

**Democratic Services**

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**Your ref:**

**Our ref:**

**Date:** 8<sup>th</sup> July 2011

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**To: All Members of the Early Years, Children and Youth Policy Development and Scrutiny**

**Councillors:** Sally Davis, Dine Romero, Liz Hardman, Mathew Blankley, David Veale, Ian Gilchrist and Katie Hall

**Co-opted Voting Members:** Sanjeev Chaddha, Mrs Tess Daly and David Williams

**Co-opted Non-Voting Members:** Chris Batten, Stuart Bradfield, Dawn Harris and Peter Mountstephen

**Cabinet Member for Early Years, Children and Youth:** Councillor Nathan Hartley

Chief Executive and other appropriate officers  
Press and Public

Dear Member

**Early Years, Children and Youth Policy Development and Scrutiny: Monday, 18th July, 2011**

You are invited to attend a meeting of the **Early Years, Children and Youth Policy Development and Scrutiny**, to be held on **Monday, 18th July, 2011** at **4.30 pm** in the **Brunswick Room - Guildhall, Bath.**

The agenda is set out overleaf.

Yours sincerely

Mark Durnford  
for Chief Executive

**If you need to access this agenda or any of the supporting reports in an alternative accessible format please contact Democratic Services or the relevant report author whose details are listed at the end of each report.**

*This Agenda and all accompanying reports are printed on recycled paper*

## NOTES:

- 1. Inspection of Papers:** Any person wishing to inspect minutes, reports, or a list of the background papers relating to any item on this Agenda should contact Mark Durnford who is available by telephoning Bath 01225 394458 or by calling at the Guildhall, Bath (during normal office hours).
- 2. Public Speaking at Meetings:** The Council has a scheme to encourage the public to make their views known at meetings. They may make a statement relevant to what the meeting has power to do. They may also present a petition or a deputation on behalf of a group. Advance notice is required not less than two full working days before the meeting (this means that for meetings held on Wednesdays notice must be received in Democratic Services by 4.30pm the previous Friday)

The public may also ask a question to which a written answer will be given. Questions must be submitted in writing to Democratic Services at least two full working days in advance of the meeting (this means that for meetings held on Wednesdays, notice must be received in Democratic Services by 4.30pm the previous Friday). If an answer cannot be prepared in time for the meeting it will be sent out within five days afterwards. Further details of the scheme can be obtained by contacting Mark Durnford as above.

- 3. Details of Decisions taken at this meeting** can be found in the minutes which will be published as soon as possible after the meeting, and also circulated with the agenda for the next meeting. In the meantime details can be obtained by contacting Mark Durnford as above.

Appendices to reports are available for inspection as follows:-

**Public Access points** - Riverside - Keynsham, Guildhall - Bath, Hollies - Midsomer Norton, and Bath Central, Keynsham and Midsomer Norton public libraries.

**For Councillors and Officers** papers may be inspected via Political Group Research Assistants and Group Rooms/Members' Rooms.

- 4. Attendance Register:** Members should sign the Register which will be circulated at the meeting.
- 5. THE APPENDED SUPPORTING DOCUMENTS ARE IDENTIFIED BY AGENDA ITEM NUMBER.**
- 6. Emergency Evacuation Procedure**

When the continuous alarm sounds, you must evacuate the building by one of the designated exits and proceed to the named assembly point. The designated exits are sign-posted.

Arrangements are in place for the safe evacuation of disabled people.

**Early Years, Children and Youth Policy Development and Scrutiny - Monday, 18th July, 2011**

**at 4.30 pm in the Brunswick Room - Guildhall, Bath**

**A G E N D A**

1. WELCOME AND INTRODUCTIONS

2. EMERGENCY EVACUATION PROCEDURE

The Chair will draw attention to the emergency evacuation procedure as set out under Note 6.

3. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

4. DECLARATIONS OF INTEREST UNDER THE LOCAL GOVERNMENT ACT 1972

Members who have an interest to declare are asked to:

- a) State the Item Number in which they have the interest
- b) The nature of the interest
- c) Whether the interest is personal, or personal and prejudicial

Any Member who is unsure about the above should seek advice from the Monitoring Officer prior to the meeting in order to expedite matters at the meeting itself.

5. TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIRMAN

6. ITEMS FROM THE PUBLIC OR COUNCILLORS - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS RELATING TO THE BUSINESS OF THIS MEETING

At the time of publication no notifications had been received.

7. PRIMARY AND SECONDARY PARLIAMENT FEEDBACK

The Panel will receive a verbal update on this item from the Strategic Planning Officer within the Children's Health & Commissioning Service.

8. CHILDREN'S SERVICE SOCIAL CARE COMPLAINTS AND REPRESENTATIONS ANNUAL REPORT (Pages 7 - 24)

This report details the operation of the statutory complaints procedure for social care in Children's Services for the period April 2010 to March 2011.

9. LOCAL SAFEGUARDING CHILDREN BOARD ANNUAL REPORT 2010/11 AND WORK PROGRAMME 2011/12 (Pages 25 - 70)

The Panel considered the Report into the effectiveness of Local Safeguarding Children Board (LSCB) arrangements at its meeting on 12<sup>th</sup> July 2010 and agreed to proposals to consider and make any recommendations for the LSCB's Annual Report for 2010/11. The Panel has requested the opportunity to discuss the Annual Report and Work Programme, and to consider how it will best contribute to the Annual Report of 2011/12.

10. CHILDCARE SUFFICIENCY FINAL REPORT AND ACTION PLAN (Pages 71 - 170)

The Childcare Act 2006 requires local authorities to carry out and publish a sufficiency assessment of childcare in their area at least every 3 years. Local authorities carried out their first assessment in 2008 and the subsequent report completed by April 2011. The draft report for 2011 was presented to the then Children and Young People Overview and Scrutiny Panel on 17<sup>th</sup> January 2011 who recommended that "at a later date the Panel will review, comment and endorse the action plan arising from the final published Childcare Sufficiency Report 2011."

11. YOUTH JUSTICE PLAN 2010 - 11 (Pages 171 - 190)

The Plan sets out how the Local Authority's statutory responsibility to prevent youth offending is to be resourced, delivered and monitored, in partnership with Police, Probation and Health Services. It includes local and national priorities and initiatives. Since 2005, the relevant Council Overview and Scrutiny Panel have received reports on delivery of the Youth Justice Plan.

12. CHILD PROTECTION ACTIVITY AND PERFORMANCE (Pages 191 - 198)

This report details progress in respect of the key indicators of child protection activity as reported in the Annual Report. The report details the position at the end of the final quarter of 2010/11.

13. THE DEVELOPMENT OF ACADEMIES IN BATH AND NORTH EAST SOMERSET - UPDATE REPORT (Pages 199 - 202)

This report intends to inform the Panel of the current position and work underway to prepare for the future of Academies.

14. CHILDREN'S SERVICES - DEVELOPMENT OF THE PEOPLE AND COMMUNITIES DEPARTMENT (Pages 203 - 212)

This report intends to inform the Panel of work underway to establish a new People and Communities Department by April 2013.

15. CO-OPTED MEMBERSHIP OF THE EARLY YEARS, CHILDREN AND YOUTH POLICY DEVELOPMENT & SCRUTINY PANEL (Pages 213 - 214)

This report invites the Early Years, Children and Youth Policy Development & Scrutiny Panel to note the arrangements for co-opted membership of the Panel when dealing with schools matters.

16. CABINET MEMBER UPDATE

This item gives the Panel an opportunity to ask questions to the Cabinet Member and for him to update them on any current issues.

17. CHILDREN'S SERVICES DIRECTOR'S BRIEFING

The Panel will receive a verbal update on this item from the Director of Children's Services.

18. PANEL WORKPLAN (Pages 215 - 228)

This report presents the latest workplan for the Panel (Appendix 1) as well as information to help Panel members identify any additional items for the workplan.

The Committee Administrator for this meeting is Mark Durnford who can be contacted on 01225 394458.

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<b>Bath &amp; North East Somerset Council</b>		
<b>MEETING:</b>	Early Years, Children and Youth Policy Development & Scrutiny Panel	
<b>MEETING DATE:</b>	18 <sup>th</sup> July 2011	<b>AGENDA ITEM NUMBER</b>
<b>TITLE:</b>	Children's Service Social Care Complaints and Representations Annual Report	
<b>WARD:</b>	ALL	
<b>AN OPEN PUBLIC ITEM</b>		
<p><b>List of attachments to this report:</b></p> <p>Please list the appendices here, clearly indicating any which are exempt and the reasons for exemption</p> <p>Appendix 1</p> <p>Children's Service Social Care Complaints and Representations Procedure Annual Report 2010 – 2011</p>		

## **1 THE ISSUE**

1.1 A report detailing the operation of the statutory complaints procedure for social care in Children's Service for the period April 2010 to March 2011.

## **2 RECOMMENDATION**

The Early Years, Children and Youth Policy Development & Scrutiny Panel are asked to agree that:

2.1 The contents of the report are noted.

## **3 FINANCIAL IMPLICATIONS**

3.1 None

**4 THE REPORT**

4.1 The objective of the Complaints Procedure is to address individual concerns about the delivery, quality and appropriateness of services provided by Children’s Services in relation to its statutory functions. Complaints provide a valuable source of information to assist in our aim to improve the quality of our overall performance and services.

**5 RISK MANAGEMENT**

5.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

**6 EQUALITIES**

6.1 The opportunity for all service users to raise concerns and address complaints is fundamental to the successful operation of the complaints procedure. Assistance is provided to those who might find it difficult to access a formal procedure.

**7 CONSULTATION**

7.1 The report has been considered by the Children’s Service Leadership Team and colleagues across Children’s Social Care.

7.2 The report is being submitted to the Early Years, Children and Youth Policy Development & Scrutiny Panel for consideration. It will subsequently be published on the Council’s public website for all customers to access and view.

**8 ISSUES TO CONSIDER IN REACHING THE DECISION**

8.1 *Customer Focus; Young People; Human Rights;*

**9 ADVICE SOUGHT**

9.1 The Council's Monitoring Officer (Council Solicitor) and Section 151 Officer (Divisional Director - Finance) have had the opportunity to input to this report and have cleared it for publication.

<b>Contact person</b>	<i>Sarah Watts, Complaints Procedure Manager</i>  <i>01225 477931</i>  <i>Jo Gray, Divisional Director,</i>  <i>01225 396089</i>
<b>Background papers</b>	
<b>Please contact the report author if you need to access this report in an alternative format</b>	



**Children's Service Social Care  
Complaints and Representations Procedure**

**Annual Report 2010 - 2011**

## **1. Summary**

- 1.1 The purpose of this Annual Report is to provide Members of the Council, service users, carers and the wider general public as well as staff members, with information about the effectiveness of the Complaints Procedure for social care services within Children's Services, including Early Years and the Youth Offending Team. The report considers information about complaints and compliments and provides an analysis of outcomes, trends and learning from complaints.
- 1.2 Information on complaints against other service areas within Children's Services is included in this report for the first time [see Appendix 1]. These complaints are dealt with under the Council's Corporate Complaints Procedure. Complaints about schools must be addressed through the school's complaints procedure in the first instance. If the complainant is dissatisfied with the response they can request a review by the local authority. While this separate process is not managed by the Complaints Procedure Manager and therefore does not feature in this report, the Complaints Procedure Manager has provided advice and guidance to parents on accessing the Schools Complaints Procedure on 8 occasions during the past six months.
- 1.3 The report covers the period 1<sup>st</sup> April 2010 to 31<sup>st</sup> March 2011.
- 1.4 During the year a total of 44 complaints were registered at Stages 1, 2 or 3 of the procedure. 7 compliments or letters of thanks were received.

## **2. The Procedure**

- 2.1 The Children Act 1989 as amended by the Adoption Act and Children Act 2002, imposes a duty on every local authority to establish a procedure for considering representations, including complaints made by children, young people, parents, foster carers and other adults about the discharge by the local authority of any of its functions in relation to a child. The Children Act 1989 Representations Procedure (England), 2006 and the statutory guidance 'Getting the Best from Complaints' also issued in 2006 set out in detail the operation of the Complaints Procedure. Further information is available on the Council's website [www.bathnes.gov.uk](http://www.bathnes.gov.uk)
- 2.2 The Complaints Procedure has three stages:  
  
Stage 1 – Local Resolution  
Stage 2 – Investigation  
Stage 3 – Review Panel

A description of each stage of the process can be found at Appendix 2.

2.3 The key principles of the Complaints Procedure are that:

- People who use services should be able to tell the local authority about their good and bad experiences of the service.
- People who complain have their concerns resolved swiftly and, wherever possible, by the people who provide the service locally.
- The procedure is a positive aid to inform and influence service improvements, not a negative process to apportion blame.
- The Service has a 'listening and learning culture' where learning is fed back to people who use services – and fed into internal systems for driving improvement.

2.4 The Children's Service commitment to responding to the concerns of children in care is set out in the Pledge to Children and Young People in Care. This pledge has been endorsed by the Council's Corporate Parenting Group. [see Appendix 3]

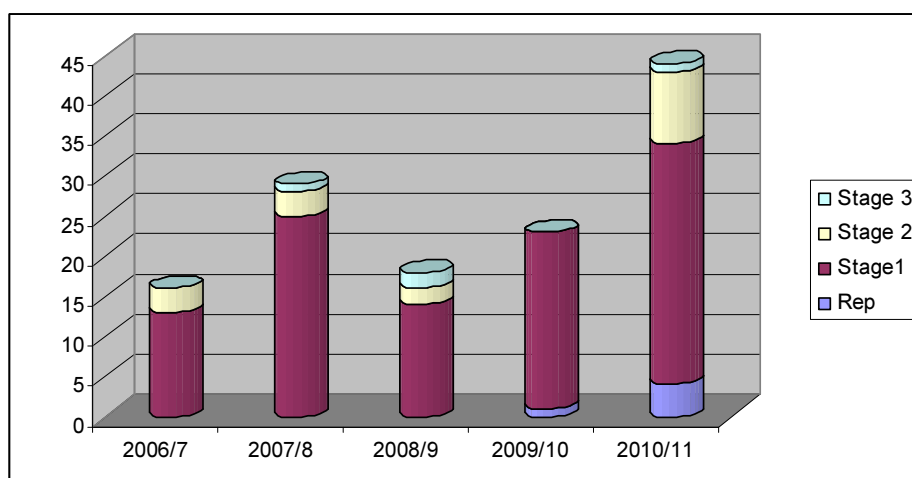
### 3. Complaints and Compliments

3.1 Complaints and compliments are received by the service team, Chief Executive, Strategic Director and the Complaints Procedure Manager. Details of the complaint are recorded and monitored by the Complaints Procedure Manager using the Respond3 database.

3.2 Table 1- Total number of complaints received for 2010/2011

	<b>Representations</b>	<b>Stage 1</b>	<b>Stage 2</b>	<b>Stage 3</b>	<b>LGO</b>	<b>Total</b>
<b>2010/2011</b>	<b>4</b>	<b>30</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>44</b>

3.3 Table 2 - Total number of complaints received/comparison with previous years



Note : Where an issue can be resolved informally without entering the formal complaints procedure this will be recorded as a 'representation'.

### 3.4 Table 3 - Complaints by Service Area

	Representation	Stage 1	Stage2	Stage 3	LGO	Outside scope/ not pursued
117 Project	-	-	-	-	-	-
Bath Locality Team	2	12	4	1	-	3
North East Somerset Locality Team	2	8	3	-	-	-
Children in Care & Moving on Team	-	1	1	-	-	-
Family Placement Team	-	1	-	-	-	-
Disabled Children Team	-	1	-	-	-	1
Early Years	-	4	1	-	-	-
Youth Offending Team	-	3	-	-	-	-
Specialist Child & Family Support Team	-	-	-	-	-	-
<b>Service Area Total</b>	<b>4</b>	<b>30</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>1</b>

### 3.5 Outcome of complaints

### 3.6 Table 4 - Action taken in response complaints at Stage 1.

	No response/ not pursued	Upheld	Partially Upheld	Not Upheld	Apology	Change in Procedure	Provision of service	Change of decision	Disciplinary Action	Change of worker	Full explanation	Training
117 Project	-	-	-	-	-	-	-	-	-	-	-	-
Bath Locality Team	3	3	1	5	4	-	-	-	-	-	-	-
North East Somerset Team	4	1	2	1	2	-	-	-	-	-	1	-
Children in Care & Moving on Team	1	-	-	-	-	-	-	-	-	-	-	-
Family Placement Team	-	-	-	1	-	-	-	-	-	-	-	-
Disabled Children Team	-	1	-	-	-	1	-	-	-	-	-	-
Early Years	1	1	2	-	1	1	-	-	-	-	-	1
Youth Offending Team	-	1	1	1	-	1	-	1	-	-	-	-
Specialist Child & Family Team	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>3</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>1</b>

3.7 The figures in the shaded area show the outcome of the complaint. The figures on the right hand side show what action was taken where the complaint was either upheld or partially upheld.

3.8 In many cases an apology is sufficient to resolve a complaint but in other cases remedial action is needed. More detail about the actions taken and the lessons learned by the service is given in Section 5 of this report.

### **3.9 Compliments**

3.10 Managers and staff are encouraged to record compliments as well as complaints as they also provide valuable information about services. The low number of compliments recorded is unlikely to be representative of the positive feedback given by service users and colleagues from other services and agencies.

3.11 7 compliments were recorded in 2010/2011. Extracts from the compliments include:

*'This case is a great example of the department's hard work. The social worker has been exceptional and well supported by her manager and service manager'.*

*'a good social worker who is more advanced than her two and a half years qualification'*

*Thanks to the member of staff for her visit and 'providing more advice in one visit than I've had in total from all professionals'.*

## **4. Complaint handling and Monitoring**

### **Response to Stage 1 complaints**

4.1 The total number of complaints recorded at Stage 1 is higher than previous years. This increase should not be seen as negative but as an indicator that people are aware of the procedure and their right to have their complaint listened to if they are unhappy with the service. It is important however that the lessons learned from these complaints are considered and that any patterns and trends in the information identified (see section 5).

4.2 Compliance with timescales is monitored very carefully in recognition of the aim of the service to deal with complaints as swiftly as possible.

4.3 An acknowledgement of the complaint should be sent in 2 working days and a full response within 10 working days. This can be extended by a further 10 days when an advocate is required or the complaint is particularly complex.

4.4 With the input of additional administrative support since April 2010 there has been a marked improvement in the time taken to acknowledge the complaint. The acknowledgment is an important part of developing confidence in the complaints procedure. As long as the complaint is passed directly to the

Complaints Procedure Manager it is possible to acknowledge all complaints within 4 working days and the majority within 2 days.

#### 4.5 Table 5 – Response to Stage 1 complaints

	Response in 10 w/days	Response in 20 w/ days	Response in excess of 20 w/days
2007 - 2008	55%	35%	10%
2008 - 2009	40%	25%	35%
2009 - 2010	39%	4%	57%
2010 - 2011	32%	11%	57%

4.6 Three complaints are not included as the complainants did not receive a full response from the team and were subsequently closed with incomplete data. This was despite several reminders.

4.7 Table 5 shows a year-on-year decline in the response time for a Stage 1 complaint which means that only one third of complainants can now expect to receive a response within the timescale set out in the regulations. It is acknowledged that the number of complaints has risen sharply during the year, however, the number remains comparatively low and this increase should not impact on the response time for each individual complaint.

