Health and Wellbeing Boards for endorsement.

### **(i)The Corporate Parenting Panel**

The Corporate Parenting Panel will promote and oversee the implementation of this policy by:



- Raising the profile of looked after children, young people and their carers and acting as ‘champions’ for their needs and rights
- Raising the profile of corporate parenting across the county council, district council and partners, including schools
- Advising on the strategic direction of services for looked after children and young people and to agree the corporate parenting priorities on an annual basis
- Monitoring the delivery of the Pledge commitments to looked after children, young people and care leavers
- Listening to the views of children and young people in care, care leavers and their carers and commit to involving them in the review and development of services
- Recognising and celebrating the achievement of looked after children, young people and care leavers and their carers,
- Reporting annually to the Cabinet on its activity

The Elected Members Corporate Parenting Panel receives periodic reports of progress with respect to each service area. They will also receive regular performance reports at their scheduled meetings and will meet with children and young people in care on two occasions a year (minimum). An elected member will also attend the Children in Care Council meetings on a rotation basis and young people are equally invited to attend the meetings of the Corporate Parenting Panel

### **(ii) Children in Care Council**

The Children in Care Council meets with the Strategic Director, Lead Member for Children’s Services and elected members from the Corporate Parenting Panel. The purpose of these meetings is for the young people to represent the view and experiences of the children in care population directly to those responsible for corporate parenting. This provides an opportunity for young people to influence the services and support that they receive.

### **(iii) Corporate Parenting Development Group**

This officer led group involving key service providers

- Considers and contributes to the implementation of strategies and action plans for improving outcomes in relation to children and young people in care leavers
- Monitors, reviews and discuss strategies to improve performance in relation to children and young people in care
- Maintains an overview of service developments, their wider application and implications for children and young people in care in Warwickshire.

### **(iv) Awareness Training**

The Corporate Parenting Policy and Strategy is underpinned by an e-learning awareness training module, developed in conjunction with young people, that aims to ensure that the concept and principles of corporate parenting are well understood and adopted in day to day practice. Through staff induction and training, corporate parenting responsibilities will be highlighted and promoted and translated into practice through individual supervision and team events. Additional training can also be made available for Elected Members and teams/services.

### **(v)Monitoring and reporting**

The basis for improving outcomes for looked after children and young people is through regular monitoring, internal escalation processes, and close working with the Independent Reviewing Service and team and service level improvement plans that are kept under review and completed on an annual basis.

Also on an annual basis through the People Group Strategic Leadership Team and Corporate Parenting Panel an annual report on the circumstances and outcomes of looked after children, young people and care leavers will be presented to Cabinet. Further additional reports to the Children's Overview and Scrutiny Committee will consider the impact of legislative and financial changes on the lives of children and young people in care and care leavers.

## **Appendix 1**

### **Abstract from Local Government Improvement and Development**

#### **10 questions to ask if you're scrutinising services for looked after children**

- How well does the authority do in commissioning or providing services for looked after children in comparison with other similar authorities and against the national average?
- How well do children in care do at school, both academically and in terms of other kinds of achievements?
- How good is the health and wellbeing of children in care?
- How stable and secure are their lives while they are in care?
- How well does the authority do at finding appropriate adoptive families for children for whom it is decided this is the right option?
- How well do the foster care arrangements work (including details of the proportion of children placed in WCC foster homes)?
- How good is the standard of residential care used by the authority?
- What support is provided to young people leaving care and how effective is it?
- How effective is the professional workforce of social workers and other responsible for running services for and working with looked after children?
- What more could be done to fulfil the council's responsibilities as a 'corporate parent'?

## Item 6



## Corporate Parenting Panel

8 September 2014

### Work Programme Report of the Chair

#### Recommendations

The Committee is asked to agree the work programme, to be reviewed and reprioritised as appropriate throughout the course of the year.

#### 1. Work Programme

The Committee's Work Programme is attached as Appendix A. The Work Programme will be reviewed and reprioritised throughout the year so that the Committee can adopt a flexible approach and respond to issues as they emerge.

#### Background Papers

None.

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## Corporate Parenting Panel – Work Programme 2014

Date	Item	Report detail
<b>27 October 2014</b>	Update from CiCC	Members who have attended a CiCC meeting will give a verbal update to the Panel
	Update from Strategic Lead, Brenda Vincent	Brenda Vincent will give a verbal update on current issues to the Panel
	LAC Performance, Wendy Fabbro	The Panel will consider the performance of LAC
	Update from Corporate Parenting Board	Brenda Vincent will update the Panel on the work of the Board
	Themed Item – Virtual School, Nigel Minns/Steve Pendleton	
	Draft Work Programming	The Panel will look to agree their work programme
<b>9 December 2014</b>	Update from CiCC	Members who have attended a CiCC meeting will give a verbal update to the Panel
	Update from Strategic Lead, Brenda Vincent	Brenda Vincent will give a verbal update on current issues to the Panel
	LAC Performance, Wendy Fabbro	The Panel will consider the performance of LAC
	Update from Corporate Parenting Board	Brenda Vincent will update the Panel on the work of the Board
	Themed Item - Adoption Panel/Scorecard	
	Risk Analysis for Adoption Services	<ul style="list-style-type: none"> <li>The Panel requested a report on the Risk Analysis for Adoption Services in Warwickshire.</li> </ul>
	Draft Work Programming	The Panel will look to agree their work programme
<b>Items to be agreed/Dates to be set</b>	Young People's Questionnaire	<ul style="list-style-type: none"> <li>This report sets out the outcomes of consideration of this questionnaire by the 'Believe in Care Strategy Group' and the CiCC.</li> </ul>

	Ofsted Inspection Framework	Members requested a report to a future meeting on the Framework for Future Ofsted Inspections
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