

Children & Young People Overview and Scrutiny Committee

Date: Monday 11 April 2022
Time: 10.00 am
Venue: Committee Room 2, Shire Hall

Membership

Councillor Yousef Dahmash (Chair)
Councillor Jerry Roodhouse (Vice-Chair)
Councillor Jo Barker
Councillor Brett Beetham
Councillor Barbara Brown
Councillor Peter Gilbert
Councillor Brian Hammersley
Councillor Marian Humphreys
Councillor Justin Kerridge
Councillor Jill Simpson-Vince

Joseph Cannon
John McRoberts
Rev. Elaine Scrivens
Sean Taylor

Items on the agenda: -

1. General

(1) Apologies

(2) Disclosures of Pecuniary and Non-Pecuniary Interests

(3) Minutes of the Previous Meeting

5 - 12

2. Public Speaking

3. Question Time

(1) Questions to Cabinet Portfolio Holders

Up to 30 minutes of the meeting are available for members of the Children & Young People Overview and Scrutiny Committee to put questions to the Cabinet Portfolio Holder for Children, Families and Education.

(2) Updates from Cabinet Portfolio Holders and Assistant Directors

Cabinet Portfolio Holders and Assistant Directors are invited to provide any updates they have on issues within the remit of the Committee.

4. ILAC / Ofsted Inspection Outcome and Action Plan 13 - 18

5. Children and Family Centres Service Review and Early Help Family Support Services 19 - 40

6. Work Programme 41 - 44
To consider the attached work programme, updated following the meeting of the Chair and Group Spokespersons. The programme includes an update from the Forward Plan showing items relevant to the remit of this Committee.

7. Any Other Business

8. Date of the next meeting

The next meeting has been scheduled for 14 June 2022 @ 10am.

The meeting will be held in Committee Room 2, Shire Hall, Warwick.

Future meetings for 2022/2023 have been scheduled as follows –

- 27 September 2022 @ 10am
- 8 November 2022 @ 10am
- 14 February 2023 @ 10am
- 11 April 2023 @ 10am

Monica Fogarty
Chief Executive
Warwickshire County Council
Shire Hall, Warwick

To download papers for this meeting scan here with your camera



Disclaimers

Webcasting and permission to be filmed

Please note that this meeting will be filmed for live broadcast on the internet and can be viewed on line at warwickshire.public-i.tv. Generally, the public gallery is not filmed, but by entering the meeting room and using the public seating area you are consenting to being filmed. All recording will be undertaken in accordance with the Council's Standing Orders.

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. Any changes to matters registered or new matters that require to be registered must be notified to the Monitoring Officer as soon as practicable after they arise.

A member attending a meeting where a matter arises in which they have a disclosable pecuniary interest must (unless they have a dispensation):

- Declare the interest if they have not already registered it
- Not participate in any discussion or vote
- Leave the meeting room until the matter has been dealt with
- Give written notice of any unregistered interest to the Monitoring Officer within 28 days of the meeting

Non-pecuniary interests relevant to the agenda should be declared at the commencement of the meeting.

The public reports referred to are available on the Warwickshire Web
<https://democracy.warwickshire.gov.uk/uuCoverPage.aspx?bcr=1>

Public Speaking

Any member of the public who is resident or working in Warwickshire, or who is in receipt of services from the Council, may speak at the meeting for up to three minutes on any matter within the remit of the Committee. This can be in the form of a statement or a question. If you wish to speak please notify Democratic Services in writing at least two working days before the meeting. You should give your name and address and the subject upon which you wish to speak. Full details of the public speaking scheme are set out in the Council's Standing Orders.

COVID-19 Pandemic

Any member or officer of the Council or any person attending this meeting must inform Democratic Services if within a week of the meeting they discover they have COVID-19 or have been in close proximity to anyone found to have COVID-19.

This page is intentionally left blank

Children & Young People Overview and Scrutiny Committee

Wednesday 16 March 2022

Minutes

Attendance

Committee Members

Councillor Yousef Dahmash (Chair)
Councillor Jerry Roodhouse (Vice-Chair)
Councillor Jo Barker
Councillor Brett Beetham
Councillor Brian Hammersley
Councillor Marian Humphreys
Councillor Justin Kerridge

Officers

Andy Carswell, Democratic Services Officer
Chris Baird - Assistant Director(Contractor) Education Management
Nigel Minns, Strategic Director for People
George Shipman, Service Manager
Calvin Smith, Service Manager (Safeguarding & Support)
Paul Spencer, Senior Democratic Services Officer
Sophie Thompson, Intervention Data and Project Management Officer

1. General

(1) Apologies

Apologies were received from Councillor Pete Gilbert, Councillor Jeff Morgan, Councillor Jill Simpson-Vince and John McRoberts (Co-opted Member of the Committee)

Apologies were also received from John Coleman, Assistant Director (Children & Families).

(2) Disclosures of Pecuniary and Non-Pecuniary Interests

None.

(3) Minutes of the Previous Meeting

The minutes of the meeting held on the 16th of November 2021 were agreed as a true and accurate record. There were no matters arising.

2. Public Speaking

None.

3. Question Time

(1) Questions to Cabinet Portfolio Holders

None.

(2) Updates from Cabinet Portfolio Holders and Assistant Directors

Following a question from Councillor Brett Beetham in relation to the Nuneaton Academy Trust, it was confirmed that officers are waiting for an update from the Regional Commissioner and this will be presented to the Committee when available.

4. Quarter 3 Council Plan 2020-2025 Quarterly Progress Report (April 2021 to December 2021)

The Council Plan Quarter 3 performance progress report for the period 1st April to 31st December 2021 was approved by Cabinet on 17th February 2022. Chris Baird Assistant Director (contractor) (Education Management) presented a tailored update relevant to the remit of the Committee.

The report focused on the Council Plan 2020 – 2025, giving strategic context and a performance commentary, including the Council's two high level outcomes. These were assessed against 54 key business measures (KBM), of which fourteen were within the remit of this committee. The education examination regime had been suspended for a second year due to the Covid pandemic. Eight proxy measures had been introduced for educational attainment.

The report set out two areas of note and good progress, concerning the number of children open to an early help pathway and the percentage of care leavers who were not in education, employment and/or training. Of the five areas not on track, one required improvement activity, which related to the number of children in care, excluding unaccompanied asylum-seeking children. The report set out the current performance narrative, improvement activity and an explanation of the projected trajectory.

Current performance showed that one KBM was paused from reporting due to national suspension of inspection or examination regimes. Eight KBMs were on track and three were not. There were two areas of note, with a current performance narrative provided for each of these. Of the three areas not on track, none required escalation at this stage. Summary information was provided and the associated commentary and improvement activity for all reporting measures was available. The impact of the Covid pandemic on these measures was noted.

The report mentioned the ongoing impact of the Covid pandemic on some KBMs. A new performance management framework had been developed and was approved by Cabinet at its meeting on 10th March 2022.

Due to the Covid-19 pandemic, the summer exam series for the 2020/21 academic year was cancelled. The report comprised the assessments used for 2021, the proxy measures used for both 2020 and 2021 and contextual information for 2021. Warwickshire results compared favourably to the national, regional and statistical neighbour data. Context was provided on the results data. Charts showed average attainment scores and data on grade five and above in English and maths. This was disaggregated to provide data for disadvantaged/non-disadvantaged pupils. Contextual information was provided about attendance levels in 2020/21, remote learning and the mental health of both pupils and school staff. Further sections focussed on disadvantaged and vulnerable pupils, performance levels prior to the pandemic, key trends and issues in 2019, closing the gap in disadvantaged pupil attainment and recovery from the impact of the pandemic.

Following the presentation, the Chair asked a question in relation to disadvantaged pupils and what could be done differently to improve performance in this area. Sophie Thompson - School Improvement Networks Lead Officer, confirmed that this had been an issue for the Council since 2015 but it is also a national issue. Chris Baird added that there are different levels of funding available and that some of it goes directly to schools. He confirmed that this is an issue across the country and it isn't shifting.

Councillor Jerry Roodhouse stated that it was concerning that the country has not moved forward in this area and asked that information from the Closing the Gap Board is shared with members of the committee and it was agreed that a briefing note would be sent out with a view to a full item being added to the work programme for a later meeting. It was confirmed that Councillor Jeff Morgan has been invited to join the Closing the Gap Board in his role as Portfolio Holder for Children, Families & Education.