4.8 The average time taken to respond to a Stage 1 complaint was 36 working days. The reason for the delay has mainly been recorded as the other commitments of the team manager.

#### **Response to Stage 2 complaints**

4.9 There has been a significant increase in the number of complaints at Stage 2. One Stage 2 complaint was received in 2009/10 and concluded in 2010/11 and is, therefore, included in this report. Of the nine investigations, six investigations were completed in 2010/11 and three were on going at the end of the year.

4.10 A stage 2 investigation should take 25 working days from the date the complaint is agreed with the complainant. This can be extended up to a maximum of 65 working days with the agreement of the complainant if the investigation has not been completed within the timescale.

4.11 The average number of days taken to complete a stage 2 investigation was: 98 working days. This figure is skewed by one investigation that took 154 working days due to the unavailability of the complaint. Other investigations took between 68 working days and 105 working days which means all took longer than the maximum 65 working days allowed.

#### **5. Learning from complaints**

5.1 Complaints and compliments can be used as a tool to help improve and develop services and practice as well as providing an opportunity to put things right when they have gone wrong. Identifying the reasons for the complaint, the

actions needed to address the complaint and the implications for the wider service can all help towards improving and developing the service.

- 5.2 In addition to the annual report, the Children’s Leadership Team is given an interim report at six-months and the service managers have been provided with a monthly report during the year. This will become a quarterly report in 2011/12. Regular reporting has proved helpful in addressing issues as they occur with complaint handling or service delivery.
- 5.3 Reasons for making a complaint –
- 5.4 The reason for each complaint is logged using the categories in the statutory guidance ‘Getting the Best from Complaints’ (Table 6):

Reason for the complaint	
Quality Service	8
Disputed Decision	2
Application of Policy	1
Attitude/Behaviour of staff	11
Appropriateness Service	4
Assessment, Care Management, Review	1
Inaccurate Information	1
Delayed decision or provision of service	2

- 5.5 Concern about the quality of the service and the behaviour and attitude of staff accounted for more than two thirds of all complaints.
- 5.6 Quality of service is difficult to define but is used when a complainant has a range of issues which indicate they feel the standard of service fell below their expectations. Examples complaints in this category include:

The complainant said the social worker was not available when the yp arrived for appointments on a number of occasions and failed to undertake the work they were required to do.
The complainant was unhappy that the social worker had not done a number of things they said they would, in particular they did not liaise with Housing or invite them to a meeting.
The complainant felt none of the help offered was suitable, the social worker failed to do what she said she would do and contacted the school without her permission.
The complainant was concerned about arrangements for a meeting. There was confusion over the time, no-one was available to greet her and it was unproductive.

- 5.7 Examples of ‘attitude and behaviour of staff’ include:

The complainant was unhappy with a breach of confidentiality by a member of staff.
The complainant was unhappy that the social worker did not respond appropriately when she made a disclosure and then her identity was shared by the social worker which put her at risk.

The complainant was unhappy that negative verbal comments were made about her by a member of staff to an agency requesting a reference.

The complainant was unhappy that information about her past were shared without her consent and the social worker was rude, unprofessional and misrepresented her views.

5.8 Figures indicate that 7 of the 8 complaints about the quality of the service were either upheld or partially. 6 of the 11 complaints about 'attitude or behaviour of staff' were not resolved. (3 complainants did not receive a response, 2 complainants did not pursue their complaint and 1 was on-going on 31<sup>st</sup> March 2011). Of the remaining 5, 4 were upheld or partially upheld.

5.9 Action taken

5.10 Many of the actions taken in response to complaints will relate specifically to the complaint, for example, for a specific piece of work to be undertaken, a letter written, training for a particular member of staff. Other complaints result in wider learning for the service. Examples of some actions that were identified include:

Issue to be addressed	Action taken
Delay in delivery of sling by OT service	Review of system for ordering equipment under a certain amount – agreed with Adult Care.
Complainant unhappy with the length of time records kept for.	Full review of schedule for retention of records undertaken. To be amended in Child Care Quality Manual.
Father not kept informed about his son	Initial assessments to be sent out promptly. Staff reminded to inform individuals when a case has been closed and record when they have done so.
Delays in obtaining a place at Children's Centre	Review of the policy and process for the waiting list. Administrators to ensure notification about the waiting list is sent out at the appropriate time.

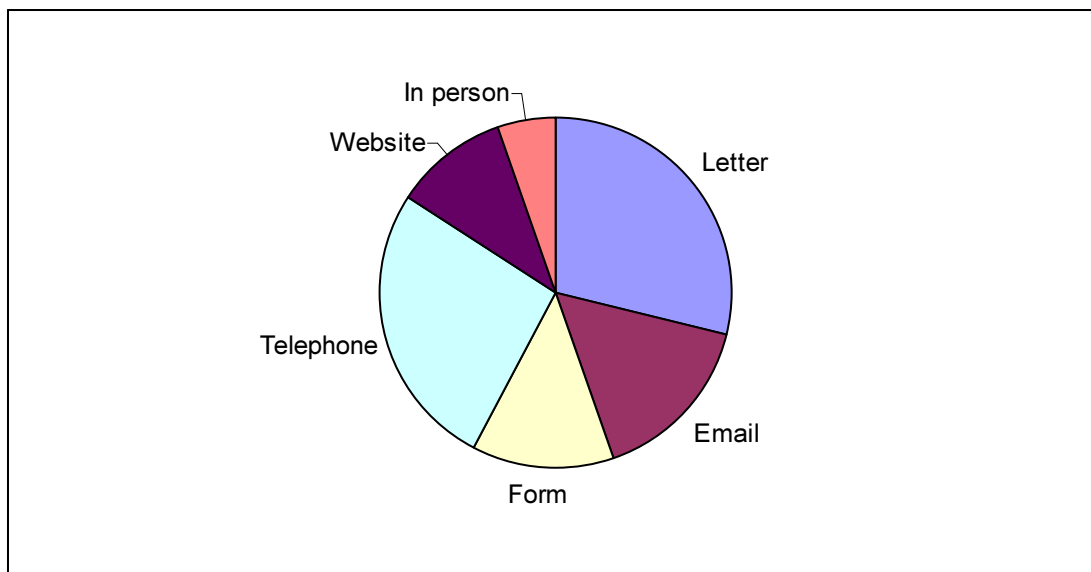
## 6. Accessing the procedure

### 6.1 Information for the public

6.1.1 Information about the Complaints Procedure should be given to all children and young people and/or their parents and carers at the first point of contact. Workers are encouraged to check that children and young people are aware of the complaints procedure when they first start working with them, particularly when the case has been transferred from another team. The Independent Reviewing Officer will also ensure that the young person is aware of their right to make a complaint at each review.



- 6.1.2 An information sheet is available on the Local Authority’s website which includes a version of the information in large print format, The information can also be provided in Braille and can be translated into other languages.
- 6.1.3 A complaint leaflet has also been designed specifically for children and young people. This is also available on the website.
- 6.1.4 There are a range of options available for making a complaint to ensure the complaints procedure is accessible to service users. During the year complaints were made in the following ways (Table 6):



6.1.5 Although a stage 1 complaint does not have to be made in writing, the majority of complainants chose to make their complaint by letter. Use of email and the Council Connect website is increasing.

**6.2 Complaints made by children and young people**

6.2.1 Of the 30 Stage 1 complaints, two were made by a young person. Of the 9 Stage 2 complaints one was made by a young person. Two of these young people were supported by an advocate.

6.2.2 The remainder of the complaints were made by adults complaining about their own contact with the service or on behalf of children. With the exception of 3 complainants all were parents of children who are service users. The remainder were a foster carer, a teacher and a grandparent. Only one complaint did not relate directly to a child or young person.

**6.3 Gender, ethnicity and disability**

6.3.1 Complainants are invited to provide information about their ethnicity, gender and disability if they make a complaint using the complaint form (on line or paper format). If the complaint is made in a letter, in person etc the complainant is not asked for this information. Information about the service user is taken from CareFirst.

6.3.2 This is an indicator of who is accessing the complaints procedure (the complainant) and the person the complaint is made on behalf of (the service user). The table below illustrates that there are gaps in the information about the complainant and also about the service user on Care First.

6.3.3 Table 7

Disability	Service user		Ethnicity	Complainant		Gender	Complainant	
	Service user	Complainant		Service user	Complainant		Service user	Complainant
Disabled	0	0	White British	12	9	Male	12	16
Not Disabled	12	1	Not known	16	21	Female	17	14
Not Declared	18	29	Dual heritage	1	0	Not known	1	
			Asian/ Asian British	1	0			

## 6.4 Advocacy

6.4.1 Section 26A of the Children Act, 1989 requires local authorities to 'make arrangements for the provision of advocacy services to children or young people making or intending to make complaints under the Act'. In Bath and North East Somerset the advocacy service is provided by 'Shout Out!' which is part of 'Off the Record'.

6.4.2 Information about the support provided by Shout Out! is given to children and young people by their social workers, Independent Reviewing Officers and is in The Children in Care Pack.

6.4.3 The Complaints Procedure Manager asks the advocacy service for feedback from young people to find out if they have any views that they would like to pass on about the complaints procedure, such as, how easy it is to access, whether they would think it would be helpful to them, etc. No specific feedback has been received this year.

6.4.4 Parents and carers who want to make a complaint can contact Complaints Procedure Advocacy at the Care Forum in Bristol. They do not have an automatic right to receive support in the same way as children and young people and the advocacy service uses its own criteria for determining who is eligible for their service.

6.4.5 Between April 2010 and March 2011 two complainants had support from this advocacy service. One was supported with their complaint at Stage 2 and the other asked for support following an investigation before moving to Stage 3.

6.4.6 Complaints Procedure Advocacy surveys complainants at the conclusion of the complaint. The results indicate that complainants are very satisfied with the support provided by the advocacy service and would feel more able to pursue an issue with the service without support in the future.

## **7. An overview of the Complaints Procedure during 2010/11**

- 7.1 The Complaints Procedure Manager works part-time and manages the complaints service for Children's Services (with the exception of the statutory schools complaints procedure) and Adult Social Care. She is also the Data Protection Liaison Officer for Children's Service. A part-time administrator prepares the files for subject access requests and supports the complaints procedure. A short report on the data protection work is included at Appendix 4.
- 7.2 Additional administrative support for the complaints procedure has also been available since April 2010. This has made it possible to improve all administrative systems and in particular the monitoring and follow of complaints and co-ordination of stage 2 investigations.
- 7.3 The sharp rise in the number of complaints at Stage 2 is concerning. As the number of Stage 1 complaints has risen during the past year an increase in the number of Stage 2 complaints can be expected but the number of investigations is high. Although no single cause can be identified it appears that a combination of factors such as the time taken to respond to the stage 1 complaint, not offering a meeting at stage 1 to the complainant and the brevity of the stage 1 response have all contributed to complainants wanting to move to Stage 2. Complainants often sum this up by saying they don't feel they have been listened to. This was picked up by the Stage 3 Review Panel which described the stage 1 response as 'negative in its presentation'
- 7.4 The Complaints Procedure Manager has discussed this with the service managers and team managers. Each Stage 2 investigation has a significant impact on the time of the investigating officer, usually a team manager from another team, on the time of managers and staff to be interviewed and the use of the independent person is costly. An average investigation will take in the region of 40 hours of the team manager's time which places additional pressure on the manager themselves and their team. The time invested in a robust response at Stage 1 is, therefore, beneficial to the service and to the complainant who will receive a more satisfactory response.
- 7.5 Last year a customer satisfaction survey was carried out to ascertain the views of complainants on the complaints procedure. The response to the survey was very poor with most complainants choosing not to respond. This is not entirely surprising given the service area. Alternative ways of seeking customer feedback are being considered and will be developed during the next year.

- 7.6 An exercise to develop a customer journey map was carried out during the year which can be found at <http://intranet/Teams/children/cfs/Pages/ComplaintsProcedureforYoungPeople.aspx>

This exercise helped to identify where feedback from complainants on the procedure would be useful and the CPM is currently exploring ways of developing an on-line survey to gather feedback on the complaints procedure. Complainants would be told about the survey when they receive the complaint response at each stage.

- 7.7 The Complaints Procedure Manager continues to work with managers across the service to consider how the complaints procedure operates within each team or service. For example, she has met with the social care team managers at their business meeting and with the management team of the YOT to discuss the operation of the procedure in a multi-disciplinary team.
- 7.8 The Complaints Procedure Manager delivers targeted induction for all new social care staff and the take up of this is good. She also delivers the information sharing as part of the integrated working training programme and will be exploring input into Year 2 of the Common Induction.
- 7.9 The CPM is also a member of the South West Regional Complaints Managers Group and is part of a project which operates a register of independent investigators and stage 3 panel members. 50 independent people have now been recruited to the register and are available for use in investigations and for stage 3 panel work.

Sarah Watts

Complaints Procedure Manager

June 2011

## Summary of Complaints against non-social care services

1. During 2010/2011 a total of 5 complaints were recorded against non-social care services within the Children's Service. These complaints are handled under the Council's Corporate Complaints Procedure.

Service area	Stage	Reason	Outcome
School Improvement	Stage 2 investigation (suspended - carried over from 2009/10)	Disputed decision & attitude/behaviour of staff	Not Upheld
Youth Services	Informal Stage One	Unsatisfactory service	Not upheld
Admissions and Transport	Informal Stage One	Application of policy	Upheld
Student Support	Informal Stage One	Attitude or behaviour of staff	Not upheld
School Re-organisation	Informal Stage One	Delayed response	Partially Upheld

2. Lessons Learned from the complaints:

The complaints against the Admissions and Transport Unit was upheld and the complainants were informed that the Local Authority would review its procedures to endeavour that in any future cases where circumstances change between the initial refusal of a place and the appeal hearing date the parents will receive earlier notification of the change.

### Summary of the Complaints Procedure

#### Stage One – Local Resolution

The majority of complaints should be considered and resolved at Stage 1. Staff at the point of service delivery and the complainant should discuss and attempt to resolve the complaint as quickly as possible.

Complaints at Stage 1 should be concluded within 10 working days. This can be extended by a further 10 days where the complaint is complex or the complainant has requested an advocate.

If the complaint is resolved at Stage 1 the manager must write to the complainant confirming what has been agreed. Where the complaint cannot be resolved locally or the complainant is not satisfied with the response, the complainant has 20 working days in which to request a Stage 2 investigation.

There are some complaints that are not appropriate to be considered at Stage 1 and these can progress directly to Stage 2.

#### Stage Two - Investigation

Once the complainant has decided to progress to a Stage 2, the Complaints Manager arranges for a full investigation of the complaint to take place. The investigation is carried out by someone who is not in direct line management of the service or person about whom the complaint is made.

The complainant should receive a response to their complaint in the form of a report and adjudication letter within 25 days of making the complaint. This can be extended up to a maximum of 65 working days where the complaint is particularly complex or where a key witness is unavailable for part of the time.

The Adjudicating Officer should ensure that any recommendations contained in the response are implemented. This should be monitored by the Complaints Manager.

#### Stage Three - Review Panel

Where Stage 2 of the procedure has been completed and the complainant remains dissatisfied, he can ask for a Review Panel. The purpose of the Panel is to consider whether the Local Authority adequately dealt with the complaint in the Stage 2 investigation. The Panel will be made up of three people who are independent of the local authority.

The Panel should focus on achieving resolution for the complainant and making recommendations to provide practical remedies and solutions.

The complainant has 20 working days in which to request a Review Panel from receipt of the Stage 2 report and adjudication letter and the Panel must be held within 30 days of receiving the request.

If the complainant remains dissatisfied he can refer his complaint to the Local Government Ombudsman.

Extract from the **Pledge to Children and Young People in Care**

We promise we will work hard to sort out any problems or worries you have.

We can't always promise to do what you ask, but we will explain the reasons why.

We will make sure you know how to get an independent advocate. That's someone who will listen to you and work with you to get things stopped, started or changed.

We will make sure you have all the information you need to make a complaint, including the name and contact details of the complaints procedure manager.

We promise to take all complaints seriously and deal with them fairly and as quickly as possible.

**Are we keeping our promises?**

You can let us know how well we are doing by sending your comments to:

Charlie Moat, Care and Young People Service Manager

Email [charlie\\_moat@bathnes.gov.uk](mailto:charlie_moat@bathnes.gov.uk) or phone 01225 477914

Or to Sarah Watts, Complaints Procedure Manager

Email [sarah\\_watts@bathnes.gov.uk](mailto:sarah_watts@bathnes.gov.uk) or phone 01225 477931

Write to one or both of us at PO Box 25, Riverside, Keynsham, Bristol BS31 1DN

You can also contact Shout Out! Children's Rights and Advocacy Service. Shout Out! is Free, Independent and Confidential and can help you have your voice heard to STOP, START or CHANGE something. Shout Out! Off the Record, Milward House, 1 Bristol Road, Keynsham BS31 2BA. Phone: 0117 986 5604/Freefone; 0800 389 5551 (free from landlines), email [advocacy@offtherecord-banes.co.uk](mailto:advocacy@offtherecord-banes.co.uk) or text 07753 891 745 [www.offtherecord-banes.co.uk/advocacy.aspx](http://www.offtherecord-banes.co.uk/advocacy.aspx)

**We promise to use your feedback to improve our services for children and young people in care.**

## Data Protection

1. Originally the data protection work concentrated on responding to Subject Access Requests (SARs) from people who had been in care (closed cases). In recent years this work has broadened to include other areas of information work such as information sharing requests and support and advice on subject access requests for open cases and general advice on information.
2. During 2010/ 2011, 36 requests were received in the following categories:

	Completed	Ongoing
Subject Access request (closed cases)	18	4
Subject Access request (open cases)	6	0
Information sharing	8	0

3. These figures relate to Children's Service only (Social Care and Wider Children's Service). The same arrangements are in place for Adult Social Care, but the numbers are lower (6 requests received during 2010/2011). The Information Governance Manager for NHS BANES will respond to some requests which cross across health and social care.
4. Timescales
  - 4.1 SARs made under the Data Protection Act should be responded to within 40 days. The average time taken to respond is 57 days due to capacity issues within the team. Some files are also extensive – 20 or 30 files in total and these can take up to 167 days.
  - 4.2 Priority will be given to information sharing requests from the police or other local authorities relating to child protection issues and these are usually responded to within 7 days.
5. Developments planned for 2011/2012
  - 5.1 The introduction of the new managed print service has meant that rather than copying documents it is now possible to scan them and redact the information on the scanned copy. This is faster and costs less in paper. It is possible the use of scanning can be extended further with some inexpensive software which is being investigated.
  - 5.3 A joint information sharing protocol between the CPS, Avon & Somerset Constabulary, and local authorities was issued in January 2011. This needs to be embedded to ensure the service is complying with the protocol.
  - 5.2 At present there are no consistent arrangements in place for disclosing a file. This usually falls to the Complaints Procedure Manager but this is not necessarily the most appropriate arrangement. A meeting is to be held with managers of the Children in Care/Moving on Team to discuss this and other concerns about the amount of work required for a subject access request.



<b>Bath &amp; North East Somerset Council</b>	
MEETING:	Early Years, Children and Youth Policy Development and Scrutiny Panel
MEETING DATE:	18 <sup>th</sup> July 2011
TITLE:	Local Safeguarding Children Board Annual Report 2010/11 and Work Programme 2011/12
WARD:	ALL
<b>AN OPEN PUBLIC ITEM</b>	
<b>List of attachments to this report:</b>	
Local Safeguarding Children Board Annual Report 2010/11 and Work Programme 2011/12	

## **1 THE ISSUE**

- 1.1 The Panel considered the Report into the effectiveness of Local Safeguarding Children Board (LSCB) arrangements at its meeting on 12<sup>th</sup> July 2010 and agreed to proposals to consider and make any recommendations for the LSCB's Annual Report for 2010/11, prior to its submission to the Children's Trust Board on 9<sup>th</sup> December 2010, and did so at the Panel meeting on 22<sup>nd</sup> November 2010. The Annual Report, and its associated Work Programme for 2011/12, was published on 1<sup>st</sup> April 2011.
- 1.2 The Panel has requested the opportunity to discuss the Annual Report and Work Programme, and to consider how it will best contribute to the Annual Report of 2011/12.

## **2 RECOMMENDATION**

That the Panel:

- 2.1 Notes the Annual Report 2010/11, its priorities and associated Work Programme and the challenges and issues it poses for the Children's Trust Board.
- 2.2 Requests that the draft Annual Report for 2011/12 is presented to the November meeting of the Panel for discussion and comment.
- 2.3 Notes that the annual LSCB Stakeholders' event will take place on 23<sup>rd</sup> November 2011.

## **3 FINANCIAL IMPLICATIONS**

- 3.1 There are no direct financial implications arising from this report. The Council and partner agencies contribute to a pooled budget to fund the Local Safeguarding Children Board arrangements and activities.

## 4 THE REPORT

- 4.1 The Annual Report of Bath and North East Somerset's Local Safeguarding Children Board (LSCB) represents the first annual report written in accordance with the national guidelines for such Reports. It builds upon the previous Annual Reports and Business Plans published by the Area Child Protection Committee and then the Local Safeguarding Children Board since 2000, and the 3 Year Strategic Plan published by the Board for 2008 – 2011. It has been compiled by the constituent members of the Local Safeguarding Children Board and informed by its Stakeholders who were widely consulted. It presents a critical appraisal of the safeguarding arrangements and activities during 2010/2011; the key priorities for 2011/12; and the work programme for delivering those priorities.
- 4.2 Draft versions of this Annual Report were presented to the Council's Children and Young People's Overview and Scrutiny Panel and the Children's Trust Board. The Annual Report has informed the priorities and key actions within the Children and Young People's Plan 2011 – 2014 which was published on 1<sup>st</sup> April 2011.
- 4.3 This Annual Report was published on 1<sup>st</sup> April 2011 and is a public document. Progress with achieving its key priorities, and implementing its work programme, will be reviewed by the business meetings of the Local Safeguarding Children Board; reported to the Children's Trust Board, the Partnership Board for Health and Wellbeing and the Early Years, Children and Youth Policy Development and Scrutiny Panel; and critically appraised within the Annual Report for 2011/12.
- 4.4 In establishing its priorities for the coming year, the Board considered the developing national safeguarding agenda: its evaluation of the effectiveness of local safeguarding arrangements: progress with its 3 Year Strategic Plan 2008-2011: progress with its Annual Report and Business Plan Work Programme 2010/11: its analysis of the Local Needs Assessments: feedback from the Annual Stakeholders' event: and its review of the national and local safeguarding context within its Annual Development Day in January 2011. Having done so, the Board concluded that whilst maintaining its overall commitment to the 5 aims of the Staying Safe Outcome, it must in the coming year give priority to its core business of protecting children and young people from violence, maltreatment, neglect and sexual exploitation.
- 4.5 The Board therefore compiled a Work Programme for 2011/12 detailing the actions it will take primary responsibility for: the actions that it will ensure are taken by others: and the actions that the Board will seek assurance are being progressed by other partnerships and agencies. Progress with it will be reported to and reviewed by the business meetings of the Board, its Stakeholders' event and Development Day in 2011/12 and evaluated in the next Annual Report.
- 4.6 Progressing these priorities will be underpinned by actions to ensure that we have a confident, skilled and supported workforce, and that Bath and North East Somerset has an effective Local Safeguarding Children Board.
- 4.7 The challenges and issues for the Children's Trust Board (CTB) as detailed in the Annual Report have been presented to a meeting of the CTB, to which a response from the Chair of the CTB is currently being compiled.

4.8 During the course of 2011, the LSCB will undertake an updated formal evaluation of the effectiveness of its safeguarding arrangements using an evaluation tool previously compiled by the Government Office South West's Safeguarding Advisers – and will use this evaluation to effect any required alternations or improvements. The LSCB is also progressing, with the Local Safeguarding Adults Board, work to establish joint strategic safeguarding arrangements which will not only promote better cross Service working but also shared use of expertise and resources.

## 5 RISK MANAGEMENT

5.1 A risk assessment was completed in respect of the Annual Report 2010/11 in compliance with the Council's decision making risk management guidance.

## 6 EQUALITIES

6.1 An Equalities Impact Assessment was completed in respect of the Annual Report 2010/11 and is available on the Council's website.

## 7 CONSULTATION

7.1 *Cabinet Member; Overview & Scrutiny Panel; Staff; Other B&NES Services; Service Users; Stakeholders/Partners; Other Public Sector Bodies.*

7.2 The compilation of the Annual Report and Work Programme was based upon extreme consultations across core and associate member agencies of the LSCB, and staff across all statutory, voluntary and community sector organisations. A similar approach will be taken to the development of the Annual Report for 2011/12 – with an annual stakeholders' event taking place on 23<sup>rd</sup> November 2011.

## 8 ISSUES TO CONSIDER IN REACHING THE DECISION

8.1 *Social Inclusion; Customer Focus; Young People; Human Rights; ; Other Legal Considerations*

## 9 ADVICE SOUGHT

9.1 The Council's Monitoring Officer (Divisional Director – Legal and Democratic Services) and Section 151 Officer (Divisional Director - Finance) have had the opportunity to input to this report and have cleared it for publication.

<b>Contact person</b>	<b>Maurice Lindsay</b> – Divisional Director, Safeguarding, Social Care and Family Service  Tel: 01225 396289 Email: <a href="mailto:Maurice_Lindsay@Bathnes.gov.uk">Maurice_Lindsay@Bathnes.gov.uk</a>
<b>Background papers</b>	
<b>Please contact the report author if you need to access this report in an alternative format</b>	

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Bath and North East Somerset  
Local Safeguarding Children Board

# **Annual Report 2010 – 2011 And Work Programme 2011 – 2012**

**KEEPING CHILDREN SAFE IS  
EVERYBODY'S BUSINESS**

# Bath and North East Somerset Local Safeguarding Children Board

## Annual Report 2010 – 2011

### Summary of contents

Introduction from the Independent Chair	3
Annual Report	
Introduction	4
Summary	4
Key priorities for 2010/11	4
Key areas of progress/achievements	6
Challenges and issues for the Children's Trust Board	7
Governance and Accountability arrangements	8
Local Safeguarding Children Board Meetings	9
Membership of the LSCB	10
LSCB Personnel 2010/11	11
Safeguarding Children Sub Committee Members	12
Budget 2010/11	13
Monitoring and Evaluation/Quality Assurance activity	15
Areas of strength and areas requiring improvement	16
Needs Analysis	17
Tables and Charts showing performance for 2010/11	20
Review of locally agreed thresholds for referrals of children in need	20
Serious Case Reviews	21
Child Death Overview Panel	21
Progress on priority policy areas	22
Engagement of wider community in safeguarding	22
Safer Workforce	23
Missing Children	23
Sexual exploitation	23
Child trafficking	23
Forced marriage	24
E-safety	24
Bullying	24
Accident prevention	25
Domestic Violence	25
Private Fostering	26
Priorities for the following year	26
Work Programme for 2011/2012	28
Appendix 1 – Work Programme for 2011 - 2012	29
Appendix 2 – Tables and Charts showing performance for 2010/11	40

## **Introduction from the Independent Chair of Bath and North East Somerset Local Safeguarding Children Board**

I am pleased to welcome you to the first Annual Report of the Bath and North East Somerset Local Safeguarding Children Board.

One recommendation of Lord Laming's report 'The Protection of Children in England: A Progress Report March 2009' was that Local Safeguarding Children Boards produce an Annual Report on the effectiveness of safeguarding in the local area. The Apprenticeships, Skills, Children and Learning Act 2009 made this recommendation a statutory requirement.

The aim of the Annual Safeguarding Report is to provide an assessment of the effectiveness of local arrangements to safeguard children and young people in Bath and North East Somerset and includes a comprehensive analysis of the local area safeguarding context, recognising the achievements made and providing a realistic assessment of the challenges to overcome.

The Report will inform the Children and Young People's Plan 2011/2014 produced by the Children's Trust Board to ensure real focus on the priority actions needed to maintain and enhance our work to safeguard and protect children from harm.

The Report will be submitted to the Bath and North East Somerset Children's Trust Board and published as a public document on 1<sup>st</sup> April 2011. The Report will also set out the Work Programme of the Bath and North East Somerset Local Safeguarding Children Board and its sub groups for the 12 months leading to April 2012. The web link for this Report is:-  
<http://www.bathnes.gov.uk/healthandsocial/childrenandfamilycare/LSCB/Pages/default.aspx>

Keeping children safe is everybody's business and I am pleased to introduce this Annual Report which demonstrates progress made and outlines future developments to enhance safeguarding in Bath and North East Somerset.

Jim Gould  
Independent Chair of the Bath and North East Somerset Local Safeguarding Children Board

Annual Report compiled on behalf of Local Safeguarding Children Board  
Maurice Lindsay  
Divisional Director  
Children's Service

# **Annual Report of Bath and North East Somerset Local Safeguarding Children Board 2010/2011**

## **Introduction**

This Annual Report of Bath and North East Somerset's Local Safeguarding Children Board (LSCB) represents the first annual report written in accordance with the national guidelines for such Reports. It builds upon the previous Annual Reports and Business Plans published by the Area Child Protection Committee and then the Local Safeguarding Children Board since 2000, and the 3 Year Strategic Plan published by the Board for 2008 – 2011. It has been compiled by the constituent members of the Local Safeguarding Children Board and informed by its Stakeholders who were widely consulted. It presents a critical appraisal of the safeguarding arrangements and activities during 2010/2011; the key priorities for 2011/12; and the work programme for delivering those priorities.

Draft versions of this Annual Report have been presented to the Council's Children and Young People's Overview and Scrutiny Panel and the Children's Trust Board. The Annual Report has informed the priorities and key actions within the Children and Young People's Plan 2011 – 2014 which will be published on 1<sup>st</sup> April 2011.

This Annual Report will be published on 1<sup>st</sup> April 2011 and is a public document. Progress with achieving its key priorities, and implementing its work programme, will be reviewed by the business meetings of the Local Safeguarding Children Board; reported to the Children's Trust Board, the Partnership Board for Health and Wellbeing and the Children and Young People's Overview and Scrutiny Panel; and critically appraised within the Annual Report for 2011/12.

## **1. Summary**

### **Key priorities for 2010/11**

The key priorities for 2010/11 were determined within the Annual Report and Business Plan 2010/11 and were addressed within the Work Programme by 7 key themes and associated outcomes:-

- Protection from violence, maltreatment, neglect and sexual exploitation – with the intended outcome that children and young people are better protected.
- Children are protected from accidental injury and death – with the intended outcome that fewer children are involved in road traffic accidents and other accidents at home, play and employment.
- That children and young people feel safe from bullying and discrimination – with the intended outcome that children and young people report that they feel safer and incidents of bullying and discrimination are reduced.



- Children and young people feel safer from crime and antisocial behaviour in and out of school – with the intended outcome that fewer children and young people will be victims of crime and antisocial behaviour; there will be safer places to play and hang out; fewer children and young people commit crimes against children.
- Children and young people have security, stability and are cared for – with the intended outcome that the local agencies work together to promote policies and strategies to promote security and stability.
- Establishing an effective LSCB – with the intended outcome that the LSCB works effectively and efficiently as a Board, in its sub groups and lead groups and effectively influences other strategic partnerships to deliver the Staying Safe agenda.
- Training – with the intended outcome of ensuring that all staff serving children in public, private, voluntary, faith and community sectors are sufficiently trained in safeguarding awareness to play their part in protecting children from the risk of significant harm.

Within this, specific priority was given to:-

- Improving the quality of core assessments and child protection plans.
- Ensuring the effective provision of services to children in need to prevent the need for further child protection plans.
- Building upon local initiatives to reduce the impact of domestic violence and abuse upon children.
- Providing services based upon early intervention and prevention.
- Enabling staff to develop the requisite skills, experience and confidence in child protection work – and ensuring effective support and supervision.
- Promoting the anti-bullying strategy and reducing reports of bullying.
- Ensuring appropriate support to young people leaving custody and leaving care.
- Ensuring that all revisions to the national guidance for Working Together to Safeguard Children are incorporated into local practice, procedures, services and Board arrangements and effectively communicated.
- Evaluating the impact of training upon practice and outcomes for children and families.

During the course of 2010/11 the Board has also given attention to national and local developments as follows:-

- The implications of changes in the national safeguarding context resulting from new government policy, direction and guidance.
- The Munro Review of Child Protection, and reviews completed by Kennedy, Field and Allen.
- The implications of budgetary changes and pressures for the safeguarding agencies.

## Key areas of progress/achievements

- Effective multi-agency services are in place to provide early intervention for vulnerable children and young people and prevent need for statutory interventions – evidenced by comparatively low number of children with protection plans and highlighted by Ofsted's unannounced inspection of the Council's Children's Social Care Service contact, referral and duty arrangements in both May 2010 and January 2011.
- The introduction of Common Induction Training for all new staff across LSCB and Children's Trust Board agencies.
- The implementation of the Family Intervention Project and confirmation of the Strengthening Families, Strengthening Communities Programme.
- The stability of placements for children and young people in care is strong.
- Effective Child Death Review arrangements are in place – for Rapid Response and Child Death Overview Panel. An evaluation of the arrangements was completed and presented to each participating LSCB.
- Plans are in place for introducing new arrangements for the LSCB and its Sub Groups in response to changes with Working Together to Safeguard Children 2010.
- The LSCB has continued to influence other strategic partnerships (e.g. Responsible Authorities Group and the Children's Trust Board) to deliver the safeguarding agenda.
- Clear accountability for safeguarding children has been established, and strengthened, with the Children's Trust Board: the Partnership Board for Health and Wellbeing; the Lead Member Children's Service; and the Children and Young People's Overview and Scrutiny Panel.
- The Local Safeguarding Children Board and the Children's Trust Board have agreed a joint working protocol to ensure clear channels of communication are in place between the Board, and a mechanism for effective challenge and scrutiny has been agreed.
- Revisions to the South West Child Protection Procedures and arrangements for the LSCB and the CDOP have been completed in accordance with Working Together to Safeguard Children 2010.
- A multi-agency staff conference (open to LSCB's across the South West) focused upon the importance of ensuring effective working arrangements across Children's Services and Adult Mental Health Services.
- The promotion and delivery of the Avonsafe strategy to reduce the number of children at risk of accidental injury and death.
- The promotion and implementation of the Anti-bullying and Discrimination strategy.
- The promotion and delivery of the E-Safety strategy and associated action plan.

- Actions to promote the provision of appropriate accommodation options for young people leaving custody have been progressed and reported to the Board.
- Actions have been taken to increase the awareness and notifications of private fostering arrangements and thereby promote the security and welfare of privately fostered children.
- The development of a protocol, and services, to identify and support young people who may have run away from home has been completed and reported to the Board.
- The implementation of safer recruitment policies across all agencies – confirmed by an annual audit of agencies practice.
- The provision, and evaluation, of a programme of inter-agency training for staff – and support to single agency training.

### **Challenges and issues for the Children’s Trust Board**

- Resourcing the LSCB (particularly in terms of staff time) to carry out its functions.
- Funding the LSCB’s activities (particularly training) in difficult budgetary conditions.
- Ensuring the active participation and contributions of all member agencies.
- The retention and development of a skilled and experienced workforce in a climate of national scrutiny and media attention.
- Ensuring the continuing engagement of schools and Primary Care Trusts, and strengthening the engagement of GP’s, during a time of radical change for all.
- Ensuring effective working arrangements across Children’s Social Care and Adult Mental Health Services to coordinate support to parents and protection of children.
- Anticipating and responding to the impact of actions to address the national budget deficit upon the demand for, and local provision of, services to vulnerable children, young people and families.
- Maintaining capacity for preventative and early intervention services in the midst of severe budgetary pressures.
- Ensuring that a clear focus is maintained upon the safeguarding of children during periods of significant organisational change within and across partner agencies – and that such change does not result in a fragmentation of services.
- Whilst ensuring that there is a clear focus upon the core activity of child protection, supporting the Board with its wider commitment to the staying safe aims.
- Maintaining and strengthening effective information sharing and joint working between agencies in a time of radical change for all agencies.
- Ensuring that all agencies commissioning services establish robust arrangements to ensure that providers are meeting their safeguarding duties.

- Maintaining the crucial role that effective Children's Trust Board arrangements play in safeguarding children and young people given the proposal to remove the statutory basis for CTB's.
- Ensuring that all staff have access to reflective, constructive supervision or consultation.
- Responding to the opportunities and challenges that will arise from the Munro Review of Child Protection to establish strong and effective safeguarding arrangements and practice.
- Considering how best to use imminent and future changes to the shape, role and functions of key safeguarding agencies to develop effective local arrangements and practice to achieve even better outcomes for vulnerable children and young people.
- Developing strategy and operational arrangements to safeguard children, young people and vulnerable adults.

These issues and challenges were reported to the Children's Trust Board at their meeting in March 2011.

## **2. Governance and Accountability arrangements**

The Local Safeguarding Children Board (LSCB) is accountable to the Director of Children's Service and the Lead Member for Children's Services who must maintain a focus on how the Local Authority is fulfilling its responsibilities to safeguard and promote the welfare of children and young people. Reports are prepared on behalf of the Chair of the Board on the effectiveness of the arrangements for the LSCB in Bath and North East Somerset to the Lead Member, the Children and Young People's Overview and Scrutiny Panel, and the Health and Wellbeing Partnership Board. Further, the LSCB's own activities are part of the Children and Young People's Plan and this enables its work to be scrutinised by the Local Authority, by other local partners and other key stakeholders.

The LSCB has a clear and distinct identity within Bath and North East Somerset Children's Trust Board. The Chair of the LSCB is a member of the Children's Trust Board, and holds that Board to account for ensuring that safeguarding is central to all its activities. The dual accountability for safeguarding is detailed in the Children's Trust Board Terms of Reference. In September 2010 the LSCB and Children's Trust Board strengthened these arrangements by signing up to a joint agreement for working together.

The LSCB has previously completed an evaluation of its governance arrangements against the standards detailed in the Department for Children School and Families (DCSF) Challenge and Improvement Tool. This work informed updates to the Terms of Reference and governance arrangements to ensure that these are robust and effective.

The inspection framework will also play an important role in reinforcing the ongoing monitoring of the work of the LSCB. Henceforth there will be 3 yearly

inspections of Safeguarding Services and annual unannounced inspections of Contact, Referral and Assessment Services.