Following a question from Councillor Brian Hammersley in relation to the number of teaching staff and heads that are leaving the role, Sophie Thompson confirmed that 25 head teachers had left the job in the last academic year which is unprecedented. The Committee noted that predominately, the reason for leaving has been the impact of the pandemic and the challenges faced. A small number have been retirements, or early retirements. To combat the challenges faced because of staff leaving, a course for aspiring head teachers has been introduced and officers are supporting schools with recruitment and inductions courses that are spread over two terms. It was noted that the number of staff leaving, including non-teaching and support staff, is an issue. The level of applications is not reaching the right level but it is hoped that the new range of courses and support will help to retain new staff. Following a question from the Chair, it was confirmed that this is a national issue; and is a post-pandemic problem across many sectors, health and social care, as people reassess their lifestyles after the last two years.

Councillor Brett Beetham requested that moving forward the performance information included a breakdown across the districts and boroughs. The report shows the performance across the county and how Warwickshire is performing alongside statistical neighbours but not how each district and borough is performing within the county. It was confirmed that during the pandemic, it hadn't been possible to get a full data breakdown due to the nature of reporting but that officers are hopeful that the Department for Education will provide the required level of data.

Resolved

That the Overview and Scrutiny Committee consider progress on the delivery of the Council Plan 2020 - 2025 for the period as contained in the report.

5. Progress of Integrated Front Door (MASH)

George Shipman (Service Manager, Initial Response, MASH) introduced this item.

Warwickshire's Safeguarding Partnership established the Multi-Agency Safeguarding Hub (MASH) in 2016. These were structures designed to facilitate information-sharing and decision-making on a multi-agency basis through co-locating staff from the local authority, health agencies, the police, and other partners.

Since that time, there had been changes to legislation, guidance and organisational constructs across the partner agencies. In addition, Warwickshire Children and Families Service (WCFS) was part way through an Ofsted Inspection abandoned due to the Covid pandemic. At the time Ofsted had raised concerns regarding the effectiveness of the MASH. It was agreed to undertake a joint review of the MASH in October 2020, in consultation with a number of teams and agencies. The purpose of the review was to look at the current structure, operating model and delivery of services to children and families to establish if they were safe, efficient, robust and whether they offered best value in terms of resource allocation.

In December 2020 a new permanent Service Manager overseeing the MASH, Initial Response Team, Emergency Duty Team and Family Information Service commenced employment and following this, a new Operations Manager was appointed in February 2021.

The outcome of the review was the development of an Integrated Front Door, which was agreed by partners and its development a major priority within the Service, with the new model officially launching in September 2021. The new service has changed the dynamic around which services can be put in place and how parents/families can be involved.

A key area of note has been the introduction of a triage system; where referrals are screened and initial decisions about referral paths are made. This new initial conversation has led to a significant improvement in the service offered. The Committee noted that a number of additional partners are now in place at the triage stage which has led to another significant improvement.

Councillor Jerry Roodhouse asked if the data collected at the point of triage contact was shared; and if trends are looked at and the information shared with partners. George Shipman confirmed that the sources of referrals (GP, schools, ambulance service) has allowed officers to create the right path for each case; for example, a new domestic abuse pathway has been introduced and earlier support identified.

Nigel Minns, Strategic Director - People Directorate, confirmed that there is a comprehension quality assurance programme in place and that the data is reviewed regularly to identify patterns/changes and the causes. A routine case audit process is completed every 4-6 weeks by the manager to identify trends in individual and overall cases. Briefing notes are then shared with all partners.

The Ofsted Report published in February 2022 highlighted the progress made in the Front Door, noting this was an area of focus for Senior Managers, the benefits of the new structure, quality of management oversight and strong partnership relationships as some of its strengths. Ofsted did highlight a couple of examples where it felt a strategy discussion should have taken place. It noted however it was unlikely the outcomes would have changed in the examples they reviewed.

In summary, there had been a significant amount of development over the last eighteen months which would continue to further strengthen arrangements including the learning from the one area noted in the Ofsted Report. The next nine months would see the introduction of a portal to support web based referring to the Front Door. This would improve both information security and assist with the quality of information completed when safeguarding concerns were raised by professionals.

Resolved

That the Committee notes the update detailing the changes and progress made to the Children and Families Front Door, formally the Multi-Agency Safeguarding Hub.

6. Child Protection Performance

Calvin Smith (Service Manager, Safeguarding & Support) introduced this item reporting on findings from the OFSTED inspection. These were a positive acknowledgement of endeavours to improve the County's child in need & child protection services. However, the recent widely reported deaths of children provided a reminder of the need to seek ongoing improvement in services. Reference to the challenges from the Covid pandemic but the service had continued with staff visiting households throughout it, often the only professionals that were able to visit and supported all families not just the vulnerable.

Over the last four years, a series of themed audits had been undertaken aimed at improving the child protection performance and services. Other mechanisms were in place, including the Child Protection Escalation Panel to ensure a robust challenge to both the council and its partners. Audits were undertaken by key decision makers within Warwickshire's child protection services. The audit process changed in the pandemic from a face-to-face, to a Microsoft Teams process. It was planned to return to the face-to-face process to enhance the action learning cycle. After each audit, the learning was shared in workshops with the teams who complete the child protection investigations and when appropriate, key partners. They provided a continuous cycle of improvement with key benefits being reported.

This process sought to improve the rates for key indicators reported annually in the Department for Education Child in Need return. The audits also aimed to monitor and improve factors impacting the experience families. Over the past four years child protection processes had become more robust and restorative. The learning from the OFSTED inspection would be adopted and the cycle of continuous improvement would be maintained.

Following a question from the Chair in relation to the retention of staff, it was confirmed that the professional life of a social worker is averagely seven and half years. However, Warwickshire's turnover of staff is currently not unacceptable. For two years, there were no agency staff at Warwickshire County Council. We are putting in place support for career pathways and aim to

keep experienced staff in post. In comparison with our statistical neighbours, we are doing well. During their first year with the council there is a scheme in place to protect the workload along with additional training from the academy that has been set up, that newly qualified social workers must pass to move forward. We will try and avoid giving child protection cases during the first year – they may co-work a case with another social worker.

Following a question from Councillor Brian Hammersley, Calvin Smith confirmed that if a child is at risk, the child protection process would be implemented but the assumption that parents are the problem was not always the case; so, child protection processes were not always the answer. The team needs to be able to work with the parents, and other partners to protect the child. Often, parents have done everything they possibly can to protect their child. Recently social workers worked with the British Transport Police; there is a range of partners we can work with. Judgements and decisions are never made alone. There is always a team of professionals involved, a multi-agency decision. We will always question “did we get it right this time?”.

Following a question from Councillor Brett Beetham in relation to district and borough performance data being added to the report, it was confirmed that officers do have access to this information, and it was used in making the decision to launch The Warwickshire Family Safeguarding Project pilot in Nuneaton and Bedworth as that was the area with the highest levels of demand.

The Committee wished their gratitude for the work done by Calvin and all of his team to be noted in the minutes; with thanks for all that they did during the pandemic

Resolved

1. That the Committee notes the updated report detailing Child Protection Performance in Warwickshire.
2. That the Children and Families team continue their programme of themed audits, focusing upon areas of practice where performance is below statistical neighbours or are identified for review. The next audit to focus on strategy discussion thresholds, given the recommended action in the recent OFSTED inspection

7. Work Programme

The Committee noted and agreed the work programme as attached.

The Chair confirmed that following the recent survey sent to the Committee in relation to priority topics they would like to see presented at future meetings that work is still in progress to put a programme together.

8. Any Other Business

None.

9. Date of the next meeting

The next meeting has been scheduled for 11 April 2022 @ 10am

The meeting will be held at Shire Hall, Warwick.

Meetings for 2022/2023 have been scheduled as follows –

- 14 June 2022 @ 10am
- 27 September 2022 @ 10am
- 8 November 2022 @ 10am
- 14 February 2023 @ 10am
- 11 April 2023 @ 10am

.....
Chair

This page is intentionally left blank

Children & Young People Overview and Scrutiny Committee

11 April 2022

ILAC Inspection Outcome and Action Plan

Recommendation(s)

That the Children and Young People Overview and Scrutiny Committee

1. Considers and comments upon the strengths and areas of improvement identified by the Ofsted inspection report, and
2. Endorses the Action Plan as attached at Appendix 1 and requests that regular updates on the plan be brought to the Committee.

1. Background

- 1.1 On 1 February 2021 Ofsted published an inspection report into children services at Warwickshire (the Report). The Report graded Warwickshire as 'good' in all areas.
- 1.2 The Report highlighted key strengths in the service provided by the Council and in particular graded the following areas as good:
 - the impact of leaders on social work practice with children and families
 - the experiences and progress of children who need help and protection
 - the experiences and progress of children in care and care leavers
 - overall effectiveness
- 1.3 In addition, the inspectors formally noted four areas of improvement within the report, these being:
 - the application of thresholds to escalate statutory involvement to a strategy discussion at the 'front door' when the criteria are met
 - ensuring that plans routinely include timescales for action
 - oversight and decisions for children in placements with connected carers that have not been approved
 - achieving a consistently high quality of practice for disabled children
- 1.4 As a result of the Report and the recommendations within it, the Council has prepared an action plan setting out the steps that will be taken to address the formal recommendations. The action plan is attached as Appendix 1 to this

report and will be shared with Cabinet at their meeting on 12 April 2022 and with Ofsted on 13 May 2022.