Whilst the LSCB plays the key role in co-ordinating and ensuring the effectiveness of local individuals and organisations work to safeguard and promote the welfare of children, it is not accountable for their operational work. Each Board partner retains their own existing lines of accountability for safeguarding and promoting the welfare of children by their services. The LSCB does not have a power to direct other organisations but will advise the Local Authority and Board partners on ways to improve. When there are concerns about the work of partners and these cannot be addressed locally, the Chair of the LSCB will report these to the most senior individual in the partner organisation, to the relevant Inspectorate, and, if necessary, to the relevant Government department.

## **2.1 Local Safeguarding Children Board Meetings**

The Local Safeguarding Children Board meets in March, June, September and December. The Board is currently chaired by an interim Independent Chair pending the appointment of a permanent postholder. The Board has held a Stakeholders' Forum and a Development Day during 2010/11 to review the Work Programme and effectiveness of the LSCB, and these have contributed to this Annual Report

The Board has two sub groups with a focus upon staff training (the Training Management Committee) and upon quality assurance, policy and procedures (the Safeguarding Children Sub Committee). The Training Management Committee meets bi-monthly and is chaired by the NHS Bath and North East Somerset representative. The Safeguarding Children Sub Committee meets monthly and is chaired by the Children's Service Integrated Safeguarding Officer. Both Chairs sit on the LSCB.

Lead Groups have been established for each of the aims of the staying safe outcome and they report to the LSCB as follows:

- The Safeguarding Children Sub Committee
- Avonsafe
- The Anti-bullying Group
- The Youth Offending Team Management Board
- The Children in Care Quality Assurance and Strategy Group

During 2010/11, the LSCB has undertaken a review of all its arrangements for the Board and its sub groups – to ensure that these not only operate effective but also achieve the active participation of all members. Within this, consideration has been given to how best to develop close working relationships with the Local Safeguarding Adults Board (given the common agendas) and make use of shared resources and expertise. As a result, it has been decided to continue with the existing arrangements for the LSCB and its sub groups whilst progressing work to establish joint strategic safeguarding arrangements with the LSAB.

## 2.2 Membership of the LSCB

The core members of the LSCB are those who are designated as statutory members under S.13(3) of the Children Act 2004. Further, national voluntary organisations with experience in this work (Barnardos and NSPCC) are represented (although the NSPCC have advised that they will have to withdraw), and a designated doctor and designated nurse provide appropriate expertise and advice to the Board. Representatives from Primary Schools, Secondary, Special Schools and Colleges, and Adult and Children's Health Services providers are also core members. New core members will be added in line with national guidance and statutory legislation (via the Apprenticeship, Skills, Children and Learning Act 2009). Plans are in place to determine how the Lead Member for Children will join the Board as a participating observer and two Lay Members will be recruited to support stronger public engagement and contribute to improved understanding of the LSCB's work. Actions will be taken to engage academies and the developing GP consortia.

Associate members have been established and ensure robust links with key stakeholders. The LSCB will also secure the involvement in its work of Faith groups, Independent Schools, Further Education Colleges, Children's Centres, GP's, Independent Health Care Organisations, The Partnership Against Domestic Violence and Abuse, the Multi-Agency Public Protection Arrangements, Housing, Culture and Leisure Services, Housing Providers, the Drug Action Team, and representatives of children, young people and parents via existing networks and forums, including the Annual Stakeholders Forum.

All core members are nominated in writing by the Chief Officer of their organisation or the Chair of their partnership/representative body. The Chief Officer/Chair will be asked to ensure that their nominated member has the requisite skills, expertise and capacity to carry out their roles and responsibilities as core members of the Board.

All core members and associate members of the LSCB have been provided with a written statement of their roles and responsibilities and their organisation has confirmed that they are able to:

- Speak for their organisation with authority
- Commit their organisation on policy and practice matters
- Hold their organisation to account (in matters of safeguarding children).

For 2010/11 the attendance records of core member agencies at the business meetings, stakeholders' forum and development day were as follows:-

- 100% Chair, Social Care, Integrated Safeguarding Officer, Learning and Inclusion, Designated Doctor, AWP Mental Health Trust, YOT, Children's Commissioning Service
- 83% Fire and Rescue Service, Police, Adult Service Providers, Strategic Health Authority
- 75% Connexions

- 66% RUH, Schools, Designated Nurse, Barnardos, CAFCASS
- 50% DCS
- 33% Probation
- 0% NSPCC, Royal National Hospital for Rheumatic Diseases

## 2.3 LSCB Personnel 2010/11

### Core Members

Jim Gould	Independent Chair
Ashley Ayre	Director of Children's Service
Christine Hounsell	Connexions Development Manager (B&NES), Connexions West of England
Jenny Theed	Divisional Director: Children, Learning Disabilities, Professional Leadership and Quality
Jim Grant	Assistant Divisional Manager for Speciality Division, Royal United Hospital
Liz Morris	NSPCC
Liz Price	Commissioning Strategy Manager, Children Services
Anne King	Assistant Chief Officer, Avon and Somerset Probation Service
Mark Dean	Assistant Director and Head of Safeguarding, Avon Wiltshire Mental Health Partnership NHS Trust
Dave Gill	Chief Inspector, Avon and Somerset Police, B&NES District .
Maurice Lindsay	Divisional Director for Children's Service
Nicola Bennett	Integrated Safeguarding Officer
Sally Churchyard	Service Manager, Youth Offending Team
Simon Lenton	Designated Doctor, NHS B&NES
Sonya Chowdhury	Assistant Director, Barnardos
Mary Lewis	Designated and Named Nurse, NHS B&NES
Sue East	Head Teacher: representative for B&NES Head Teachers
Tony Parker	Divisional Director, Children Services
Trevor Simpson	Service Manager, CAFCASS
Ian Tucker	Strategic Health Authority

### Associate Members

David Wilmot	Great Western Ambulance Service
Gary Davies	Representing Community Safety and Drugs Partnership
Graham Sabourn	Housing & Supported Living Services
Hugh Jupp	Avon Wiltshire Partnership NHS Trust, Adult Mental Health Services
Denis McCann	Fire & Rescue Service
Mike MacCallam	Adult Social Care Services
Shirley Ward	Adult Disability Services and Safeguarding Adults Coordinator

## **Lead Member Children Services**

Cllr Christopher Watt

### **2.4 Safeguarding Children Sub Committee Members**

Nicola Bennett	Integrated Safeguarding Officer, Bath & North East Somerset Children's Service (Chair)
Michael Sidey	Independent Chair, Child Protection Conferences
Mary Kearney	Change for Children and Independent Quality Assurance
-Knowles	Manager, Bath & North East Somerset Children's Service
Jill Chart	Named Nurse for Safeguarding, Bath & North East Somerset Primary Care Trust
Fiona Finlay	Consultant Community Paediatrician, Bath and North East Somerset Primary Care Trust
Trina Shane	Assessment and Family Service Manager, Bath & North East Somerset Children's Service
Hugh Jupp	Public Protection Safeguarding Manager, Avon and Wiltshire Mental Health NHS Care Trust
Mike Williams	Detective Inspector, Bath & North East Somerset District Police
Nigel Harrison	Inclusion Manager – Special Educational Needs Support Services
Margaret Hudd	Safeguarding Administration Team
Karen Boucher	Consultant in Adolescent Psychiatry, Young People's Service Avon and W Wilts Mental Health NHS Care Trust

### **Training Management Committee Members**

Nicola Bennett	Integrated Safeguarding Officer, Bath & North East Somerset Children's Service (Chair)
Leo Dickens	Inter-agency Training Coordinator
Trina Shane	Assessment and Family Service Manager, Children's Service
Dan Forster	Bath and North East Somerset District Police
Mike Dance	Bath and North East Somerset District Police
Beverley Boyd	Royal United Hospital
Jill Chart	Named Nurse Safeguarding, Bath and North East Somerset, PCT
Jenny Dixon	Early Years Service
Chris Wilford	Youth Offending Team
Fiona Finlay	Consultant Community Paediatrician, Bath and North East Somerset Primary Care Trust
Hugh Jupp	Public Protection Safeguarding Manager, Avon and Wiltshire Mental Health NHS Care Trust
Paula Bromley	Principal Youth Officer, Bath and North East Somerset Council



## Budget 2010/11

### 1. Local Safeguarding Children Board – Main Programme

<b>Sources of Funds</b>	<b>Budget 2010-11 (£)</b>
Children's Social Care Services	51,276
Police	3,335
Bath & NES PCT	11,033
Probation	3,153
Learning and Inclusion	4,968
CAFCASS	550
Other Income	0
	<b>74,315</b>
 <b>Expenditure (estimates)</b>	
Admin Staff Salaries	64,605
Car Allowances/ Mileage & Subsistence Allowances	1,041
Equipment Purchase	529
Printing/ Design	500
Postages	1,069
Other Expenses	1,000
IT Desktop & Laptop SLA Charges & Purchase	6,185
MPS - Printing & Copying - Black & White	386
	<b>74,315</b>

## 2. Local Safeguarding Children Board – Training Co-ordination

<b>Sources of Funds</b>	<b>Budget 2010-11</b>
	<b>(£)</b>
Children's Social Care Services	25,385
Police	5,688
Bath & NES PCT	9,069
Learning and Inclusion	9,069
Youth & Community	2,040
Other Income	7,262
Carry forward from prior year	0
	<b>58,513</b>
<b>Expenditure (estimates)</b>	
Admin Staff Salaries	0
Training Co-ordinator Salaries	47,005
Training (including room hire)	6,350
Professional Subscriptions	0
Staff Car Parking	374
Car Allowances/ Mileage	1,617
Printing/ Design	1,607
Hospitality	0
Other Expenses	0
IT Desktop & Laptop SLA Charges	1,490
MPS - Printing & Copying - Black & White	70
	<b>58,513</b>

### **3. Monitoring and Evaluation/Quality Assurance activity**

**3.1** Within the local arrangements for the National Performance Indicators across the Every Child Matters outcomes, the LSCB has lead responsibility for the Staying Safe Performance Indicators. Within these, priority is given to the audit and reporting of:-

- Referrals to Children's Social Care going onto an initial assessment.
- Initial assessments for Children's Social Care carried out within 10 working days of referral (previously 7 working days).
- Core assessments for Children's Social Care that were carried out within 35 working days of their commencement.
- Child Protection Plans lasting 2 years or more.
- Children becoming subject of a Child Protection Plan for a second or subsequent time.
- Child Protection cases which were reviewed within required timescales.
- Looked After Children cases which were reviewed within required timescales.
- Stability of Care Placements for Looked After Children: number of moves (percentage of children looked after with 3 or more placement during the year).

Performance in respect of these indicators was examined by the Board at each of its Business meetings and actions determined as required. Performance in respect of these indicators was also reported to the Council's Children and Young People's Overview and Scrutiny Panel and the Partnership Board for Health and Wellbeing.

**3.1.1** Annual Performance reports were also presented to the LSCB in respect of:-

- People killed or seriously injured in road traffic accidents (includes young people aged 16 – 18).
- Children killed or seriously injured in road traffic accidents (0 – 15 year olds).
- The timeliness of placements of children for adoption (following an agency decision that the child should be placed for adoption).
- The stability of care placements of Looked After Children: length of placement.
- Children who have experienced bullying.
- Hospital admissions caused by unintentional and deliberate injuries to children and young people.
- Children who have run away from home/care overnight.

### **3.1.2** Within 2010/11, the LSCB gave priority to auditing:-

- The implementation of duties in respect of private fostering arrangements.
- The implementation of the anti-bullying strategy.
- The provision of appropriate accommodation, support, health care and education/training to young people leaving custody.
- The implementation by agencies of the LSCB core principles for supervision arrangements of staff engaged in child protection work.
- Individual agency implementation of the safer recruitment policy.

**3.2** All individual agencies have the responsibility for the quality assurance of child protection activity as it relates to case recording; sharing and communicating information; confirming any referrals in writing; confirming actions taken as a result of such referrals; attendance at and contributions to core group meetings, initial and review child protection case conferences; written reports submitted to child protection case conferences. The LSCB expects that all individual agencies will have systems in place to ensure this quality assurance.

**3.2.1** During 2010, all LSCB core members agreed to undertake an audit of their agencies recent reports to child protection case conferences, and report back to the LSCB.

**3.2.2** The LSCB's Safeguarding Children Sub Committee (SCSC) has responsibility for auditing all strategy discussions, core group meetings, initial and review child protection case conferences against agreed standards and using an evaluation tool. The Safeguarding Children Sub Committee is a multi-agency forum. Actions arising from these reviews are referred back to the appropriate officer/agency and responses tracked by the Sub Committee. Actions are being taken to ensure that these robust quality assurance arrangements result in sustained improvements in local practice.

**3.2.3** The SCSC provides six monthly reports to the LSCB summarising its quality assurance activity, actions taken and outcomes achieved. The LSCB members use these reports to highlight, challenge and improve practice within their respective agencies. Members are now reporting back to the Board on the outcomes achieved.

### **3.3 Areas of strength and areas requiring improvement**

**3.3.1** Areas of strength include the range of early intervention and preventative services provided across the Authority area; evidence of good inter-agency working; evidence of good supervision

arrangements and inter-agency training; strategy discussions held in appropriate circumstances; good agency attendance and contributions to initial child protection case conferences and the compilation of individual child protection plans; core group meetings held within required timescales; all child protection plans are reviewed within required timescales; good participation of parents at case conferences; good arrangements in place to facilitate children and young people's participation in case conferences; examples of excellent written reports to case conferences.

**3.3.2** Areas requiring improvement include achieving consistency in the quality of social work reports to case conferences; increasing the number of written reports submitted by all agencies and achieving consistency in the quality of those reports; sharing reports with parents prior to the case conference; ensuring that all reports and case conference discussions have a clear focus upon the analysis of risk indicators in respect of each individual child; the timeliness of the completion of initial and core assessments in Children's Social Care; the provision of continuing services to avoid the need for a repeat Child Protection Plan; links and joint working with the Local Adults Safeguarding Board (LASB).

**3.3.3** Actions to address the areas requiring improvement will be based upon highlighting and sharing best practice; the revision of existing report formats and processes to facilitate appropriate completion; written guidance to staff; direct support, supervision and training; continuing quality assurance and corrective actions; the use of LSCB stakeholder events, communications and development days to reinforce standards; establishing formal links and progressing common agendas with the LASB.

**3.3.4** The LSCB will consider what lessons can be learnt from the Council's Children's Service Lean Review and Re-design of its social care processes to further improve local practice: and how recommendations arising from the Munro Review of Child Protection will be used.

### **3.4 Needs Analysis**

The Bath and North East Somerset Children and Young People's Needs Assessment published in April 2010 and produced to support the Children and Young People's Plan 2011-14 has provided the following detail in respect of staying safe and safeguarding. (Note: this Needs Assessment details the positions at 31.3.2009 and has been updated wherever possible for this Annual Report):-

**3.4.1** The introduction of the Common Assessment Framework (CAF) is leading to the earlier identification of needs and provision of services. The CAF's have identified a wide range of issues, in particular parental health and wellbeing; domestic violence; parental drug and alcohol

misuse; the need for practical family support; the need for a single plan/coordination of the input of professionals. There is however a clear need to increase the number of CAFs completed, especially for the 11 – 18 age range.

- 3.4.2** In 2008/09 almost 1,200 referrals were made to Children's Social Care. The rate of referrals is in line with that for similar authorities, which is much lower than the England average. In 2008/09, there were 333 re-referrals within 12 months of a previous referral. This was around 29% of referrals where needs may not have been satisfactory met following the previous referral, or where needs have changed. This referral rate is higher than the average for similar Authorities and the figure for England as a whole.
- 3.4.3** In 2008/09 there were 395 initial assessments completed and 205 core assessments completed. The low rate of Social Care initial assessments is felt to be attributable to robust early year's services. The proportion of initial assessments leading to core assessments is higher than for similar authorities.
- 3.4.4** 75 children had Child Protection Plans at 31.3.09, with 65 children becoming the subject of a Child Protection Plan within the year. At 31.3.10, 67 children had Child Protection Plans. This is a lower rate than that of similar authorities and of England as a whole. The Authority did not experience the levels of increased numbers reported by many Local Authorities following Baby Peter. There has been a steady increase during 2010/11, with the number standing at 87 on 31.01.11, and reaching 101 at the end of March 2011.
- 3.4.5** Comparing the local and national figures for main categories for Child Protection Plans, in 2008/09 there was a lower proportion locally of those recorded as neglect, physical abuse and sexual abuse, with a higher proportion recorded as emotional abuse. This reflects the increased incidence of domestic violence as an indicator of risk. This in turn reflects the greater awareness and reporting of domestic violence in response to the provision of local, early intervention multi-agency services.
- 3.4.6** In 2008/09 there was a small number and low rate of children becoming subject to a Child Protection Plan for a second time – indicative of the effectiveness of ongoing Children in Need Services. There are indications that this number has increased in 2010 and further investigation will be undertaken. There was a higher than average proportion (16%) of Child Protection Plans that have lasted for 2 years or more (although the actual numbers are low) – an investigation of the reasons has not highlighted any common trends or gaps in services.
- 3.4.7** The number of hospital admissions of under 18 year olds (per 10,000 children) caused by unintentional and deliberate injuries to children and

young people have reduced from a recent high of 434 in 2005/06 to 393 in 2008/09. Reductions have been seen for the 10 – 14 and 15 – 17 age bands. The rate locally is better than for the South West. The main recorded reasons for these admissions in recent years have been falls (40%), intentional self poisoning (13%), transport accidents and collisions (12%), and strikes, crushes and jams (6%).

**3.4.8** The TellUs Survey includes questions about children's experiences with bullying at school and elsewhere. Whilst our survey results are in line with national averages, bullying is a concern of children and young people. In the 2008/09 survey, nearly half of children (48%) reported that they felt that their school dealt 'not very well' or 'badly' with bullying. In 2009/10 this has improved to 27%. The 2009/10 result for National Indicator 69 – experience of bullying – was in line with national results and that of statistical neighbour authorities.

**3.4.9** On 31.01.2011 there were 87 children with child protection plans: of these 46 were male and 37 were female, with 4 unborn: 20% were from black and other minority ethnic communities. Within these age groups, the numbers were as follows:-

0 - 5 years - 41  
6 - 11 years - 27  
12+ years - 19

**3.4.10** The area has low numbers of children in care for the size of the population, however numbers have been increasing steadily and are expected to increase further due to the increased numbers of care proceedings and the Law Lords judgement relating to 16 – 17 year olds. From a recent average of around 120 children in care, numbers rose to 137 by 31.3.10 and have risen to 158 during 2010/11. In a recent snapshot, 60% of children in care were male, 40% female. The main reasons for being in care were abuse or neglect (43%) and family disfunction (29%). 11% were from black and other minority ethnic communities.

**3.4.11** The stability of placement for children in care is strong. The proportion who had 3 or more placements in 2008/09 was 7.7%, better than the South West and national averages. The proportion for 2009/10 was 8.8%. This has been built upon during 2010/11 and at the time of writing was 6% – again better than the South West and national averages. The proportion lasting 2 years or more has improved – 69.8% in 2008/09 and 81% in 2009/10 – better than the South West and national averages. Approximately 90% of children in care are in foster care placements.