- 1.5 The Council is committed to addressing the areas of improvement identified as part of the inspection within the next six months. Actions and improvements will be monitored within Children and Families Service as part of the Quality Assurance and Performance Learning strategy.

2. Supporting Information

- 2.1 As noted above, the Report graded Warwickshire County Council good in the following areas:
- the impact of leaders on social work practice with children and families
 - the experiences and progress of children who need help and protection
 - the experiences and progress of children in care and care leavers
 - overall effectiveness
- 2.2 Within the Report the inspectors highlighted the service improvement journey since 2017 and the role leaders have played in working with partners and children and young people to support development. The Report noted that Social Workers listen to the views of children and ensure they are involved in decisions that impact them and highlighted how the service builds trusting relationships with children, young people and families to ensure families stay together where possible (including when children come into care placing them with their wider family if appropriate). The Report found that children in care are supported to live stable lives and make good progress and that care experienced young people are supported when they leave care with opportunities to strengthen their independence.
- 2.3 The inspectors noted that the service's self-evaluation was accurate and reflected the areas for improvement identified during the inspection. The service has a comprehensive Quality Assurance and Performance Learning strategy, which supports continuous improvement. As part of this strategy the service is already working on the majority of these improvement areas and will use the inspector's findings to further strengthen this work.
- 2.4 All improvement activity will be monitored by the Senior Leadership Team via their Quality Assurance and Performance Learning Board

3. Financial Implications

- 3.1 None

4. Environmental Implications

- 4.1 None

5. Timescales associated with the decision and next steps

- 5.1 The action plan will be submitted to Cabinet on 12 April 2022 and shared with Ofsted on 13 May 2022.
- 5.2 As the Council is committed to continuous improvement, activity to address the areas of improvement has already started and it is intended that the activities within the Action Plan will be completed by June 2022.
- 5.3 As a result of receiving a grading of “good” and in line with the Ofsted “Inspecting Local Authority Children’s Services (ILAC)” framework, Warwickshire’s next graded inspection will be a ‘short’ inspection and will take place in three years, plus or minus 6 months (effectively between May 2025 and May 2026).
- 5.4 In addition to the short inspection Warwickshire may also be subject to a Focused Visit or a Joint Area Targeted Inspection (JTAI) sometime within the next three years.

Appendices

1. Appendix 1 – Action Plan

Background Papers

1. Background paper 1 – [Children’s services inspection report November 2021](#)

	Name	Contact Information
Report Author	Daniel Atkins, Anita Lekhi	danielatkins@warwickshire.gov.uk, anitalekhi@warwickshire.gov.uk
Assistant Director	John Coleman Assistant Director – Children and Families	johncoleman@warwickshire.gov.uk
Strategic Director	Strategic Director for People Nigel Minns	nigelminns@warwickshire.gov.uk
Portfolio Holder	Portfolio Holder for Children, Families & Education Councillor Jeff Morgan	jeffmorgan@warwickshire.gov.uk

The report was circulated to the following members prior to publication:

Local Member(s): n/a – county wide report

Other members: Councillors Dahmash, Roodhouse and Brown

This page is intentionally left blank

Ofsted Action Plan

Improvement area:	Actions	Lead	Timescales
The application of thresholds to escalate statutory involvement to a strategy discussion at the 'front door' when the criteria are met.	<ul style="list-style-type: none"> Implement regular multi agency audits to ensure the right children progress to strategy meeting. 	<ul style="list-style-type: none"> George Shipman 	<ul style="list-style-type: none"> May 2022
Ensuring that plans routinely include timescales for action	<ul style="list-style-type: none"> Complete the deep dive (end to end) review into SMART plans across the service and implement the recommendations. The Children and Families workforce training Academy continues to offer outcome focused smart plans to the workforce, integrated into the Assessed and Supported Year in Employment (ASYE) training programme for newly qualified social workers. This will be integrated into the leadership programme. 	<ul style="list-style-type: none"> Dan Atkins Jo Davies 	<ul style="list-style-type: none"> May 2022 In progress & review in July 2022
Oversight and decisions for children in placements with connected carers that have not been approved.	<ul style="list-style-type: none"> Additional management oversight case notes to be added on files detailing and managing risk and mitigating factors by operations and service managers. Independent Reviewing Officers (IRO) to explicitly focus on identified risks and mitigations within review/case note. 	<ul style="list-style-type: none"> Calvin Smith/ Sharon Shaw Jo Davies 	<ul style="list-style-type: none"> April 2022 April 2022
Achieving a consistently high quality of practice for disabled children	<ul style="list-style-type: none"> Review the allocation of staffing levels in the Children with Disabilities (CwD) team to increase worker availability 	<ul style="list-style-type: none"> Calvin Smith/Ian Redfern Calvin Smith/ Ian Redfern 	<ul style="list-style-type: none"> April 2022 May 2022

	<p>and management oversight in the Child in Need (CiN) Pod.</p> <ul style="list-style-type: none">• Introduce additional case file audit cycles to ensure assessments and chronologies are up to date.		
--	--	--	--

Children & Young People Overview and Scrutiny Committee

11 April 2022

Response to Council Motion - Performance Update - Family Support Service and Children and Family Centres

Recommendation(s)

That the Children & Young People Overview and Scrutiny Committee receives and comments upon the response of the Early Help Family Support Service detailing the comprehensive Family Support offer available for families from conception to 19 years (25 years with SEND) and of the Children and Family Centre service in response to the motion passed by Council in [16th March 2021].

1. Background

- 1.1. At the Council meeting of [16th March 2021] a motion was passed which asked that the Children and Young People Overview and Scrutiny Committee keeps the Family Support Workers' service under review as part of its on-going performance monitoring. In response to that motion this Report sets out the current position with regard to family support activity and performance.
- 1.2. In 2019 the approach to Early Help was subject to review by the Council. This review resulted in the formation of 5 district/borough locality Early Help and Targeted Support Teams across Warwickshire include the Family Support Workers previously employed by the 4 Children's Centre providers and the Local Authority Early Help Team. The team are based within the localities at 5 WCC enabled Children and Family Centres with 3 further sites enabled to support the team to work in an agile manner across the area.
- 1.3. The Children and Family Centre Service is part of the County Council's "stepped approach" to delivering support and delivers a seamless, integrated service for families with children and young people. Two providers are commissioned to deliver the Children and Family Centre Service. These are Barnardo's and The Diocese of Coventry Multi-Academy Trust (St. Michael's). There are 14 core sites of which; Barnardo's operate 13 sites and St. Michael's operate 1 site. Both providers also utilise outreach locations to provide the service at a local level.
- 1.4. This report summarises:
 - Early Help and Targeted Support Staffing (including Family Support Workers)
 - Overview of service delivery
 - Increasing knowledge, capacity, and capability of the network
 - Continual service development
 - Current performance of the Children and Family Centres
 - Impact of Covid 19 on the service

- Actions taken to increase performance by the commissioned providers

2. Early Help Family Support Team

Early Help Family Support Team Staffing

- 2.1. In September 2019, 34 Family Support Workers (24 full time equivalent) and 3 Senior Family Support Workers (2.94 full time equivalent) transferred into Warwickshire County Council from the then Children's Centre providers. A further 3 full time Senior Family Support Workers were recruited shortly after.
- 2.2. To date the service has seen an increase in the permanent establishment of Family Support Workers to 25.6 full time equivalent (33 Family Support Workers, some with increased working hours and one current vacancy) supported by 6 full time Senior Family Support Workers. In response to the Covid 19 pandemic, an additional 6 full time Family Support Workers were recruited on fixed term contracts. This means there has been an increase in Family Support by 31.6% (including our COVID response) since 2019.
- 2.3. The Children's Transformation Programme also saw the introduction of 6 full time Parent Trainers to the service (Senior Family Support Workers), with 2 of the Parent Trainers working in Youth Justice Service. This has enabled the Warwickshire Children and Families Service to further develop the parenting offer and increase capacity in the Family Support Service as the Parent Trainers lead on parenting programme delivery.
- 2.4. The Family Support Team continue to be supported by 9.72 FTE Targeted Support Officers and 3 FTE Early Help Social Workers were introduced to the service in November 2020.
- 2.5. The staffing and development activity within the service was recognised in the 2021 Ofsted inspection which stated:

"Leaders have implemented a wide range of measures to ensure that children's needs are met well. They have a sound understanding of the quality of frontline practice and, despite the challenges of the COVID-19 pandemic, they have been tenacious in securing resources and ensuring that services continue to improve"

Services Delivered

- 2.6. Prior to 2019, the Children's Centre Family Support Service provided support to families with children from conception to 5 years only. However, it was considered that the services did not provide equity to all families across Warwickshire. This included supporting families who may also have been open to statutory intervention as part of a Child in Need, Child Protection Plan or Children in Care.
- 2.7. This was addressed and the Early Help Family Support Team now provide a consistent, equitable "stepped approach" to support for children, young people, and families from conception to 19 and up to 25 years for those with SEND. The Stepped Approach is the description of a graduated level of support which increases upon the level of complexity presented.