**3.4.12** In 2008/09 there were 369 referrals to Children's Social Care with the presenting issue 'notification of domestic violence'. There were also 595 initial contacts recorded with the issue 'notification of domestic violence'. The recording has now been standardised and henceforth

the trend in numbers of notifications will be clearer. For 2009/10 to follow.

### **3.5 Appendix 2 details tables and charts in respect of the following:- showing performance for 2010/11**

- Referrals of children to Children's Social Care Service.
- Rate of referrals per 10,000 children aged under 18.
- Initial assessments completed.
- Rates of initial assessments per 10,000 children aged under 18.
- Timeliness of completion of initial assessments.
- Core assessments of children completed.
- Rates of core assessments per 10,000 children aged under 18.
- Timeliness of core assessments.
- Children who became subject of a Child Protection Plan within the year.
- Rate of children becoming subject of a Child Protection Plan per 10,000 population aged under 18.
- Numbers of children who are subject of a Child Protection Plan at year end.
- Rate of children who are subject of a Child Protection Plan per 10,000 population aged under 18 at end of period.
- Main category of abuse recorded as reason for Child Protection Plan.
- Age and gender of children who were subject to a Child Protection Plan at 31.3.10.
- Child Protection Plans lasting 2 years or more.
- Children becoming subject to a Child Protection Plan for a second or subsequent time.
- Numbers of children in care.
- Children in care rates per 10,000 aged under 18.
- Reasons for being in care.
- Gender of children in care.
- Ethnicity of children in care.
- Age of children in care.

### **3.6 Review of locally agreed thresholds for referrals of children in need**

Building upon previous work and updated threshold matrix has been produced, consulted upon and shared with professionals across all agencies. It is incorporated into the LSCB Training Programme and will be used to help families and professionals to better understand the thresholds for referrals to Children's Social Care. The first unannounced Ofsted inspection of the Council's Social Care contact, referral and assessment processes highlighted that the thresholds were appropriately set and implemented: this was also noted at the second annual inspection in January 2011. During 2010/11 the



process for referrals of children in need has been analysed within a Lean Review of Children's Social Care processes, and in the context of the early findings of the Munro Review of Child Protection.

#### **4. Serious Case Reviews**

- 4.1** No Serious Case Reviews were undertaken in 2009/10 nor were there any outstanding actions from Serious Case Reviews commissioned in previous years.
- 4.2** The LSCB has taken steps to consider lessons learned from Serious Case Reviews undertaken in other Local Authorities. Local practice has been evaluated in respect of findings and recommendations arising from those Reviews – and actions taken to inform and improve local practice and services. The LSCB has also considered the lessons arising from the Biennial Review of Serious Case Reviews and how these can be used locally.
- 4.3** The LSCB's Annual Stakeholders' Event in November 2010 focussed upon lessons learnt from Serious Case Reviews and best practice and included a presentation from Plymouth SCB following their Serious Case Review in respect of the Little Ted's Nursery.
- 4.4** The LSCB has contributed to the Management Review undertaken by a neighbouring LSCB of a case which did not meet the criteria for a Serious Case Review but raised issues in relation to how neighbouring authorities work with families moving across boundaries. Actions have been taken to improve local practice and sharing of information.
- 4.5** The LSCB provided the Independent Chair for a Serious Case Review Panel convened by a neighbouring LSCB. This provided valuable experience of the Serious Case Review process. The Ofsted evaluation of that Serious Case Review was 'good'.

#### **5. Child Death Overview Panel**

- 5.1** The LSCB has collaborated with the Bristol, North Somerset and South Gloucestershire Safeguarding Children Board's to establish the West of England Child Death Overview Panel. The LSCB currently provides the Chair (Divisional Director, Children's Service), Community Paediatrician representative and Designated Nurse representative to the Panel. The Divisional Director Children's Services and Integrated Safeguarding Officer are also members of the CDOP Operations Group.

- 5.2** Arrangements are in place for lessons learned from any individual child death review to be immediately relayed to the LSCB and relevant agencies, and actions taken. The CDOP Annual Report for 2008/09 was presented to the LSCB in December 2009. Regular reports on the work of the CDOP have been provided to LSCB Business meetings. The CDOP Annual Report 2009/10 was presented to the LSCB in December 2010. The report details recommendations to improve policy, professional practice and inter-agency working to safeguard and promote the welfare of children. Actions to respond to these recommendations are taken forward by the CDOP Operations Group on behalf of the LSCB.
- 5.3** The LSCB (in conjunction with its partner LSCB's) has undertaken an evaluation of the effectiveness of the Child Death Review arrangements using the Government Office self assessment tool. This evaluation has been presented to the Child Death Overview Panel and the respective LSCB's.
- 5.4** An evaluation of the effectiveness of the Rapid Response Service arrangements has been undertaken. Further refresher/training has been provided for staff involved in the Rapid Response Service.
- 5.5** The arrangements for the Child Death Review process have been updated in accordance with the requirements of Working Together to Safeguard Children 2010.

## **6. Progress on priority policy areas**

### **6.1 Engagement of wider community in safeguarding**

- 6.1.1** The LSCB's annual stakeholder events, and the consultations undertaken in respect of the Children and Young People's Plan, achieve good engagement of staff across the statutory, voluntary and community sector working in Bath and North East Somerset – and through this achieves links with the wider community to promote the safeguarding agenda. The Local Area Partnerships have supplemented this to a degree. The wider engagement of the community – and in particular the active participation of young people, parents and carers (notwithstanding their involvement in previous stakeholder events) – is still rather underdeveloped and requires more attention. This has been identified as a priority within the work programme for 2011/12.

**6.1.2** The LSCB has an extensive communication strategy in place via its webpages, newsletters, briefings and distribution of its Annual Report and Business Plan – but the effectiveness of this needs to be evaluated. The withdrawal of the proposed LSCB Communication Grant will inhibit efforts to improve this.

**6.1.3** The LSCB has an underdeveloped media strategy which has fundamentally been reactive rather than proactive. Work has been progressed during 2010/11 to develop and implement a strategy.

## **6.2 Safer Workforce**

**6.2.1** The LSCB has adopted the Safer Recruitment policy as included in the South West Child Protection Procedures.

**6.2.2** The LSCB has audited and evaluated individual agency arrangements for Safer Recruitment using the GOSW self evaluation tool and all agencies have agreed to report back to the LSCB on an annual basis.

**6.2.3** All LSCB agencies have made preparations for the introduction of the Independent Safeguarding Authority and the Vetting and Barring Scheme, and will take these forward in line with new guidance from the Government.

## **6.3 Missing Children**

**6.3.1** The LSCB has adopted a local protocol for children missing from care and home, in line with the South West Child Protection Procedures. The protocol is available locally via the LSCB website.

**6.3.2** The LSCB receives and reviews regular reports from the Young Runaways Monitoring Group Chaired by the Children's Social Care Service Manager. The Group meets quarterly and brings together Children's Social Care Managers, Police and other stakeholders to ensure that children who go missing are effectively safeguarded. The Group shares information about all reported incidents of children going missing from home or care in the Bath and North East Somerset Area and ensures that the protocol is followed in all cases. Actions are taken as required and any lessons learnt from specific incidents are used to inform practice.

## **6.4 Sexual exploitation**

**6.4.1** The LSCB has adopted the protocol on sexual exploitation as included in the South West Child Protection Procedures.

## **6.5 Child trafficking**

**6.5.1** The LSCB has adopted the protocol on child trafficking as included in the South West Child Protection Procedures.

## **6.6 Forced marriage**

**6.6.1** The LSCB has adopted the protocol on forced marriage as included in the South West Child Protection Procedures.

## **6.7 E-safety**

**6.7.1** During the course of 2010/11 the E-Safety working group has updated its terms of reference, action plan and priorities for the year. It has remained focused on working with schools to assist them in helping children stay safe online and is developing ways of reaching parents via a variety of media and by continuing its provision of parental sessions.

**6.7.2** An E-Safety course for all professionals is available as part of the LSCB Training Programme, along with a course on internet child abuse and tailored training for teachers and youth workers. E-Safety is also embedded in the work of the Anti-Bullying Strategy Group.

## **6.8 Bullying**

**6.8.1** The Anti-Bullying Strategy Group has updated its terms of reference and broadened its membership to include key professionals in the statutory and voluntary sectors who can target specific support to services for children, young people, parents and carers. All members have clear roles and responsibilities in monitoring and reviewing the Anti-Bullying Strategy with reporting lines to the Divisional Director (Learning and Inclusion Services) in the Council's Children's Service.

**6.8.2** A partnership matrix of statutory, voluntary and community sector services is being collated to cross reference how their provision and resources can support the implementation of the Anti-Bullying Strategy. The partnership profiles and information gathered to date have proved useful, and will be disseminated.

**6.8.3** A school anti-bullying audit tool has been developed (based on the criteria established on the Safe to Learn resources) and all secondary schools, one special school and 13 primary schools have to date undertaken audits of their anti-bullying policies and strategies. Individual reports have been sent to each schools and a summary overview report with recommendations presented to the multi-agency Anti-Bullying Strategy Group. This report has formed the work plan for

the academic year 2010/11 and the delivery of bespoke support for individual or clusters of schools, and wider generic training modules for schools staff, pupils, parents and carers. Training and support is also being developed for school staff, parents and peer mentors about cyber-bullying, restorative justice and strategies for young people with learning disabilities.

**6.8.4** The Anti-Bullying Strategy Group has benefited from significant contributions from the E-Safety Officer, the PSHE and Drug Education Consultant, and Parent Partnership Advisors.

## **6.9 Accident prevention**

**6.9.1** The Avonsafe Strategy has been implemented with a view to reducing the number of children and young people suffering accidental injuries. Within this recognition has been given to the fact that whilst the overall number of accidental deaths and injuries has been falling across the UK, there are persistent and widening inequalities between different social-economic groups. The Strategy has therefore targeted help and support to those identified as most valuable.

**6.9.2** Using evidence gathered across the 4 neighbouring unitary authorities, the Avonsafe Strategy has therefore focused on actions to improve child safety this year as follows:-

- Burns and scalds prevention
- Home fire safety
- Child home safety
- Falls prevention
- Child passenger safety
- Child pedestrian safety
- Child cyclist safety

as well as progressing actions to prevent child poisoning – including sampling products for poisons and choking hazards.

**6.9.3** The Strategy has also promoted injury prevention strategies in education settings – designed to improve children and young people's knowledge of and ability to take managed risks.

**6.9.4** Additional work planned for 2011/12 includes Child Home Safety training sessions for childminders: Avon Fire and Rescue Service Sparks programme for Schools: Falls Prevention and Education and Support.

## **6.10 Domestic Violence**

**6.10.1** The Partnership against Domestic Violence and Abuse (PADVA) has been re-established and given a stronger steer from the Responsible Authorities Group – with the Probation Service representative now operating as the Chair. This has resulted in greater cohesion between agencies. The local response to incidents of domestic violence are being jointly screened by the Police Domestic Abuse Investigation Team (DAIT) and the Children’s Social Care Senior Practitioner. Children’s Social Care has also invested dedicated social worker assistant time to improve response timescales and support. The New Way Service has continued to develop and has received additional investment in order to reinforce its work with fathers.

**6.10.2** The Chair of PADVA sits on the LSCB and provides annual reports to the Board. The LSCB Training Programme includes specific domestic violence training courses.

## **6.11 Private fostering**

**6.11.1** The LSCB has taken actions to promote and increase individual agency and public awareness of private fostering arrangements and the Children’s Social Care Services duties in respect of these. This has been undertaken through LSCB briefings, information leaflets, a web page, press coverage, letters to all agencies and establishments who may place children, staff training and the nomination of an identified lead officer for private fostering. These efforts have not yet resulted in a significant increase in the number of private fostering arrangements reported, assessed and supported. As a result, it is likely (in line with the national picture) that only 50% of private fostering arrangements are known to the Local Authority. The LSCB will support continuing campaigns to highlight the position of these potentially vulnerable children and young people.

**6.11.2** The LSCB received an Annual Report detailing how the Council carries out its duties in respect of private fostering arrangements. The Report is also presented to the Lead Member of Children’s Service.

**6.11.3** The most recent Ofsted inspection of the Council’s arrangements for carrying out its private fostering duties (2009) judged the arrangements as satisfactory. Work will be undertaken to improve this position.

## **7. Priorities for the following year**

In establishing its priorities for the coming year, the Board has considered the developing national safeguarding agenda: its evaluation of the effectiveness of local safeguarding arrangements: progress with its 3 Year Strategic Plan 2008-2011: progress with its Annual Report and Business Plan Work Programme 2010/11: its analysis of the Local Needs Assessments: feedback from the Annual Stakeholders’ event:

and its review of the national and local safeguarding context within its Annual Development Day in January 2011. Having done so, the Board has concluded that whilst maintaining its overall commitment to the 5 aims of the Staying Safe Outcome, it must in the coming year give priority to its core business of protecting children and young people from violence, maltreatment, neglect and sexual exploitation.

The Board will therefore compile a Work Programme for 2011/12 detailing the actions it will take primary responsibility for: the actions that it will ensure are taken by others: and the actions that the Board will seek assurance are being progressed by other partnerships and agencies.

Progressing these priorities will be underpinned by actions to ensure that we have a confident, skilled and supported workforce, and that Bath and North East Somerset has an effective Local Safeguarding Children Board.

Our evaluation of the work undertaken during 2010/11 and the evidence arising from our needs analysis has also highlighted the need for actions to:-

- Further improve the quality, and achieve consistency, in interventions, assessment, planning and interagency working to safeguard children and young people.
- Progress workforce development and training to ensure that staff have the requisite skills and experience to intervene effectively to safeguard children and promote their safe and appropriate care.
- Focus on the recruitment, retention and continuous development of front line staff and first line managers in Children's Social Care, Health and Police.
- Engage the wider community in safeguarding children.
- Increase the reporting and assessment of children in private fostering arrangements.
- Utilize the combined resources of the LSCB member agencies to underpin preventative strategies and services in challenging budgetary conditions.
- Maintain the active engagement of schools and GPs in safeguarding children – including Academies and the GP consortia.
- Raise the profile of the LSCB and its safeguarding agenda through effective communication and media strategies.
- Ensure that the potential impact on safeguarding and outcomes for children arising from service changes due to challenging budgetary conditions are overviewed by the LSCB, and that agencies share information and cooperate to minimise the short and long term impact of changes in safeguarding children.
- Further improve practice and service delivery at the interface between Children's Social Care and Adult Mental Health Services to ensure that effective support services are being provided to parents

and to children in need – and ensuring that there is a clear and sharp focus on safeguarding children at all times.

- Continue the promotion and local implementation of the Think Family strategy.
- Achieve the co-ordinated and targeted provision of parenting support programmes.
- Maintain capacity across partner agencies for preventative and early intervention services in amidst of severe budgetary pressures.
- Ensure that messages from the Child Death Review process informs local practice and service development.
- Learn the lessons arising from the process of the Munro Review of Child Protection and being ready to implement its recommendations.
- Improve referrals, cross working and coordination of strategies between the Local Safeguarding Children Board and the Local Safeguarding Adults Board.

And these will be incorporated into the Work Programme.

## **8. Work Programme for 2011/2012**

The Work Programme has been compiled by the LSCB to deliver its key priorities. Progress with it will be reported to and reviewed by the business meetings of the Board, its Stakeholders' event and Development Day in 2011/12 and evaluated in the next Annual Report.

**Maurice Lindsay**  
**Divisional Director**  
**Safeguarding, Social Care and Family Service**  
**Children's Service**



## Appendix 1 – LSCB Work Programme 2011 - 2012

Outcome	Sub Outcome	What we will do	How we will do it	Who	Review	Evidence
1. Protection from violence maltreatment, neglect and sexual exploitation.	Multi-agency implementation of child protection plans	1.1 Review all child protection plans to ensure effective interventions and help to families	<ul style="list-style-type: none"> <li>Multi-agency quality assurance</li> <li>Thematic reviews</li> </ul>	Safeguarding Children Sub Committee	June 2011 December 2011	Reduction in number of child protection plans
	Provision of effective early interventions and services	1.2 Improve the timeliness and quality of initial and core assessments and provision of services	<ul style="list-style-type: none"> <li>Review all Section 47 investigations and strategy discussions</li> <li>Improve practice within Social Care</li> </ul>	Safeguarding Children Sub Committee Quality Improvement Manager/Service/Team Managers	September 2011 March 2012	Reduction in number of child protection plans. Improved performance indicators
	Early identification and support of vulnerable families	1.3 Provide multi-agency support to targeted families through existing assessment processes and Team Around the Child support	Identify most vulnerable families (establish criteria). Ensure appropriate assessment completed and identify range of intervention options for multi agency Team Around the Child. Establish protocols and quality assurance framework for services	SCSC in conjunction with sub group of Adults Safeguarding Board; Children's Centre Leadership Group; Children's Social Care Service	December 2011 March 2012	Integrated Working performance report. Evidence of change re included families identified for this project. Implementation of step down protocols
	Provision of services to improve protection of identified vulnerable groups  (i) children who have witnessed	1.4 Provide early, evidence based interventions to address the needs of parents, ensuring the experience of the child is fully	Ensure parents can access services in their community by means of CAF. Children's wishes and feelings identified and recorded by all professionals. Maximise as appropriate use of	Trina Shane Jenny Theed	March 2012	More parents accessing services, reduced referrals to Children's Service, or more appropriate referrals with clear assessments

	domestic violence; parents with substance misuse issues and/or learning difficulties	understood and their needs recognised	Community Based Assessment.			
	(ii) Disabled children vulnerable to abuse and neglect	1.5 Create a more integrated disability service that is visible and engages others in recognising the potential risk of these vulnerable children	Promote a focus in universal services of the needs of disabled children and their parents	Disabled Children's Strategy Group	December 2011	More disabled children correctly identified as at risk of harm being provided with services at home. The establishment of a more integrated disability service
	(iii) Young perpetrators of sexual abuse	1.6 Promote early intervention programmes in school. Including those related to emotional literacy: SEAL, Turtles, Friends. Continue to support the work of Keepsafe	Roll out these programmes to schools where there have been risks identified in pupil behaviour.	Kate Murphy, Julie Hudson	Annual report to LSCB December 2011	Data on number of schools that have adopted these programmes, fewer young people prosecuted for sexual offences, reduction in re-referrals of YP with sexually harmful behaviour
	(iv) Children where there are e-safety issues	Have an overview of e-safety issues as they affect safeguarding within LSCB agencies	Receive annual report regarding issues relating to e-safety	John Barnes Strategic Planning Officer/ Nicola Bennett ISO	December 2011	Report received and any issues responded to.
	Parents and Carers are supported to safeguard their	1.7 Review parenting programmes on annual basis	Coordinate evaluations of parenting programmes	Sara Willis	March 2012	Feedback from parents

	children					
	More effective joint working between Adult and Children's Services around the family to safeguard children	1.8 Review how Children's Services and Adult Services work together.	Review implementation protocol between Children's and Adult's Social Care.	Trina Shane Jenny Theed	March 2012	Documented examples of joint interventions and assessments. Joint commitment to Think Family agenda evidenced in practice
		1.9 Maintain effective ongoing multi agency responses to manage cases where the level of risk has been reduced from Child Protection to Children in Need – where Social care no longer involved	Analyse performance and determine effective changes to achieve this e.g. improve "Team Around the Child/Family" processes. Step down arrangements to be evaluated.	Trina Shane and Children's Centre Leadership Group.	September 2011 March 2012	Analysis of number of children moving from Child Protection to Children in Need and outcomes 6 months/12 months later.