The team support families from universal services up to the point of formal social care intervention, whilst also providing de-escalation support for families stepping down from statutory intervention.

2.8. It is recognised that families do not come as a “one size fits all” and there has been significant investment in training for all Early Help Family Support Workers to ensure that standards are consistently high and staff are able to access a rich toolbox of knowledge and interventions to respond to the needs of all families appropriately.

2.9. To ensure families have access to the “right support at the right time”, Family Support Workers provide the following services:

2.9.1. Universal Help:

2.9.1.1. The Family Support Line is available across Warwickshire to offer immediate support, advice and guidance to parents, carers, and practitioners. The line operates Monday to Friday 9am – 4pm on 01926 412412. Appointments are available outside of these times by arrangement.

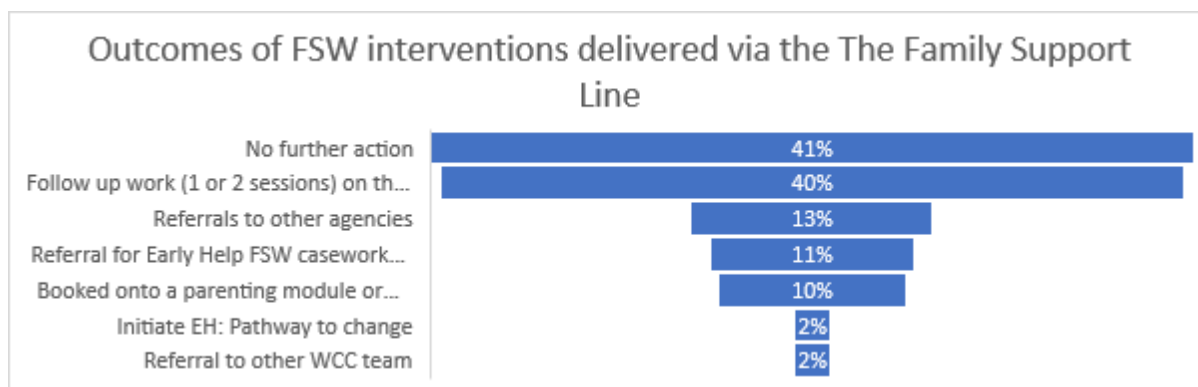
2.9.1.2. A Family Support Worker from each of the five locality districts/boroughs is allocated to support the Family Support Line daily enabling a locality specific response and to deliver immediate information, advice and guidance to parents, carers, and practitioners. This adds value to the intervention as practitioners know their localities well and connect families to local resources. Practitioners can also act upon parents/ carers behalf (with consent) to arrange a consultation, however, in most cases parents access the support themselves.

2.9.1.3. If further support is identified, a follow up call or face to face consultation is arranged by the Family Support Worker for a date and time convenient to the family or practitioner.

2.9.1.4. The Children & Families Front Door caller options also include an option to select the Family Support Line where support needs have been identified but are not of an immediate safeguarding nature. Calls can be effectively transferred between Children and Families services to enable families to access support from a Family support Workers as required. This enables families and practitioners access to immediate advice, guidance and support.

2.9.1.5. Since 1 April 2020, over 1700, consultations have been completed on the Family Support Line. 81% of those calls have been able to remedy the situation for a family without it escalating to require further support from an Early Help Pathway to Change (which stands at only 2%) or the Front Door (which is also 2%). The data below illustrates the outcomes from which multiple options have been chosen; i.e., a family accessed support that required them to attend a parenting module on top of the direct support offered on the Family Support Line which is also demonstrated no further action required. Follow up sessions pertain to the family support worker calling the family back for a diarised appointment to follow up on their previous concerns. The Family Support workers will also make referrals to other agencies as needed (such as the RISE

Dimensions tool). 96% of the work on the Family Support Line stays in the family support service and prevents escalation to specialist services.



2.9.2. Family Support Face to Face Consultations

2.9.2.1. Family Support Workers provide weekly Face to Face consultations for families. Parents can book a face-to-face consultation by calling the Family Support Line, with practitioner support to facilitate the coordination and attend the session as required. Additional follow up appointments and consultations can be coordinated as required. Prior to Covid 19 we were providing a face to face “Drop-in” with no need to book. However, due to the current Covid guidance in place in the Children & Families Centres, these are required to be “bookable appointments” only, with a view to delivering drops in again when COVID safety allows. More information about the Face-to-Face Consultation sessions can be found on our Children and Families – Children and Family Centre web pages.

2.9.2.2. The 2021 Ofsted’s inspection of Early Help was rigorous and thorough, with inspectors stating that:
 “Children and families in Warwickshire benefit from a clearly defined and accessible Early Help offer, ensuring that they receive support services when needed.

2.9.3. Targeted Family Support Intervention

2.9.3.1. A link to our “Request for Family Support Work” form is available on our Children and Families webpages. Families can self-refer, and practitioners can also make a referral if they believe they are struggling with:

- Behaviour, routines, and boundaries
- Sleep, toileting, eating and related issues
- Social, personal, and emotional development
- Caring responsibilities
- Home conditions
- Parental isolation
- Parental conflict

- 2.9.3.2. From April 2020 to date, the Family Support Work team have worked with 2058 children in 1042 families. All referrals are triaged by Senior Family Support Workers and Team Managers to ensure a consistent and equitable application of the stepped approach. This ensures that the right support is offered at the right time and if required, a Family Support Worker is allocated. Intervention is provided in the most appropriate venue for the Child, Young Person or Family. This is often in the family home however, other support is provided via email, text, phone call, video call, and in a variety of venues which may include early years settings, schools or community venues.
- 2.9.3.3. Family Support Workers will be actively participating in Early Help: Pathway to Change plans as appropriate and take on the Lead Professional role, they also take an active role in supporting families who are transferring to and from a statutory intervention from the Children & Families Teams.
- 2.9.3.4. The average timescale for a Family Support intervention is 16 weeks from start to closure. The average caseload of a full time Family Support Worker is approximately 10 families or 22 children (dependent upon complexity). There are currently 313 families with 650 children open to a family support [7/3/2022] with active waiting list management in place. There are currently 49 children across Warwickshire awaiting allocation for direct 121 family support.
- 2.9.3.5. Outcomes for working with Family Support Workers are consistently high with approx. 69% of closures due to a positive outcome. All FSWs are trained in Restorative Practice and the principles of RP are the underpinning ethos of practice. If a family, working alongside their FSW, is able to resolve their families' difficulties with guidance, that is a positive outcome.
- 2.9.3.6. There will always be a proportion of families who start an intervention and determine that they do not wish to continue (14%), this is constantly monitored. In addition, there are occasions where courts will request that the interventions cease (3%) as another intervention might supersede it. Finally, there are 2% of families for whom the intervention with a FSW has not made a positive impact.

2.9.4. Parenting offer

- 2.9.4.1. We have developed a comprehensive parenting offer for families of children 0-19yrs or 25yrs with SEND, which is based upon the Stepped Approach. It includes an offer that starts with online programmes, Family Support line, 2-hour virtual workshops, short courses and a comprehensive range of parenting programmes offered both virtually and face to face by our parent trainer team. Our Family Support Workers also use this offer as part of their family support interventions. All workshops and courses are bookable on Eventbrite via our webpages or alternatively the parent trainer team can be contacted by phone or email to secure a place
- 2.9.4.2. Our multi-agency partners are aware of the offer and regularly share and signpost families to these services. Over the past year there has been 182

sessions delivered to over 600 parents, with Family Support Workers, Schools and Family Information Service being the top referrers. Out of 5, parents rated the courses 4.27 to have met their needs. An area of need that we are aware of and addressing is an Early Help course to help parents with children who have Autism and are awaiting diagnosis.

2.9.4.3. The wide variety of helpful services and impact was acknowledged by Ofsted in the 2021 Inspection report:

“Children and families have access to a wide range of helpful services at an early stage, which make a real difference to their lives.”

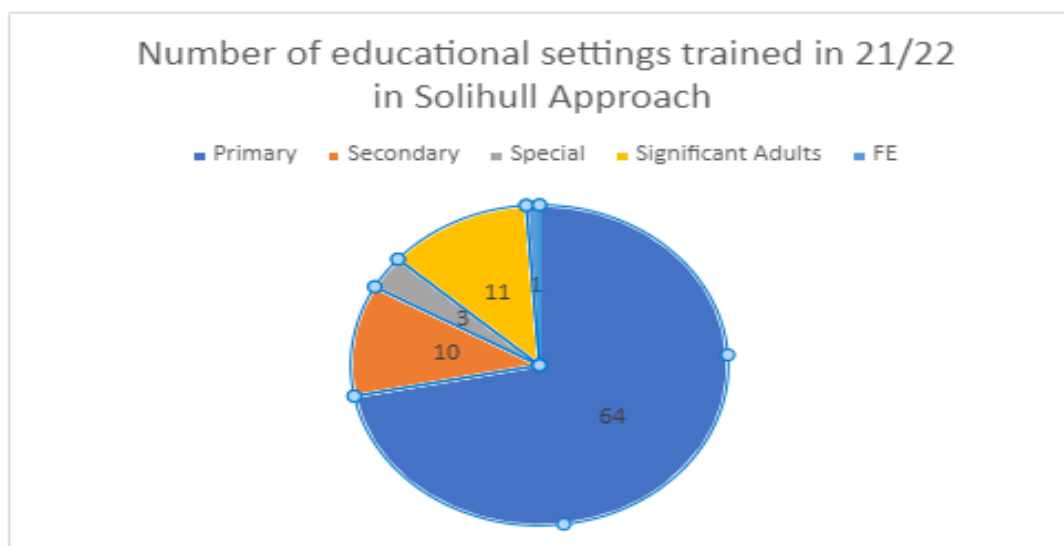
2.9.5. Practitioner Training

2.9.5.1. There has been continued development and investment in our wider multi-agency networks, sharing best practice, training, networking, and restorative circle opportunities, to grow the confidence, capabilities, and capacity of our multi-agency partners.

2.9.5.2. In 2021, a full-time trainer was recruited to deliver a comprehensive training offer to upskill our Designated Safeguarding Leads and Family Support workers in schools. This includes co-facilitation/production with our Early Years and Education teams.

2.9.5.3. The Foundation Solihull Approach training has been offered to all Warwickshire schools who have their own family support or pastoral provision, to provide consistency in approach for all families as a front-line family support offer directly in schools. This includes children attending on site nursery provision. 37% have been trained within the last year with training evaluations rating an increase in confidence of frontline practitioners at 230.77%. This will continue with schools over the coming year.

2.9.5.4. Since 2020, 156 Early Years Providers have accessed Early Help Training which provides a comprehensive overview of the stepped approach and Family Support Offer.



Widening the FSW impact - Practitioner Support Meetings

- 2.10. **Locality Family Support Network meetings** aim to share best practice, skills, knowledge, and support across the locality area from a variety of organisations. Led by the district or borough Early Help Team Leader, they include restorative problem-solving circles, providing practitioners with opportunities to explore appropriate support and interventions for families and identify and overcome any potential barriers at the earliest opportunity. Family Support Workers in schools, pastoral leads and Designated Safeguarding Leads from Early Years providers are welcome to join these sessions.
- 2.11. **Designated Safeguarding Lead** Network events have been created for School and Early Years Designated Safeguarding Leads to support them in their roles. This includes ensuring colleagues have a thorough understanding of the stepped approach and offer the right support at the right time. The importance of this is to ensure that DSLs are fully familiar with the FSW and parenting offer so can act early to signpost families for support.

In Ofsted's 2021 report they *stated*, "Children and families in Warwickshire benefit from consistently good quality services."

Parental Feedback

- 2.12. As can be seen in the table below, upon the completion of interventions parents and carers are asked the 4 questions illustrated below/ They are asked to score the interventions upon a scale of 1 – 5.
- 1: Poor
 - 2: Fair
 - 3: Satisfactory
 - 4. Good
 - 5. Outstanding

Number of responses	How clearly were things explained to you?	How involved were you in the planning?	How much did you feel listened too?	How satisfied are you with the involvement of Children and Families?
1148	4.86	4.56	4.86	4.88

Parental Narrative

The following are direct quotes from families in relation to the support that they received from an EH Family Support Worker.

Everything! Communication with me and school was second to none, built a bridge with school and me when things had gone downhill a bit. Formed a lovely relationship with my children. The service didn't feel professional, FSW was just like a friend whilst being the professional, no judging and lots of encouraging words when I needed them when second questioning myself. Thank you for all your help, as a family we will never forget the help you have provided us - you've left your footprint on us!

Reunited a family who had undergone deep divisions due to family court proceedings which were complex. Without the help of FSW guidance we would not be in the position we are today with a reunited family which is going from strength to strength and one very happy and secure child. We cannot thank the FSW enough for all she has done and wish her all the best in the future.

FSW did everything well, she talked to everyone for me and explained long words to me as I do not read or write. I was reluctant and scared to have a FSW at the start as I am from the travelling community and I thought I would have my kids taken off me as there has been a lot of publicity of FB and a public march outside houses of parliament about family having kids taken off them from social services. Carleen reassured me, talked to me and understood me and did things that I could never have got done. myself and I'm really sad that's she's leaving me.

Had support before from parenting programmes but this time was different as time was taken to listen to me , strategies and approaches were individual to me as 'every family is different' i feel issues and understanding of the issues have been 'pinpointed'.. It has been overwhelming how much 'stronger' i feel, for the first time i have actually succeeded with the goals i wanted to reach. I feel light is at the end of the tunnel , i feel that even if things go wrong with the children's behaviour , i know what to do and i did not feel like that before i felt 'what am i going to do now' and just 'let em get on with it'. I feel little sad support has ended but excited as "i dont need you or anybody" in a good way as i also know its okay to have support , something which i have found difficult.

Areas of development

2.13. There are areas that the service wishes to continue to improve and is taking steps to action. These include

- Continue to work upon Family Support waiting list
- Development in Mosaic of dedicated work-flow consultation line
- Increase and strengthen the knowledge base of FSWs around neurodiversity

3. Children and Family Centre Service Model

3.1. The core elements of the Children and Family Centre service include:

- Coordination and administration of the designated Children & Family Centres and associated outreach provision.
- Provision of a range of stay, play and learn opportunities.
- Building of capacity and resilience within communities (especially those geographical communities in which the Children & Family Centre and outreach venues are located), including increased use of volunteers in service delivery.

Summary of service performance

3.2. Throughout 2021, the Children and Family Centre service ensured all centres remained open despite the impact of the Coronavirus Pandemic. Service delivery during this period was made up of a mixture of virtual and face-to-face provision and predominantly focused upon families within the first 1001 critical days age range. This was reflected by the partners offering services locally from the centres.

- 3.3. There are areas where the service is actively seeking to improve performance including outreach and offering services to families within 5-19 years, up to 25 years with SEND. The effects of that activity can be seen in increased delivery in these areas at St. Michael's.
- 3.4. Key service priorities and expected performance measures have been agreed for the extension period of the contract and will be reviewed as part of ongoing contract management. The Children and Family Centre service performance will continue to be scrutinised and monitored by the WCC Early Help Commissioner, Family Wellbeing.

Impact of Covid 19 on Children and Family Centres service delivery

- 3.5. All 3 core elements of service delivery have been impacted by Covid. The national lockdown in April 2020 resulted in the closure of 9 centres although 5 centres remained open to enable partner services to provide essential services for vulnerable groups.
- 3.6. A key element of the service is to enable partners, including WCC and CCG commissioned services to have access to premises to deliver their services locally meeting community needs. A number of partners moved to virtual delivery models in 2020 which continued in 2021. This resulted in limited delivery of this element of the service which includes partners providing 5-19 years, up to 25 years with SEND services.
- 3.7. However, the recovery of the service commenced during summer 2020, using a phased approach and between August 2020 and October 2020, 11 centres re-opened with 3 remaining centres opening by December 2020:

Phase 1

- Re-open all centres
- Maintain virtual timetable of activities
- Prioritise offering face-to-face appointments from referrals received
- Obtain advice from County Council's Legal services to mitigate risks of future closures during subsequent lockdowns
- Continue partnership engagement through District Advisory Boards and offering access to premises.

Phase 2

- Resume providing services at outreach locations
- Increase number of partner services at centres
- Re-establish face to face stay, play and learning opportunities.