Outcome	Sub Outcome	What we will do	How we will do it	Who	Review	Evidence
2. Children are protected from accidental injury and death.	To reduce the number of children and young people suffering accidental injury and death	2.1 Promote delivery of the Avonsafe Strategy	All LSCB members to promote within agencies. Formal link with Avonsafe and Annual Report to LSCB	Nicola Bennett Wendy Harris (Avonsafe)	December 2011	Avonsafe strategy effectively delivered across the area and contributing to reductions in accidental injuries and death
		2.2 Reduce road traffic accidents, burns and scalds by improved	Promote NICE guidance regarding avoidance, reduce hazards and improve treatment	Simon Lenton Mary Lewis	Annual Report to LSCB December 2011	Reduction of children and young people presenting at Emergency

		knowledge and better risk management				Departments with accidents and injuries
		2.3 Ensure that key messages from the Child Death Overview Panel are implemented locally	By receiving and reviewing the CDOP Annual Report and key messages arising from Child Death Reviews	Chair of LSCB/LSCB members	Standing agenda item at LSCB business meetings/ongoing	Any key messages are suitably considered and acted upon

Outcome	Sub Outcome	What we will do	How we will do it	Who	Review	Evidence
3. Children feel safe from bullying and discrimination.	Effective promotion of strategy and adoption by schools and other settings	3.1 Promote implementation of anti-bullying strategy	(i) Publish a Local Authority Anti-Bullying Policy (ii) Promote the Strategic Health Education Unit survey as method of measuring incidents (iii) Support schools to consistently measure and record incidents of bullying (iv) Support schools developing anti-bullying policies	Sadie McNab leading anti-bullying strategy group	December 2011	Reduction in reports of bullying (use SHEU survey)
		3.2 Promote E-Safety (including cyber bullying)	Through E-Safety strategy group	John Barnes	Annual Report to LSCB December 2011	Feedback from children, young people and parents

Outcome	Sub Outcome	What we will do	How we will do it	Who	Review	Evidence
4. Children and young people feel safer from crime and anti-social	Fewer children will be victims of crime and anti-social behaviour	4.1 Reducing Re-offending Strategy and Youth Justice Plan implemented	Input to Reducing Re-offending Strategy and Youth Justice Plan	Youth Offending Team Service Manager – Sally Churchyard	March 2012	Reduction in reported incidents of crime.

behaviour in and out of school.				LSCB Children's Trust Board		
	Children in custody and leaving custody are recognised by all service providers as a priority vulnerable group who will receive proper provision in order for them to be safe	4.2 Ensure LSCB holds agencies to account for service provision through representation to YOT Management Board	LSCB receive exception reports from YOT if child/young person not had access to appropriate <ul style="list-style-type: none"> <li>Accommodation</li> <li>Support and parenting support if returning home</li> <li>Healthcare including re mental health and substance misuse.</li> </ul>	Youth Offending Team Management Board  Local Safeguarding Children Board	September 2011, March 2012	Number of exception reports, reduction in re-offending of young people leaving custody

Outcome	Sub Outcome	What we will do	How we will do it	Who	Review	Evidence
5. Children have security, stability and are cared for.	Children in care have security, stability, are cared for	5.1 Ensure children and young people in care have secure, stable placements	Implement Placement Strategy. Maintain quality of performance plans through training, revised guidance, quality assurance and audit	Children in Care Quality Assurance and Strategy Group Mary Kearney-Knowles	September 2011  March 2012	Placement stability and evidence that this contributes to better outcomes
	Continue to promote security and welfare of privately fostered children	5.2 Implement Private Fostering action plan	All LSCB members to promote greater awareness and reporting and evidence this.	Trina Shane	Annual Report December 2011	Increase in number of notifications of private fostering arrangements. All arrangements have been assessed.
	Young people leaving home or care live in suitable accommodation	5.3 Implement young people's housing strategy and evaluate	<ul style="list-style-type: none"> <li>Joint housing assessments</li> <li>Alternatives to B&amp;B</li> <li>Prevention of youth</li> </ul>	Young People Housing Group – Charlie Moat	September 2011	Number of young people in suitable accommodation

		impact	homelessness			
	Effective responses to young people who go missing from care or home	5.4 Report on practice in implementing local action and outcomes achieved/any gaps in provision	Fully implement young runaways protocol and audit practice	Charlie Moat	December 2011	Evidence of effective responses to young people who go missing from care of home
	Promote children's safety in independent schools	5.5 Implement national review recommendations and report to LSCB	Independent school to attend Schools Forum	Integrated Safeguarding Officer	March 2012	Robust links with all independent schools
	Children of prisoners experience improved life chances	5.6 Undertake annual review of local position	Audit, identify numbers and current practice, identify what needs to change	Safeguarding Children Sub Committee Sally Churchyard	September 2011	Audit results report to be considered first

Outcome	Sub Outcome	What we will do	How we will do it	Who	Review	Evidence
6. Ensuring that the LSCB operates effectively and influences other strategic partnerships.	An effective LSCB that aids service developments: engages stakeholders: builds partnerships: provides leadership and direction: ensures delivery of the work programme	6.1 Given the changing landscape for many agencies, ensure the engagement of appropriate commissioners and providers in the safeguarding agenda	i) Invite GP Consortia and Academies to identify core members for LSCB  ii) Secure the engagement of commissioners and providers of services associate members	Maurice Lindsay (Divisional Director) Jim Gould (Independent Chair)  Liz Price to lead	June 2011  March 2012	Core members identified and active participants in Board's work  Associate members identified and links established Attendance at Stakeholders' event
		6.2 Ensure that there is a skilled, competent and confident workforce	i) Ask all agencies to evidence that their single agency training and supervision arrangements	LSCB Training Management Committee	March 2012	Annual audit undertaken which highlights strengths and areas for

		using their professional judgement to make decisions in the best interests of children	are of a high standard ii) Ensure the provision of inter-agency child protection training and evaluate outcomes	LSCB Training Management Committee	June 2011 December 2011	development Evidence of training having positive impact on practice and outcomes for families
		6.3 To utilize the combined resources of LSCB member agencies to underpin preventative strategies and services in challenging budgetary conditions	i) Report to Children's Trust Board ii) Develop multi-agency triage arrangements for first contacts	Jim Gould Maurice Lindsay David Gill Jenny Theed	April 2011 September 2011	Evidence of continuing provision of preventative services and impact upon number of children with protection plans: number of children in care
		6.4 Establish effective arrangements with Children's Trust Board and other partnerships to meet the needs of groups of children and young people for whom the LSCB has identified lead agencies/ partnerships	i) Identify lead agencies/ partnerships ii) Report to CTB iii) Receive annual reports from agencies/ partnerships	Maurice Lindsay Liz Price Jim Gould LSCB	June 2011 June 2011 March 2012	Effective arrangements in place with CTB Annual Reports provide assurance to LSCB that needs are being met
		6.5 The LSCB is well placed to respond quickly to recommendations	i) Complete audit of local position in respect of recommendations arising from Munro Review	Maurice Lindsay to coordinate	June 2011	Clear actions to respond to recommendations of Munro Review

		arising from national review/reports	ii) Implementation actions to respond to recommendations	LSCB core members to lead	September 2011 and Review March 2012	Actions effectively in operation
		6.6 In collaboration with the Local Safeguarding Adults Board ensure commitment to safer recruitment and this is evidenced in practice	i) Ensure that all commissioners and providers are advised of LSCB safer recruitment policy  ii) All agencies to complete an annual audit of safer recruitment practice and report to LSCB	All LSCB agencies  All agencies (on a rota basis to each business meeting)	March 2012  June 2011 September 2011 December 2011 March 2012	Annual audit shows that safer recruitment is consistently applied in practice
		6.7 Establish joint strategic safeguarding arrangements for children and vulnerable adults, and establish joint operational arrangements wherever possible	i) Progress work to establish joint strategic arrangements  ii) Explore opportunities for - joint training arrangements - joint safer recruitment - joint policy and procedures	Jim Gould Maurice Lindsay with Janet Rowse: Lesley Hutchinson  Maurice Lindsay Lesley Hutchinson	December 2011  December 2011	Provisional plans in place to achieve  Evidence of joint arrangements and sharing of resources and expertise
		6.8 Continue to contribute to the Child Death Review arrangements and local rapid response services	i) Membership of Child Death Overview Panel and Operations Group  ii) Ensure lessons from Child Death Reviews are shared with LSCB	Mary Lewis Nicola Bennett  Mary Lewis Nicola Bennett	March 2012  Each LSCB meeting	Effective Child Death Review arrangements in place Direct sharing of lessons



			iii) Receive and review CDOP Annual Report 2010/11	Jim Gould	September 2011	Evaluation of effectiveness of CDOP arrangements
		6.9 Ensure safeguarding reports presented to all key forums and partnerships	i) Children's Trust Board ii) Health and Wellbeing Partnership Board iii) Children and Young People Overview and Scrutiny Panel iv) Lead Member Children's Service	Jim Gould Maurice Lindsay Maurice Lindsay Ashley Ayre	From April 2011 to April 2012	Safeguarding is embedded in work of other strategic partnerships and forums
		6.10 Achieve the effective engagement of children, young people and families in the safeguarding agenda	i) Convene stakeholders' event for children, young people, parents and carers ii) Seek direct feedback from users of the child protection services iii) Engage schools' Councils iv) Work with HWPB and elected members to engage their communities in the safeguarding agenda	LSCB Task and Finish Group Safeguarding Children Sub Committee Tony Parker Nicola Bennett Maurice Lindsay Ashley Ayre Jim Gould	December 2011 From June 2011 – review December 2011 December 2011 December 2011	Stakeholders' event informs service development and practice Evidence that informs services and practice Active input to work programme 2012/13 As above

Outcome	Sub Outcome	What we will do	How we will do it	Who	Review	Evidence
7. Workforce Skills Ensure that all those working with children in public, private, voluntary, faith and community sectors are sufficiently managed, supported and trained to play their part in safeguarding and promoting the welfare of children.	Supervision and management arrangements are in place to ensure appropriate reflection and direction in child protection work	7.1 Annual audit of LSCB agencies of supervision arrangements	Produce a supervision review template and disseminate	Nicola Bennett	September 2011	All agencies report effective arrangements in place
		7.2 Develop skills of managers in supervising staff in child protection cases	Commission a supervision in child protection course for inclusion in LSCB training programme	Training Management Committee (TMC)	April 2011	Evaluation of outcome of training programme
	LSCB has a broad understanding of the impact of training provided on practice	7.3 Sample courses with pre- and post-questionnaires	Questionnaires to be distributed to participants and managers. TMC members to follow up within their agencies	Leo Dickens and Training Management Committee	September 2011	Qualitative information regarding impact
	Ensure all agencies have access to child protection training programme	7.4 Provide flexible programme accessible in various formats	e-learning module; T4T to deliver whole agency child protection training; weekend/evening multi-agency training; free child protection training	TMC and Leo Dickens	April 2011	Annual Review of training needs
	Ensure reviews	7.5 Review	Incorporate into	Leo Dickens	September 2011	Report to LSCB

	such as Munro Review findings and recommendations are reflected in the training programme and courses	literature and incorporate salient points and any subsequent changes in delivery/service provision into programme	appropriate courses – advanced and refresher			
	Staff are confident in using professional judgement	7.6 Incorporate Munro findings and recommendations across programme i.e. risk principles	Reflective practice workshops Common Induction and refresher training courses to reflect	Training Management Committee	September 2011	Evaluation report to LSCB
	School staff and volunteers to be appropriately trained and knowledgeable according to their role and responsibilities	7.7 TMC to have oversight of child protection training in schools	Child Protection Forums; web pages; Whole school T4T	Nikki Bennett Leo Dickens	September 2011	Report to LSCB and Schools Forum

## **Appendix 2 -**

### **Data for Annual Report of Bath and North East Somerset Local Safeguarding Children Board 2010/11**

All data relates to the 12 month period 1 Mar 2010 to 28 Feb 2011

1	Referrals of children to Children's Social Care Service	1323
2	Rate of referrals per 10,000 children aged under 18	397
3	Number of Initial Assessments completed	1092
4	Rate of Initial Assessments per 10,000 children aged under 18	327
5	Initial assessments completed within 10 days	646 59%
6	Core Assessments completed	274
7	Rate of Core Assessments per 10,000 children aged under 18	82
8	Core Assessments completed within 35 days	110 40%
9	Children who became subject to a Child Protection Plan within the period	98
10	Rate of children becoming subject of a Child Protection Plan per 10,000 population aged under 18	29
11	Numbers of Children subject of a Child Protection Plan at 28/02/2011	101
12	Rate of children subject of a Child Protection Plan per 10,000 population aged under 18 at end of period	30

#### **13. Main category of abuse recorded as reason for Child Protection Plan for those subject to a Child Protection Plan on 28 Feb 2011**

Category	Number	%
Emotional Abuse	54	53%
Neglect	36	36%
Physical	7	7%
Sexual	4	4%

#### **14. Gender of children subject to a Child Protection Plan on 28 Feb 2011**

	Number	%
Female	42	42%
Male	55	54%
Unborn	3	3%
Unknown	1	1%

#### **15. Age of children who were subject to a Child protection Plan on 28 Feb 2011 (age as at 28 Feb 2011)**

Age	Under 1	Between 1 and 4	Between 5 and 9	Between 10 and 15	16+
Number of children	12	30	28	29	2
% of children	12%	30%	28%	29%	2%

#### **16. Child Protection Plans lasting two years or more (former National Indicator 64)**

Child Protection Plans ending in the period	143
Number lasting two years or more	21
% lasting two years or more	15%

**17. Children becoming subject to a Child Protection Plan for a second or subsequent time** (CPP repeats, former National Indicator 65)

Child Protection Plans starting in the period	98
Number becoming subject to a CPP for a second or subsequent time	22
% becoming subject to a CPP for a second or subsequent time	22%

**18. Children in care**

Number of children in care on 28 Feb 2011	158
Children in Care rate per 10,000 aged under 18	47.4

**19. Main reason for being care for those in care at 28 Feb 2011**

Category	Number	%
Abuse or neglect	63	40%
Family dysfunction	52	33%
Parental illness or disability	16	10%
Family in acute stress	13	8%
Disability	8	5%
Absent parenting	3	2%
Socially unacceptable behaviour	3	2%

**20. Gender for children in care at 28 Feb 2011**

Gender	Number	%
Female	64	41%
Male	94	59%

**21. Ethnicity of children in care at 28 Feb 2011**

Category description	Number	%
Black or Black British - other Black background	2	1%
Black or Black British - Caribbean	3	2%
Mixed - any other mixed background	5	3%
Mixed - White and Black Caribbean	9	6%
White - any other White background	2	1%
White British	137	87%

**22. Age of children in care at 28 Feb 2011**

Under 1	Between 1 and 4	Between 5 and 9	Between 10 and 15	Age 16+
6	16	29	61	46
4%	10%	18%	39%	29%

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<b>Bath &amp; North East Somerset Council</b>	
MEETING:	Early Years, Children and Youth Policy Development and Scrutiny
MEETING DATE:	18 <sup>th</sup> July 2011
TITLE:	Childcare Sufficiency Final Report and Action Plan
WARD:	ALL
<b>AN OPEN PUBLIC ITEM</b>	
<b>List of attachments to this report:</b>	
Childcare Sufficiency Report and Action Plan	

## **1 THE ISSUE**

1.1 The Childcare Act 2006 requires local authorities to carry out and publish a sufficiency assessment of childcare in their area at least every 3 years. Local authorities carried out their first assessment in 2008 and the subsequent report completed by April 2011. The draft report for 2011 was presented to the then Children and Young People Overview and Scrutiny Panel on 17<sup>th</sup> January 2011 who recommended that “at a later date the Panel will review, comment and endorse the action plan arising from the final published Childcare Sufficiency Report 2011.”

## **2 RECOMMENDATION**

The Early Years, Children and Youth Policy Development and Scrutiny committee is asked to agree that:

2.1 To endorse the action plan arising from the final published Childcare Sufficiency Report 2011.

## **3 FINANCIAL IMPLICATIONS**

3.1 In summary, sufficient childcare is defined as:

- enabling parents/carers to take up, or remain in work;
- undertake education or training which could reasonably be expected to assist them to obtain work;
- to secure free early years provision for all eligible children. Currently this is for 3 and 4 year old children but the new 2 year old offer will extend this duty between the 2011 and 2014 sufficiency cycle.

3.2 The local authority must have regard to the needs of parents in their area:

- for provision for which the childcare element of Working Tax Credit is payable; and
  - the provision of childcare that is suitable for disabled children
- 3.3 The Childcare Act 2006 legislation, Section 8(3), specifies that a local authority may not provide childcare unless it is satisfied that no other person is willing to provide it or, if another person is willing to do so, that in the circumstances it is appropriate for the local authority to provide the childcare.
- 3.4 The local authority role is that of market management, for example, monitoring the childcare market and gaps in the market; supporting new entrants to the market; supporting existing providers where it is necessary to maintain sufficient levels of provision; provision of information, advice and guidance; enabling national requirements for change to take place e.g. increases in hours of the 3 and 4 year old early years entitlement, the introduction of the Early Years Foundation Stage, changes in Ofsted registration requirements for all providers with children up to the age of 8.
- 3.5 To date the Council has used the funding received from the Sure Start Grant and other Government grants, often but not exclusively from, the Department for Education, to enable this work to happen.
- 3.6 From April 2011 these funding streams have been replaced by the Early Intervention Grant (EIG) from the Department for Education. Part of the EIG has been allocated to support delivery of this work, but it is not ring fenced to do so.
- 3.7 The Council would be obliged under current legislation to meet the requirements of the Act with or without the EIG. Provision of the EIG for this work enables the duty to not impact on other Council resources.

## **4 THE REPORT**

### **4.1 The final action plan recommended that:**

- the reports on the levels of provision contained within the childcare sufficiency assessment to be refreshed every 6 months, and the results published on the Bath and North East Somerset website
- the majority of providers are confident that their business is sustainable over the next two years. However, 42% of providers had seen a negative effect on their business from the current economic climate. Bath and North East Somerset should continue to monitor the impact of the economy on provision and provide strategies for market management in order to sustain existing quality provision, or in areas of shortfall to encourage new entrants into the childcare market
- to plan the expansion of the two year old funding from 10 hours per week to 15 hours per week term time only, to be implemented from 2013
- to evaluate the DCATCH initiative during 2011 and implement the recommended actions to improve the sufficiency of childcare for disabled children
- to publish an action plan in line with the childcare sufficiency report and will be reviewed every 6 months with an update on progress made and outcomes achieved.



4.2 the action plan also recommends that in addition to the above the following are required to be planned for:

- meeting the Children and Young People's Plan (CYPP) outcomes
- ensuring there are sufficient two year old places to enable take up of the two year old early education pilot as there is a lack of two year old provision in some areas and a lack of good quality provision in some areas. This will be developed through Early Years Quality Improvement Support Programme (EYQISP) and the Baby Quality Scheme. This will therefore be a longer term target.
- ensuring there are sufficient three and four year old entitlement places within the guidelines of the Childcare Act 2006.
- using EYQISP to drive quality improvement in three and four year old entitlement provision.
- ensuring there are sufficient out of school places for working families by managing the demand for places and ensuring that settings are not created but then closing due to lack of demand
- improving the take up of tax credits
- supporting setting to achieve sustainability
- increase the number of Childminders where demand exists, ensuring that they are a sustainable long term business
- monitoring DCATCH outcomes which will increase parental confidence around provision for disabled children.