- 3.8. The pandemic impacts on core service elements have included:

- Continued delivery of virtual timetables of stay, play and learning opportunities (first 1001 critical days, 0-5 years).

- Majority of outreach venues remained closed until Spring 2021 (lockdown 3).
- WCC services and other partner services working remotely, virtual service models.
- Re-introduction of face-to-face group activities delivered by the Children and Family Centre Early Years teams with reduced group sizes, resulting in waiting lists.
- Limited-service provision offered at outreach venues, (x2 locations from October 2020).
- Centres accessible by appointment only, previously families could drop in.
- Service volunteers unable to support direct service delivery.

Current performance – up to December 2021

3.9. Throughout 2021, the service has ensured that all core centres remained open which is a significant achievement. This facilitated access to partner services who had resumed offering face-to face services and enabled staff to continue to prioritise meeting families referred to the service, increasing the offer of face-to-face activities.

3.10. The Children and Family Centre service is measured against outcome-based performance indicators. Between January and December 2021, performance against those indicators was as follows:

Reporting activity and target	Barnardo's	St. Michael's
100% delivery against core operational hours	99.79%	100%
Delivery against 6 high level key performance indicators outcomes, at least 50% of families	100%	77%
Service delivery at outreach venues <i>% of total attendance at outreach services versus overall CFC service attendance</i>	3.8%	19.7%
10% of total service delivery hours are supported by volunteers	12.7%	65%
Total delivery by partner services <i>% of total attendances at partners services versus overall CFC service attendance</i>	37%	55%
Attendances at CFC services within 0-4 years	37.4%	31.6%
Attendances at CFC services within 5-19 years	2.6%	26%
Attendances at CFC services with SEN/disability	1.3%	4.7%
Total attendances at CFC service	69,666	7924

3.11. In addition to performance against the above indicators, there were a number of notable successes during the same period:

- Delivery against priority age range, first 1001 critical days programme through both virtual and face to face activities.
- Increased use of social media platforms and other communication channels signposting families to partner services and providing information.
- Strengthening of District Advisory Boards.

- A successful Holiday Activities and Food (HAF) programme delivered by St Michael's during 4 weeks of summer school holidays for 146 children (4-11 years).
- Barnardo's utilised own charitable funds to support families in need.
- St. Michael's delivered a significant number of food parcels to families in need during lockdowns.

Service issues/challenges

3.12. Whilst the service continued to operate during the pandemic, it did so within Covid regulations which therefore resulted in reduced numbers of families and partners being able to attend at centres. The pandemic further affected staffing levels with illness and isolation periods impacting on resources. The service was however able to utilise staff across the service by district to reduce possibilities of closures.

Barnardo's

- 3.8% of overall service attendance was delivered at outreach locations.
- 2.6% of overall service attendance within 5-19 years, versus 37.4% of children 0-4 years.
- 85% of all partner services were Health Visiting and Midwifery, limited representation from partner services across 5-19 years.
- Limited service offer within 0-25 years SEND - 1.3%.
- Overall contract management of service by the provider.

St. Michael's

- Increase service offer within 5-19 years age range, currently 26%.
- Limited service offer 0-25 years SEND - 4.7%.
- Increase service delivery at outreach locations.

Performance including the service priorities will continue to be managed as part of regular contract management.

Actions taken to increase performance by the commissioned providers

3.13. Discussions between People Strategy and Commissioning and Children and Families have determined a set of four key service priorities for the contract extension period (1st September 2022 – 31st August 2023) which are already embedded within the expected service delivery model. Those key priorities are

1. Developing and enhancing the service offer across the , 5-19 years age range.
2. In collaboration with the Early Years Sufficiency and Family Information Service teams, supporting and improving the take up rate of 2-year funded nursery education places for eligible families.
3. Prioritising speech, language and communication needs through delivery of language rich stay and play sessions, Chatter Matters, and other targeted programmes delivered by partner services

4. Ongoing review of all outreach locations, where specific services can be delivered in response to support meeting local needs (i.e. new builds, closure of community premises, resettlement families).
- 3.14. Expected performance measures for each priority have been stipulated and will be measured via quarterly data returns and additional quality assurance activities, and will be evaluated as part of ongoing contract management reviews.
- 3.15. Providers will be required to develop an operational plan. The operational plan will demonstrate how the provider will strengthen service delivery to continuously improve, to ensure they are supporting improving outcomes for children and families and delivering against the contract.
- 3.16. The Children and Family Centre service performance will continue to be scrutinised and monitored by the WCC Early Help Commissioner, Family Wellbeing to ensure that the identified priorities are addressed within the contract.

4. Financial Implications

- 4.1. Demand has increased for Family Support because of the Pandemic and as a result of focused work in social care to ensure the right support is delivered by the right team at the right time. This has impacted upon capacity and therefore staffing has increased.
- 4.2. General COVID 19 grant has funded some family support workers on fixed term contracts, and there is work underway to identify more FSW resource for Early Help from within the current Children and Family service budget.
- 4.3. Current value of the Children and Family Centres contract is £6,016,667 over three years (01/09/19 – 31/08/22)
- 4.4. Value of the Children and Family Centres contract is £2,040,000 over one year (01/09/22 – 31/08/23)
- 4.5. Contractors delivering the service are expected to deliver the improvements set out within the contracted values.

5. Environmental Implications

Some family support visits are occurring virtually because of the pandemic and due to family request. This reduces the carbon footprint impact upon the environment as some travel has reduced.

Appendices

1. Appendix 1 – CFC Service Performance Data Set 01/01/21 – 31/12/21

	Name	Contact Information
Report Author	Marina Kitchen Jackie Kerby Robert Sabin Jennie Palmer Stacey Gill	marinakitcheneearlyhelp@warwickshire.gov.uk, jackiekerby@warwickshire.gov.uk robsabin@warwickshire.gov.uk jenniepalmer@warwickshire.gov.uk staceygill@warwickshire.gov.uk
Assistant Director	Becky Hale John Coleman	beckyhale@warwickshire.gov.uk johncoleman@warwickshire.gov.uk
Strategic Director	Strategic Director for People	Nigel Minns
Portfolio Holder	Portfolio Holder for Children, Families & Education	Cllr Jeff Morgan

The report was circulated to the following members prior to publication:

Local Member(s): Cllr Caroline Phillips

Other members: Councillors Dahmash, Roodhouse & Brown

This page is intentionally left blank

Children & Young People Overview and Scrutiny Committee - 11 April 2022

Children and Family Centre Service Review

Appendix 1 Children and Family Centre Service (CFC) Performance by commissioned provider

Reporting period: 01/01/21 – 31/12/21

1. Delivery against service key performance indicators (outcome-based)

Key performance indicator	Expected performance	Actual	
Outcomes:		Barnardo's	St. Michael's
I am supported to be healthy <ul style="list-style-type: none"> · I am supported to have a healthy start · I access appropriate health services at the right time · I am emotionally healthy 	Yes/No/Partially Self assessment from QPRs - verified by Quality Assurance team Also: At least 50% of families supported to have achieved positive outcomes (number of families achieving outcome/number of families supported)	91.3% 90% 90.9%	88.8% 49.4% 88.8%
I am supported to stay safe <ul style="list-style-type: none"> · I feel confident, safe and secure · I am safeguarded from maltreatment, neglect and sexual exploitation · I live in safe housing and/or accommodation 		86.7% 70% 79.4%	65% 86.3% 38.4%
I am supported to enjoy and achieve <ul style="list-style-type: none"> · I am attending and enjoying play and learning activities · I am prepared for the transition to the next stage of learning 		90% 90.4%	65.3% 65.7%
I am supported to make a positive contribution <ul style="list-style-type: none"> · I benefit from being part of my family and community 		90.6%	88.8%
I am supported to achieve economic well-being and prepare for adulthood <ul style="list-style-type: none"> · I live in a family free from the impact of poverty · I live in a working household 		83.6% 81.7%	75.6% 37.5%
My voice is heard <ul style="list-style-type: none"> · I am listened to and my needs and wishes are met · I can complain and raise concerns if I am unhappy 		91.5% 91.3%	88.8% 88.8%

1. Delivery against service key performance indicators

Coordination of the Children and Family Centres and Reach area:			
Activity	Expected performance	Actual	
		Barnardo's	St. Michael's
% of core hours from Children & Family Centres	100%	99.79% ¹	100%
% of total hours delivered through outreach venues ²	Baseline – 10%	- 3.8% of all attendances	- 19.7% of all attendances
% of total hours support by volunteers	Baseline – 10%	12.7%	65%
% of total hours delivered by partners ³	Baseline – 50%	30,909 footfall 37% of total service	9590 footfall 55% of total service
% of staff trained in minimum requirements: – MECC – Evidence-based parenting support ⁴ – Strengths/asset based approaches	100%		
		100%	100%
		100%	100%
		100%	100%

¹ Rugby district site closures w/c 25/10/21, loss of 56 hours

² Reporting variances across districts; venues and sessions, or by hours. Modifications implemented to returns

³ Reporting data sets under review with providers, current reporting data at footfall per return providing overall % versus CFC led footfall, modifications implemented to returns

⁴ Speech and language training planned Spring 2022, to upskill existing workforce to deliver tier 3 targeted programmes supporting increase in identified consortia's

Detailed service performance data reporting

Reporting period: 01/01/21 – 31/12/21

Reported service performance	Barnardo's ⁵ - 5 districts (x13 core sites + outreach)	St. Michael's - Bedworth (x1 core site + outreach)
ATTENDANCES AT CHILDREN AND FAMILY CENTRES ACTIVITIES		
Distinct attendees at CFC services (all sites)	6238	1148
Attendances by identified individuals	37985	6872
Average number of attendances per individual	6.1	6
Anonymous attendances ⁶	31681 (45.5% of all attendances)	1052 (13.3% of all attendances)
Attendances at outreach locations	2655 (3.8% of all attendances)	1558 (19.7% of all attendances)
Total attendances (Includes virtual and face to face)	69666 (av. 5806 per month, 1161 per district per month)	7924 (av. 660 per month)
Total attendances by type of delivery (virtual and face to face activities)	60.4% - virtual 39.6% - face to face	15.2% - virtual 84.8% - face to face

ATTENDANCES BY DEMOGRAPHICS		
% of attendances from IMD decile 1	6.1%	0.4%
% of attendances from IMD decile 1, 2 or 3	23.1%	50.4%
% of attendances from outside county	1%	3.2%
Average age of children at attendances	1.3 years	4.3 years
Average age of adults at attendances	33.5 years	36.3 years
Attendances by 0-4 years	13866 (37.4%)	2093 (31.6%)
Attendances by 5-19 years	955 (2.6%)	1722 (26.0%)
Attendances by ethnicity	82.8% - non BME 17.2 % - BME	88.4% - non BME 11.6% BME
Attendances with identified gender	77.8% female / 22.2% male	64.8% female/35.2% male

⁵ Additional subset of data provided for Barnardo's by district

⁶ Anonymous attendances – accessing virtual sessions, without registering details

Attendances by individuals with SEN/disability	1.3%	4.7%
--	------	------

Reporting period: 01/01/21 – 31/12/21

Reported service performance	Barnardo's – 5 districts (x13 core sites + outreach)	St. Michael's - Bedworth (x1 core site + outreach)
Children and Family Centre (CFC) service data		
Incoming referrals to the CFC service	1074	1023
Referrals to other partner services from CFC	1651	293
Individuals registering with the CFC service	6374 (av. 532 per month, 106 per district)	1208 (av. 101 per month)
Contacts with families by type⁷		
Distinct (individual) contacts	1969	301
Anonymous contacts	87377	244
New births	5321	457
Information about services	53961	-
Mailshots	13525	-
Signposting	8775	-
Facebook	-	91655 reach/3239 engagement (mean across the year per ¼)
ATTENDANCES AT PARTNER SERVICES		
Footfall at partner services (0- to 5 yrs.)	5652	465
Footfall at partner services (5-19 yrs., up to 25 yrs. SEND)	865	187
Total partner footfall	30905	2748

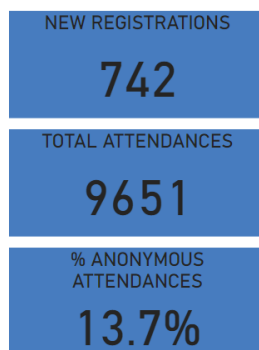
⁷ Additional reporting added during 2020 & 2021, variable data sets - not all districts captured all areas and from 01/01/21 onwards

Children and Family Centre service performance

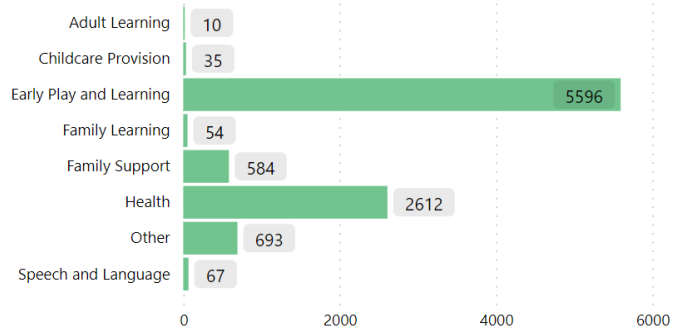
Covid-19 comparison data sets – St. Michael's service performance (headlines of CFC led activities)

Period includes service mobilisation (01/09/19 and prior to covid)

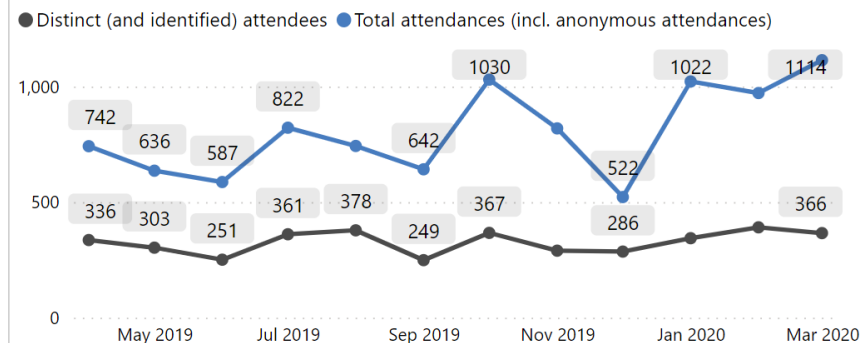
Apr 2019 - Mar 2020



ATTENDANCES BY ACTIVITY CATEGORY

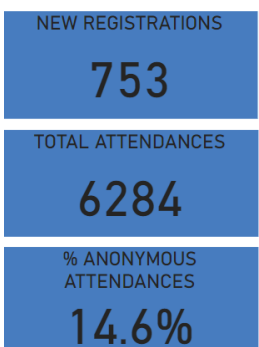


ATTENDANCES BY DATE

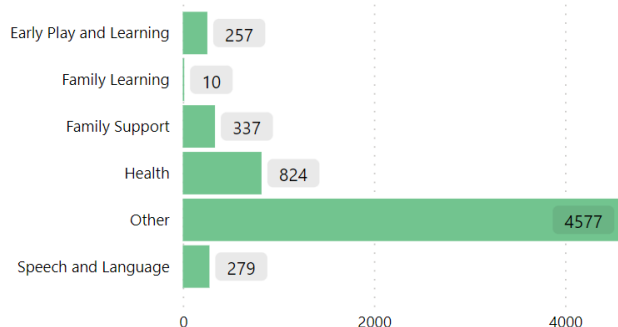


Period includes covid, virtual programme and St. Michael's returned to offering group face to face activities (Sep'20) and reducing their virtual programme