## **5 RISK MANAGEMENT**

5.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

## **6 EQUALITIES**

6.1 A proportionate equalities impact assessment was carried out in January 2011 as part of the publication and consultation on the report.

## **7 CONSULTATION**

7.1 Cabinet Member weekly list approval 15<sup>th</sup> April 2011; Overview & Scrutiny Panel; Staff; Other B&NES Services; Service Users; Local Residents; Community Interest Groups; Stakeholders/Partners; Other Public Sector Bodies; Charter Trustees of Bath; Section 151 Finance Officer; Chief Executive; Monitoring Officer

7.2 Extensive consultation has been carried out in compiling the report including:

- 525 Families/Parents responded to our questionnaire
- 52 children took part in consultations at their out of school club, over 20 gave their views at a play event, and 284 children evaluated the "Your Time" activities
- 66 registered providers replied to a consultation
- 132 questionnaires were sent to employers from a list from Business West and 55 responses were received (42%) from a variety of sectors.

7.3 Extensive consultation was carried out on the draft report including:

- the Council's on line consultation facilities which attracted 14 replies
- press releases receiving local media coverage
- Children's Trust Board
- Overview and Scrutiny
- Cabinet Member.

## 8 ISSUES TO CONSIDER IN REACHING THE DECISION

8.1 Social Inclusion; Customer Focus; Sustainability; Human Resources; Property; Young People; Human Rights; Corporate; Health & Safety; Impact on Staff; Other Legal Considerations

## 9 ADVICE SOUGHT

9.1 The Council's Monitoring Officer (Divisional Director – Legal and Democratic Services) and Section 151 Officer (Divisional Director - Finance) have had the opportunity to input to this report and have cleared it for publication.

<b>Contact person</b>	Philip Frankland 01225 394330 <a href="mailto:philip_frankland@bathnes.gov.uk">philip_frankland@bathnes.gov.uk</a>
<b>Background papers</b>	The national guidance for childcare sufficiency can be found on the Department for Education website at the following link <a href="http://publications.education.gov.uk/default.aspx?PageFunction=productdetails&amp;PageMode=publications&amp;ProductId=DCSF-00274-2010&amp;">http://publications.education.gov.uk/default.aspx?PageFunction=productdetails&amp;PageMode=publications&amp;ProductId=DCSF-00274-2010&amp;</a>
<b>Please contact the report author if you need to access this report in an alternative format</b>	

# Childcare Sufficiency Assessment 2011

<b>1</b>	<b>Executive Summary</b>	
1.1	What is sufficient childcare?	Page 3
1.2	What is childcare?	Page 3
1.3	Legislative background	Page 4
1.4	2008 Report Outcomes	Page 5
1.5	The National Picture	Page 6
1.6	Childcare in Bath and North East Somerset	Page 7
1.7	Data Sources for this report	Page 8
1.8	Level of analysis	Page 9
<b>2</b>	<b>Is childcare accessible?</b>	
2.1	The need for childcare	Page 10
2.2	Supply of childcare	Page 19
2.3	Parents' views about sufficiency	Page 24
2.4	Providers' views about sufficiency	Page 25
2.5	Employers' views about sufficiency	Page 28
<b>3</b>	<b>Is childcare affordable?</b>	
3.1	Parents' views about costs	Page 31
3.2	Average costs	Page 32
3.3	Helping parents with costs	Page 34
<b>4</b>	<b>Is childcare of good quality?</b>	
4.1	Maintaining & improving quality	Page 41
4.2	Evidence of quality	
	4.2.1 Parents' views about quality	Page 41
	4.2.2 Children's views about quality	Page 41
	4.2.3 Ofsted's views	Page 42
4.3	Maintaining and improving quality	Page 42
4.4	Monitoring quality	Page 45
<b>5</b>	<b>Perceived, actual and potential gaps in childcare places</b>	
5.1	Childcare in general	Page 47
5.2	Information about childcare	Page 49
5.3	Disabled children	Page 50
5.4	Older children	Page 50
<b>6</b>	<b>Early Education places</b>	
6.1	Parents' views about Early Years Education	Page 52
6.2	Number of 3-4 year olds	Page 53
6.3	Places for eligible children	Page 54
6.4	Perceived, actual and potential gaps in Early Education places	Page 57
6.5	Ability to use more than one provider	Page 57
6.6	Funding for two year olds and provision available	Page 57
6.7	Ethnicity of Early Years Entitlement children	Page 58
<b>7</b>	<b>Conclusions and Recommendations</b>	
7.1	Key findings 2010	Page 59
7.2	Recommendations	Page 59
7.3	Context	Page 60
	<b>Appendices</b>	Page 61

## **1. Executive Summary**

The Childcare Act 2006 requires local authorities to carry out and publish a sufficiency assessment of childcare in their area at least every 3 years. Local authorities carried out their first assessment in 2008 and the next must be completed by April 2011.

### **1.1. What is sufficient childcare?**

Local authorities are under a duty to ensure that there is sufficient childcare provision in their areas for two main purposes under Section 6 (1) of the Childcare Act 2006, the provision must be “sufficient to meet the requirements of parents in the local authority’s area who require childcare in order to enable them to:

- a) take up, or remain in, work, or
- b) undertake education or training which could reasonably be expected to assist them to obtain work.”

This requirement is applicable to all children up to 1st September after they reach the age of 14. For disabled children (as defined by the Disability Discrimination Act 1995), the requirement applies to children or young people until they reach the age of 18.

Under Section 6(2) of the Childcare Act 2006, in determining whether childcare is sufficient, the local authority must have regard to the needs of parents in their area

- a) for provision for which the childcare element of Working Tax Credit is payable; and
- b) the provision of childcare that is suitable for disabled children.

Under Section 7(1) of the Childcare Act 2006, local authorities must secure free early years provision for all eligible children in their area. Regulations made under section 7 set out the type and amount of free provision and the age of children to benefit.

### **1.2. What is childcare?**

Government definitions are set out in “Securing Sufficient Childcare – statutory guidance for Local Authorities in carrying out their childcare sufficiency duties.” (2010)

Childcare is defined in Section 18 of the Childcare Act 2006 as “any form of care for a child” including “education ... and any other supervised activity.”

The following are specifically excluded from this definition:

- education or activities provided by a school for a pupil during school hours, unless that pupil has not yet started Key Stage 1 (thereby including nursery and reception classes);
- care provided for a child by a parent, step-parent or person with parental responsibility; or any relative; or foster parent (local authority or private); or
- care provided by a children's home, a care home, a hospital or a residential family centre, a young offenders' institution, a secure training centre, or a secure care home within any of those establishments.

In the Childcare Act 2006, 'early years provision' means childcare for a child aged from birth until the 31st August following the child's 5th birthday and 'later years provision' means childcare for a child from the 1st September following the child's 5th birthday until the child reaches 18. (See sections 20 and 96(6) of the Act).

Childcare includes some 'supervised' provision for under 18 year olds. This may overlap with local authorities' duties under section 507B of the Education Act 1996, to secure sufficient leisure activities for 13-19 year olds.

Local authorities should regard childcare as any provision that is regular and reliable and provides children a safe place to be. It would not include, for example, before school or after-school activity that was unsupervised or that was provided as a one-off activity.

### **1.3. What is the legislative requirement on local authorities to secure sufficient provision?**

Section 6(1) of the Childcare Act 2006 places a duty on local authorities to secure the provision of childcare "so far as is reasonably practicable".

In assessing what is "reasonably practicable", the local authority may take into account:

- the state of the local childcare market, including the level of demand in a particular locality and the amount and type of supply that currently exists;
- the state of the labour market and the potential for increasing the number of people working in childcare;

- the resources available to, and capabilities of, childcare providers (resources means not just the available funding, but also staff and premises, and capabilities will include experience and expertise);
- the need to develop an effective, phased programme to meet the sufficiency duty and;
- the local authority's resources, capabilities and overall budget priorities

#### **1.4. 2008 Childcare Sufficiency Report and Outcomes**

##### **Local Picture - Bath and North East Somerset Report 2008**

The main conclusions of the 2008 report were:

The majority of parents within the authority have access to sufficient childcare to enable them to work and/or train. This is often a mixture of different types of care and frequently involves contributions from family and friends.

The majority of providers of formal childcare (childminders, out of school settings, nurseries and pre-schools etc) think there is sufficient childcare in their immediate locality. Indeed, 21% of childminders and early education providers think there may be an 'over-supply' of places which adversely affect their occupancy rates.

Nevertheless a significant minority of providers think there are insufficient places in their locality, supporting parental claims of localised shortages.

Evidence suggests that all of the eligible children living in Bath and North East Somerset receive some 'free' Early Years education. Most four year olds attend the reception class in their local school and receive 10 sessions per week.

Throughout the authority as a whole there is sufficient provision for all eligible children to attend for 5 sessions each week (if they so wish). Nevertheless the varying state of the provider vacancies, together with the fact that some of parents are unable to access 5 sessions, indicates that there may be small but significant shortfalls of places in some areas.

The Council took on board the areas highlighted in the 2008, implemented a series of actions to address specific areas, to include: -

- development of space for provision for childcare places, including Early Years spaces for 3 and 4 year olds in the Phase 3 Children's Centres in Chew Valley, Paulton and Keynsham

- targeted childminding recruitment in areas specifically identified in the report as under-supplied to increase the amount and choice of provision
- a further assessment of the Early Years Entitlement examining the 41% of families not taking up the full entitlement revealed that 84% of families do so out of choice and only 4% because they could not get them at a suitable time
- the inclusion of the impact of development on childcare provision and availability in the Planning Obligations Supplementary Planning Document (SPD) in recognition that sufficiency of provision is now a statutory Council duty
- the substantial expansion of the Extended Services offer for school age children between 2008 and 2010.

### **1.5. National Picture - Office for Public Management (OPM) report 2008**

Following publication of the 2008 reports, what was the then, Department for Children, Schools and Families commissioned OPM to review the reports produced by local authorities. Forty reports were examined (not that of Bath and North East Somerset) and the key childcare gaps that emerged in their assessment related to:

- the provision of holiday childcare (especially for disabled children)
- childcare for 0-two year olds, although with significant variability even on the intra-LA level
- provision for disabled children and those with additional needs
- the cost and affordability of childcare
- information about childcare provision in the local area.

These findings then informed some areas of national (England) policy and initiative development including:

- DCATCH (Disabled Children's Access To Childcare) which is part of the Aiming High programme. Bath and North East Somerset received funding from this initiative in 2010/11
- extended schools subsidy ("YourTime!" in Bath and North East Somerset)
- the Family Information Directory providing online information for families



- the early education pilot for economically disadvantaged two year old children. From September 2009 the funding enabled 50 of the most economically disadvantaged two year old children in Bath and North East Somerset to receive up to 10 hours of free nursery education each week for up to 38 weeks of the year (380 hours a year), alongside family support services
- the increase in the Early Years Entitlement (EYE). From September 2010, the EYE offer increased to 570 hours a year, which equates to 15 hours a week for 38 weeks of the year, 95 more hours than the previous offer.

## **1.6. Childcare in Bath and North East Somerset**

There are over 1,200 people working in childcare across Bath and North East Somerset. Provision ranges from Day Nurseries, Pre-Schools and Out of School Clubs to individuals working as Childminders.

In Bath and North East Somerset the majority of childcare provision is delivered by the Private, Voluntary and Independent (PVI) sectors.

- 93% of providers offering the Early Years Entitlement are from the PVI sector
- 90% of the total Early Years Entitlement places were supplied by the PVI sector
- the Council delivers only a small part of early years provision through the Children's Centre offer
- there are eight nursery classes delivered by schools
- other childcare is provided through the extended services offer which is again a mixed economy model of delivery.

In seeking to address gaps in childcare provision identified in a sufficiency analysis the Childcare Act 2006 Section 8(3) specifies that "a Local Authority may not provide childcare unless it is satisfied that no other person is willing to provide it or, if another person is willing to do so, that in the circumstances it is appropriate for the local authority to provide the childcare."

Since the last report in 2008 the economic climate has changed considerably.

The employment market as a whole is in a state of flux and the childcare market is no exception. Not all employment opportunities are long term for

example summer holiday schemes are able to create jobs during the summer.

“The recession has certainly exacerbated the trend of job losses – between 2008 and 2009, the numbers seeking Job Seekers’ Allowance in Bath and North East Somerset jumped from just over 1,000 people to 2,541 people. Losses have been reported in manufacturing, financial services and construction-related activities in particular.”

Taken from the Economic Strategy for Bath and North East Somerset 2010 to 2026. <http://www.bath-north-east-somerset.gov.uk/business/businesssupportadvice/localeconomydevelopment/Pages/default.aspx>

Childcare providers in Bath and North East Somerset were asked what the impact of the current economic climate had been on their setting, 53 providers responded stating the following:

<b>Setting Type</b>	<b>Negative Effect</b>	<b>No Effect</b>	<b>Unsure</b>
Childminder	1	3	
Day Nursery	10	7	1
Pre-School	9	11	5
School Nursery Class	1	1	1
Independent Nursery School	1	2	
<b>% of settings</b>	<b>42%</b>	<b>45%</b>	<b>13%</b>

### 1.7. Data sources for this report

Bath and North East Somerset first published a childcare sufficiency report in March 2008. Amongst the points noted in the conclusion to that report were:

- that the report could only provide estimates of the actual numbers of young children
- the number of children requiring childcare and the number of childcare places being provided is in a constant state of flux
- even among those parents who do require childcare, the most popular form of childcare is family members, particularly grandparents, and friends. The accessibility, use and quality of this childcare is unknown but national and local surveys indicate that only the availability of this care allows some parents to return to work.

Since that report was produced several key changes have taken place which impact on the data used and how it has been reported on including:

- a reduction in the Children's Centre areas from 12 in the last report to 11 which was the final objective set for Bath and North East Somerset in Phases one, two and three of the Children's Centre programme. In addition to some boundary changes, Walcot Children's Centre relocating and becoming Parkside Children's Centre
- access to more detailed and accurate birth and child record data, although the data can only be relevant at the time it was collected
- a change of database on which Bath and North East Somerset collects and stores provider details including the number of places available, opening times etc.
- changes in the Ofsted registration system. A degree of flexibility as to how places can be allocated by providers means that some assumptions have to be made in each case as to the age ranges of children taken by each registered provider. Only providers themselves are in reality able to make that decision and that decision is typically driven by demand and market forces
- changes in the different childcare offers by Government, for example the increase in hours in the Early Years Entitlement.

These changes mean that direct comparison between the 2008 report and the 2011 report are difficult, although some common threads may be consistent. This report and its predecessor should therefore be seen in the context of the time they were prepared and published.

### **1.8. Level of analysis**

Analysis in the 2011 report has again been carried out at Children's Centre area. There are now 11 of these as outlined in section 1.7. The rationale for use of this unit size is that they represent areas that are recognised for the delivery of Children's Services by both families and also staff delivering the services.

It is, however, the case that some Children's Centre areas are substantially larger than others as they are calculated using a number of children in each area (Appendix B Children's Centre area map). In some of the larger more rural areas in particular, a large amount of provision is located in one part of the area. This would not be easily accessed by families from another part of the Children's Centre area so a sub division of the sufficiency level has been supplied or could be supplied for closer examination e.g. at ward level.

## 2. Is childcare accessible?

### 2.1. The need for childcare

Some key data is available which must be considered in understanding the demand for childcare in the area.

#### Major employment sectors

The Bath and North East Somerset economy has a predominance of public-sector related, retail, leisure and tourism employment. Public-sector related activities account for 35% of total employment.

[http://wwwi/SiteCollectionDocuments/Business/Economic\\_Strategy.pdf](http://wwwi/SiteCollectionDocuments/Business/Economic_Strategy.pdf)

The following major public sector employers have onsite nurseries and have on occasion also provided other childcare such as summer schemes for older children:

- two of the three Ministry of Defence sites in Bath
- both universities
- the Royal United Hospital
- Norton Radstock College

The City of Bath College has a private nursery provider located within a short walk of the college who have entered into an agreement with them regarding the provision of childcare for students who are eligible for funding.

Following the Strategic Defence and Security Review 2010 and Comprehensive Spending Review 2010, and resultant proposed budget and staffing reductions could impact on the sustainability of provision offered on these sites should the numbers of employees reduce.

#### Employment

- for the three months to June 2010, the employment rate for lone parents with dependent children was 57.2 per cent, up 0.5 percentage points from a year earlier
- the employment rate for married or cohabiting mothers with dependent children was 71.3 per cent, up 0.7 percentage points from a year earlier

- the employment rate for married or cohabiting fathers with dependent children was 89.4 per cent, up 0.7 percentage points from a year earlier
- for people without dependent children the employment rate was 67.3 per cent, down 0.9 percentage points from a year earlier.

Office National Statistics

<http://www.statistics.gov.uk/pdfdir/work0910.pdf>

- childcare provision creates employment, either in group provision or through self-employment e.g. childminding. A 49 place nursery for example would need to employ a minimum of four staff if they had 32 three and four year old children (staff-to-child regulation ratio 1 adult to 8 children) two staff for eight two year old children (ratio 1 to 4) and three staff for children aged 0-2 (ratio 1 to 3). Most full day nurseries open for a minimum of 50 hours a week so working time legislation requires more than the basic level of staffing to cover breaks and the number of hours allowed in a week. Additional staff may include a nursery manager, administrator, cook and cleaner and, because many of these jobs are part time, a typical nursery may employ up to 25 to 30 people.

<http://economy.swo.org.uk/publications/economic-indicators/sub-regional-economic-indicators/>

## Typical working patterns – from parental questionnaire

		Partner of respondent						
		Full time Work	Part time work 16 hours or more per week	Part time work less than 16 hours per week	Full time parent	Training/ Studying	Looking for work	Other
Questionnaire Respondent	Full time Work	61	7	3	2	0	2	2
	Part time work 16 hours or more per week	177	13	2	0	0	1	4
	Part time work less than 16 hours per week	65	3	1	0	0	1	1
	Full time parent	57	4	0	1	0	3	3
	Training/Studying	10	1	0	1	1	0	1
	Looking for work	8	0	0	0	0	1	0
	Other	3	0	0	0	0	0	3

## Typical working patterns – from employers

A total of 132 questionnaires were distributed to employers in Bath and North East Somerset from a list supplied by Business West.

55 responses were received (42%) from a range of different sectors including education, manufacturing, retail, and arts, sports, recreation and tourism. The employers varied in size ranging from 1 – 501 or more employees.

Many different working patterns are available locally, although the most common remains the 8am to 6pm pattern which aligns with the majority of childcare models of provision.

<b>Working pattern</b>	<b>No. of employers</b>
8am – 6pm Weekdays	<b>50</b>
After 6pm Weekdays	<b>20</b>
Mornings before 8am	<b>15</b>
Overnight	<b>12</b>
Weekends	<b>19</b>

24 employers offer more than one working pattern.