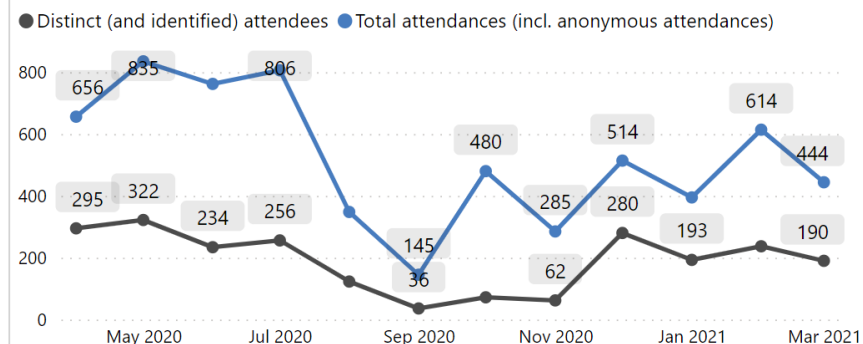
Apr 2020 - Mar 2021



ATTENDANCES BY ACTIVITY CATEGORY



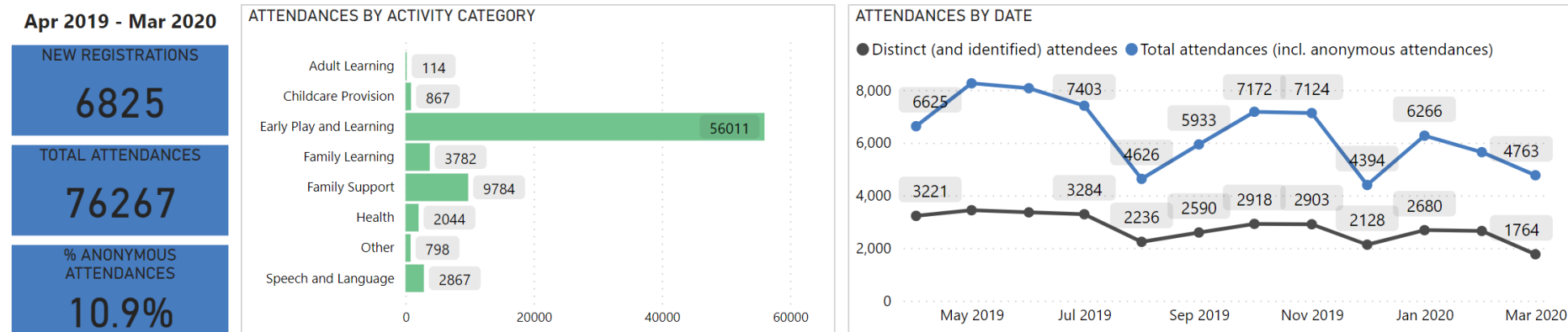
ATTENDANCES BY DATE



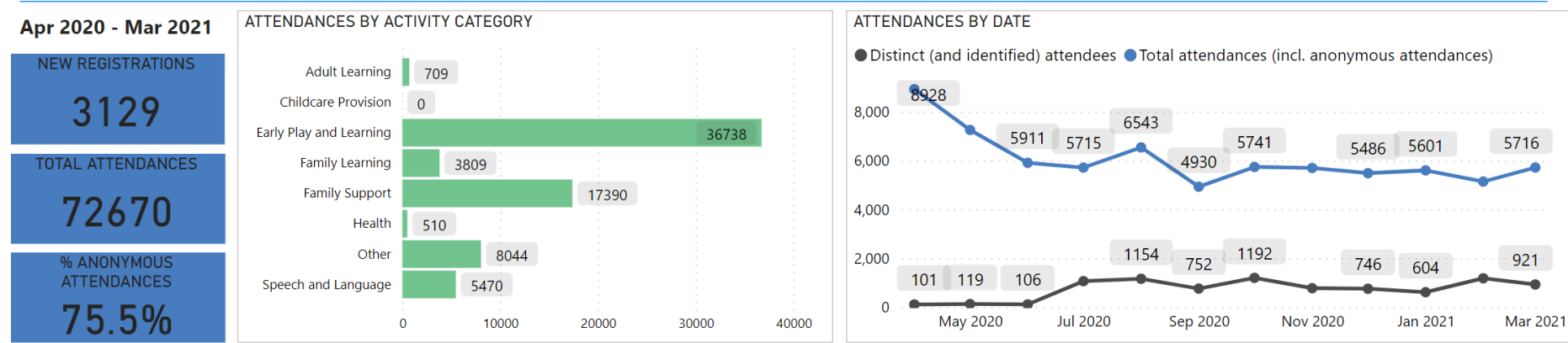
Children and Family Centre service performance

Covid-19 comparison data sets – Barnardo's service performance (headlines of CFC led activities)

Period includes new service mobilisation (01/09/19) and prior to covid



Period includes covid, virtual programme of activities, centres returned to offer face-to face group activities (majority Apr'21+)



Additional subset of data at district level – Barnardo's

Reporting period: 01/01/21 – 31/12/21

Reported service performance	Barnardo's - 5 districts (x13 core sites + outreach)				
	North Warwickshire x1 core site	Nuneaton x3 core sites	Rugby x3 core sites	Warwick x3 core sites	Stratford x3 core sites
ATTENDANCES AT CHILDREN AND FAMILY CENTRES ACTIVITIES					
Distinct attendees at CFC services	1044	1872	1408	1107	891
Attendances by identified individuals	5038	11539	7891	9075	4442
Average number of attendances per individual	4.8	6.2	5.6	8.2	5
Anonymous attendances	3800 (45.5% of all)	7523 (39.5% of all)	6949 (46.8%)	7830 (46.3%)	5579 (55.7%)
Attendances at outreach locations	430 (4.9% of all)	247 (1.3% of all)	309 (2.1% of all)	935 (5.5% of all)	734 (7.3%)
Total attendances (Includes virtual and face to face)	8838	19062	14840	16905	10021

% of attendances from IMD decile 1	2.9%	18.7%	0%	0%	0%
% of attendances from IMD decile 1, 2 or 3	16.4%	48.5%	14.3%	12.6%	2.4%
% of attendances from outside county	2.5%	0.7%	1.2%	0.1%	1.7%
Average age of children at attendances	1.6 yrs	1.2 yrs	1.5 yrs	1.2 yrs	0.8yrs
Average age of adults at attendances	34.1 yrs	32.3yrs	33.5 yrs	34.2 yrs	34 yrs
Attendances by 0-4 years	35%	42.4%	39.4%	28.1%	43%
Attendances by 5-19 years	3.5%	3.4%	2.2%	1.8%	1.5%
Attendances by ethnicity	87% non BME 13% BME	78.6 non BME 21.4% BME	84.7% non BME 15.3% BME	80.7% non BME 19.3% BME	88.7% non BME 11.3% BME
Attendances with identified gender	77.3%F/22.7%M	76.8%F/23.2%M	75%F/25%M	81.5%F/18.5%M	77.9%F/22.1%M
Attendances by individuals with SEN/disability	2%	0.4%	0.9%	1.5%	2.9%

ATTENDANCES AT PARTNER SERVICES					
Footfall at partner services (0-5 yrs.)	571	1545	1170	1415	951
Footfall at partner services (5-19yrs, up to 25 yrs. SEND)	45	154	67	181	418
Total partner footfall	1356	9069	3301	10228	6951

Children and Young People Overview and Scrutiny Committee: April 2022

Meeting Date and status	Reports	Details
11 April 2022	<ul style="list-style-type: none"> • ILAC/Ofsted Inspection Outcome and Action Plan • Children and Family Centres and Early Help Family Support Services. This will encompass the family support worker motion from Council. 	
14 June 2022	<ul style="list-style-type: none"> • Cultural Change in Children's Social Care – performance and sustainability plan (to include information on Keeping Families Together) • Different Futures – Annual Report 2022 • Post Covid – impact on services (to include an update from RISE) • Update on the SEND Written Statement of Action. 	
27 September 2022		
8 November 2022		
14 February 2022		
11 April 2023		

Outstanding Reports/Visits

- OFSTED Inspection report and action plan (postponed from 22 February 2022)
- Visit for the Committee to be arranged to the Warwickshire Academy (Formerly the PEARS site)
- Visit for the Committee to be arranged to the House Project

Future Items to be added to the Work Programme

- The recent SEND Inspection may generate items for the work programme
- Joint meeting with the Adult Social Care and Health OSC in relation to Mental Health and its impact on Children
- Children missing school/NEETS
- Children and Families Workforce Strategy Review (including Social Worker Health Check)

Motions from Council

16 March 2021

Regarding the concerns raised with some local councillors and to maintain the high number of families accessing the aid of the Family Support workers across the county, this Council will maintain its commitment to the Family Support Workers' service and will continue to work with providers to ensure effective service delivery to those most in need and asks that the Children and Young People Overview and Scrutiny Committee keeps the Family Support Workers' service under review as part of its on-going performance monitoring

**** Update – a response will be given at the committee meeting on 11 April 2022.**

Briefing Notes/Information to be circulated outside the meeting

- Evaluation of Social Workers in Schools
- Post Covid – impact on services/RISE/Family Support Workers etc (ahead of April '22 meeting).
- Information in relation to the work done by the Closing the Gap Board (ahead of a full item at a future meeting)

Items on the Forward Plan relevant to the remit of the Committee

Decision	Description	Date due	Decision Maker
OFSTED Inspection report and action plan		12 April 2022	Cabinet
Framework for Alternative & Specialist Education Placements		12 April 2022	Cabinet
Oakley Grove School Provision		12 May 2022	Cabinet
Education Capital Programme 2022/23		16 June 2022	Cabinet

Next Committee Meeting – please note additional meetings may be added for additional agenda items such as performance reviews. These meetings will be held at Shire Hall, Warwick unless otherwise stated.

- 14 June 2022 @ 10am
- Meetings for 2022/2023 have been scheduled as follows –
 - 27 September 2022 @ 10am
 - 8 November 2022 @ 10am
 - 14 February 2023 @ 10am
 - 11 April 2023 @ 10am
- **Next Chair and Spokes Meeting - these meetings will be held virtually – to be confirmed**

This page is intentionally left blank