### **Childcare element of the Working Tax Credit**

The number of working families benefiting from the childcare element of Working Tax Credit (WTC) as a percentage of the number of working families receiving more than the family element of Child Tax Credit (CTC) finalised awards, HMRC data.

	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>
Bath and North East Somerset	13.68%	14.76%	15.80%	16.77%	16.82%
National Average (England)	14.48%	15.85%	16.95%	17.76%	17.98%

Due to the delay in receiving this data, HMRC also provide snapshot data which is yet to be verified. This data continues to show an increase in the take up of the CTC.

	<b>July 2009</b>	<b>Sept 2009</b>	<b>Dec 2009</b>	<b>April 2010</b>	<b>July 2010</b>
Bath and North East Somerset	19.64%	19.23%	19.64%	19.30%	19.64%
National Average (England)	18.73%	18.61%	18.54%	18.54%	18.60%

From Monday 25 October 2010, all non-working single parents with a youngest child aged seven to nine years were switched from income support to jobseeker's allowance (JSA). Parents with a youngest child aged two years were moved to the new system in 2008 and those with a youngest aged 10 years were moved over in 2009.

From April 2011 further benefit changes that affect childcare costs will be introduced. They are:

- a reduction in the percentage of childcare costs that parents can claim through the childcare element of the Working Tax Credit (WTC) from 80 per cent to its previous 70 per cent level

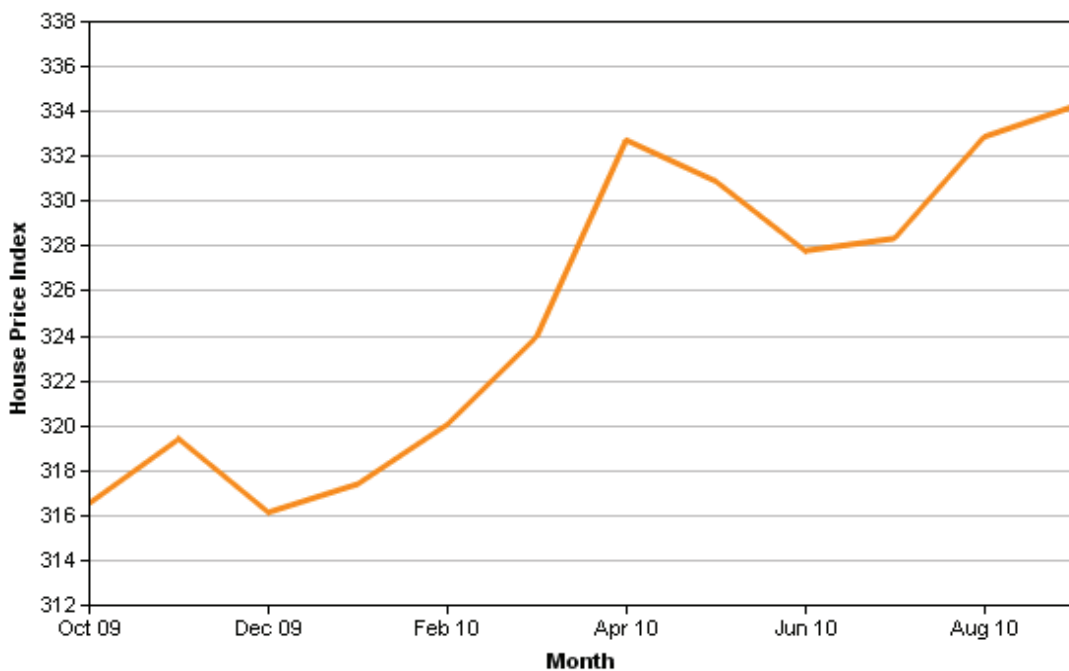
- a change in the eligibility rules so that couples with children must work 24 hours a week between them, with one partner working at least 16 hours a week in order to qualify for the WTC.

## **Bath and North East Somerset Housing and Wellbeing Strategy 2010-2015**

The Housing and Wellbeing Strategy was developed following a review of current and future housing needs across all tenures and types of home for different communities and people.

Although employment levels in Bath and North East Somerset are high, average income is less than that of other areas in the West of England and more of the householder's income is needed to pay for housing than anywhere else in the country other than London. Most people in Bath and North East Somerset are owner occupiers. One in three homes is rented from either private or social landlords (registered providers).

**House Price Index - Bath and North East Somerset Council**



Source: Land Registry House Price Index

Land Registry's House Price Index is the most accurate independent house price index available.



## House Price Index Report - Bath and North East Somerset Council October 2009 – September 2010

Month	Index	Average Price (£)	Monthly Change (%)	Annual Change (%)	Sales Volume
October 2009	316.6	216,420	1.9	-0.9	233
November 2009	319.4	218,375	0.9	0.3	200
December 2009	316.1	216,141	-1.0	1.5	291
January 2010	317.4	217,004	0.4	4.6	120
February 2010	320.1	218,815	0.8	7.5	114
March 2010	324	221,490	1.2	9.9	165
April 2010	332.7	227,480	2.7	13.2	198
May 2010	330.9	226,228	-0.6	12.1	188
June 2010	327.8	224,109	-0.9	11.6	238
July 2010	328.3	224,483	0.2	10.1	234
August 2010	332.9	227,576	1.4	9.4	-
September 2010	334.2	228,502	0.4	7.6	-

### Population trends

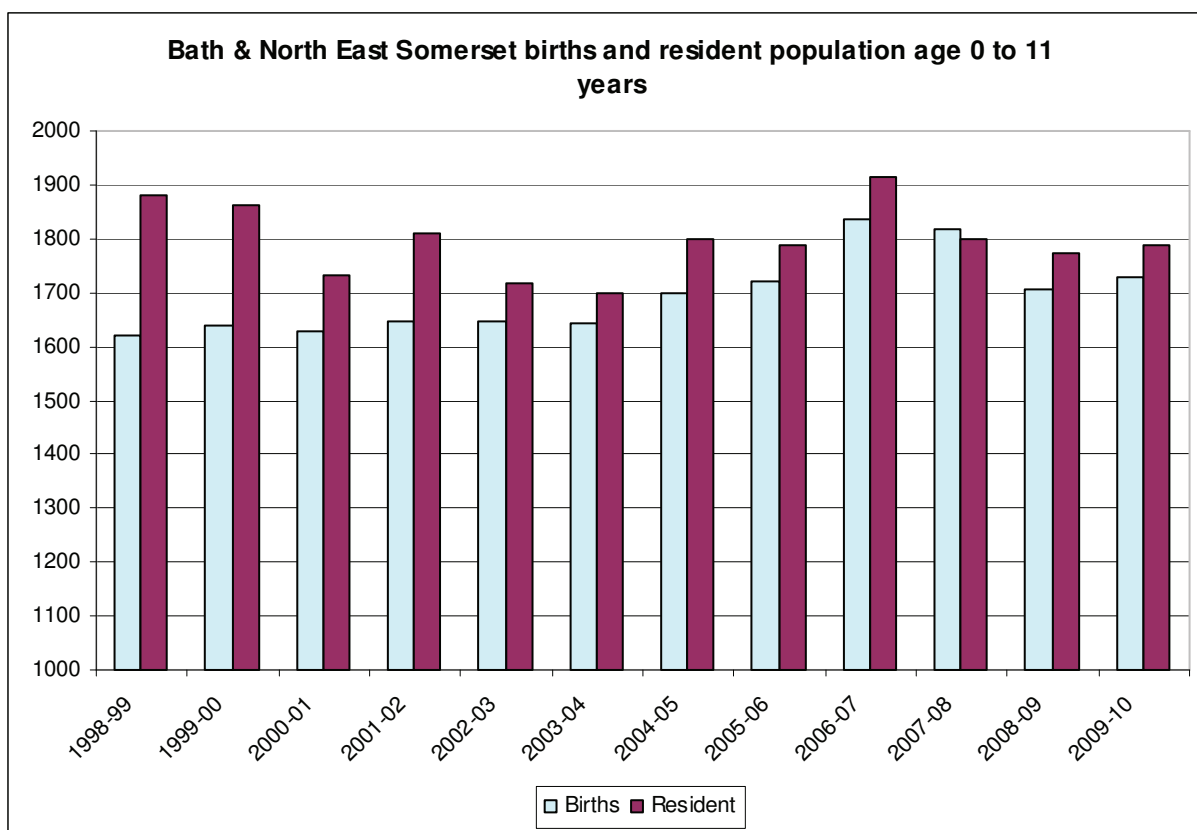
There are approximately 181,300 residents in Bath and North East Somerset of which 89,400 (49.6%) are male and 90,700 (50.4%) are female.

<b>All ages</b>	180,300
<b>Children 0-15 years old</b>	30,100
<b>Working age</b> (16-64 male, 16-59 female)	113,900
<b>Older people</b> (65 and over male, 60 and over female)	36,200

Source: ONS 2008 mid-year estimates, figures rounded

In 2009 population estimates were produced for the area by the Greater London Authority (GLA) using ONS 2006 mid-year estimates and draft Regional Spatial Strategy housing allocations to inform the estimates. These projections were based on an expected growth of 15,500 households by 2026. The estimates suggest that in 2026 the population will be 201,691.

The past decade has seen a steady increase in the number of births each year. In addition there is a significant influx of families from outside Bath and North East Somerset further increasing the demand for childcare.



Source: B&NES PCT November 2010

## Regional Spatial Strategy

In July 2010 Regional Spatial Strategies (RSS) were formally revoked by central Government. Therefore, the Draft Regional Spatial Strategy for the South West that was under preparation, as well as Regional Planning Guidance Note 10 for the South West, now no longer forms part of the development plan for Bath and North East Somerset. The preparation process of this now revoked document, along with the Council's response at various stages is still available on the Council's website.

However, certain major projects in Bath and North East Somerset are set to continue which will increase the population through new housing and therefore the demand for childcare. These developments include the Western Riverside in Bath and Polestar Purnell Printworks site in Paulton. The outline planning permission application for Paulton includes provision for new early year's premises. This is in response to consultation highlighting a shortage of local provision within walking distance and the pressure that would be put on existing providers by a substantial increase in housing. The outline agreement was for a building that will accommodate at least 26 early years children but allows for further expansion should the chosen provider invest in the premises to allow for additional children and/or different age ranges.

In December 2010 Bath and North East Somerset published its draft Core Strategy to replace the RSS. Section 1.26 states “The Core Strategy makes provision for around 11,000 new homes and around 8,700 new jobs. This level of growth excludes “windfall” housing developments. Infrastructure deficiencies, environmental constraints and the results of community engagement together affect the level of growth. The strategy is to locate new development in the most sustainable locations and therefore the priority is to steer growth to brownfield land in urban areas of Bath, Keynsham and the larger settlements in the Somer Valley.” This will clearly have an impact on childcare sufficiency.

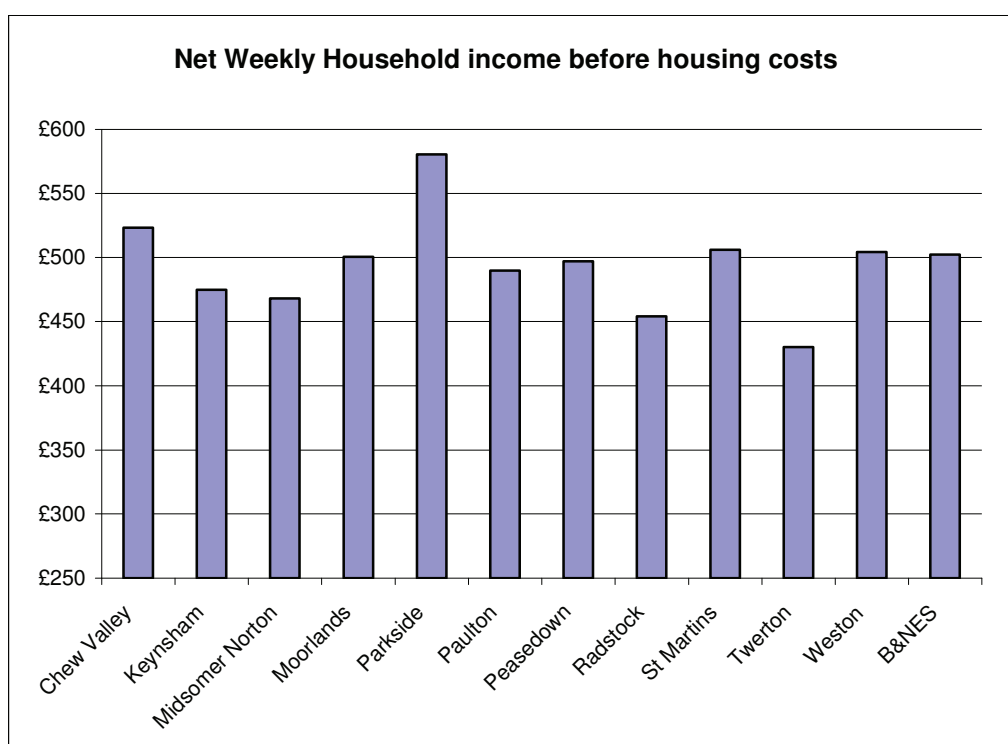
<http://www.bathnes.gov.uk/SiteCollectionDocuments/Environment%20and%20Planning/Appendix%203%20-%20Draft%20Core%20Strategy%20Publication%20Version.pdf>

The childcare sufficiency report now links to the “Planning Obligations SPD 2009” in order to help address demand created by new development, particularly in areas where there is already a lack of supply which can only be made greater by further development.

<http://www.bathnes.gov.uk/SiteCollectionDocuments/Environment%20and%20Planning/PlanObligationsmaster2.pdf>

## Disposable Income

Although net incomes within Bath and North East Somerset are similar to the England average there are areas of relative poverty, particularly within the Twerton and Radstock Children’s Centre Areas.



## **Future demand for two year old places**

The free entitlement to nursery education for economically disadvantaged two year olds will be gradually extended to 15 hours per week. In a speech to the Daycare Trust on 16<sup>th</sup> November, the Minister of State for Children and Families, Sarah Teather, announced the Government's intention to legislate so that disadvantaged two-year-olds receive 15 hours of free early education a week starting from 2013. This will mean an increase in the number of places nationally from 20,000 to around 130,000 over the next four years. The intention is to begin this expansion from 2012-13 to allow local authorities time to plan for the expansion and to start to address issues such as capacity and quality of provision in disadvantaged areas.

## **Children's Inclusion Fund (CHIF)**

The Children's Inclusion Fund (CHIF) is a limited resource held by early years that can be made available to fund childcare and supports children's inclusion in mainstream early years settings. There are two elements of CHIF funding:

### Flying start programme

This is for children aged from 2 years whose development and learning is significantly affected by things that prevent them getting the support they need. This includes support from their family and the environment in which they live.

### Supporting children with complex health and developmental needs

This is funding for children with complex needs to provide some additional staffing or specialist advice to support the child's development and learning in a mainstream setting in their pre-school year.

From April 2009 - April 2010, 202 children received CHIF funding.

## 2.2. Supply of childcare

### Current Providers as at November 2010

Accredited Childminder	11
Breakfast Club	25
Childminder **	160
Day Nursery	53
Home Childcarer	39
Independent Nursery School	4
Non Registered After-School Care	1
Non Registered Holiday Scheme	6
Playgroup or Pre-School	31
Registered After-School Care	33
Registered Holiday Scheme	30
School Nursery Class	8
Specialist Service Provider	16
<b>Grand Total</b>	<b>417</b>

\*\* Not all registered childminders currently have children on roll. Of those who currently have children the number of children cared for are well below their registered capacity. Responses to our survey of childminders indicate that childminders work at approximately 42% of their registered Ofsted capacity. Childminders are encouraged to register at full capacity but most choose to run at a lower level.

### Proposed Providers as at November 2010

Breakfast Club	5	
Childminder **	70	
Day Nursery	6	Includes 3 Children's Centres
Home Childcarer	1	
Non Registered After-School Care	1	
Steiner School	1	
<b>Grand Total</b>	<b>84</b>	

\*\* Not all childminders who have expressed an interest will become registered childminders, 30 is a more realistic estimate.

### Distance travelled to settings analysis

An analysis of the distance travelled by children claiming their Early Years Entitlement (EYE) in Bath and North East Somerset for the Spring, Summer and Autumn terms 2009 -10 was undertaken. The EYE data is

the only accurate data source available to us with regards to how far children have to travel to get to settings.

A total of 3299 records were extracted, although some children attended more than one setting, in these cases both records are included.

1806 children travelled less than 1km to attend a setting (55%)

1270 children travelled between 1km and 5km to attend a setting (38%)

167 children travelled between 5km and 10km to attend a setting (5%)

56 children travelled more than 10.1km to attend a setting (2%).

It is important to note that the numbers only represent the Accredited Childminders and Providers who are in receipt of the Early Years Entitlement. Many more children go to non accredited Childminders.

### **Extended Schools Core offer**

The Government set out a core offer of services that they would like all schools to offer access to (in partnership with local authorities and local providers) by 2010:

- a varied menu of activities (including study support, play/recreation, sport, music, arts and crafts and other special interest clubs, volunteering and business and enterprise activities), in a safe place, for primary and secondary schools
- childcare 8:00am - 6:00pm, 48 weeks a year for primary schools
- parenting support including family learning
- swift and easy access to targeted and specialist services such as speech and language therapy, community access to facilities including adult learning, ICT and sports facilities.

100% of Bath and North East Somerset Schools offered the full core offer as at September 2010.

### **Aiming High for Disabled Children (AHDC)**

Following a review of the opportunities available to disabled children; the 'Aiming High for Disabled Children: better support for families' programme was launched in May 2007 to transform disabled children's services. This programme has supported better access to holiday provision. The programme aims to deliver:

- better access to services and empowerment of families by giving them greater choice and control

- responsive services and timely support
- improved quality and capacity of services.

Short breaks help to support disabled children and young people to engage in play and leisure activities and provide invaluable support for the disabled children/young people and their families. They provide disabled children and young people with the opportunity to experience new relationships, environments and positive activities which provide them with valuable social skills and independence. Families are able to take time out to recharge their batteries or provide additional support so that the whole family can enjoy activities together.

In Bath and North East Somerset, AHDC funding is being used to fill the gaps in provision which have been identified through consultation with young people, parent/carers and professionals in the field. This data has helped to inform where provision should be best placed.

Revenue funding has been used to commission a range of targeted and inclusive short break services, including holiday play schemes, after-school clubs, Saturday clubs and youth clubs. A new scheme has also been set up to enable disabled children to access mainstream provision which has already removed access barriers for 20 individual children and their families. Capital funding has been used to purchase a large amount of equipment, including accessible play equipment, changing facilities, swimming pool hoists, sensory play equipment, accessible bicycles and tricycles and a horticultural polytunnel, all of which support the provision of short breaks.

In addition, funding has been set aside for the delivery of free workforce development training for short break providers. Manual handling for staff has been offered, as well as courses for skill-development in working with autism, in communicating with children, and on the wider inclusion agenda.

There are a number of clubs available to disabled children or children with special educational needs ranging in age from 5 years – 18 years:

- Sports Clubs
- After-school Clubs
  - Trampoline Club
  - Movement and Dance
  - Music Making
  - Martial Arts
  - Cookery
  - Football
- Saturday Clubs

- Youth Clubs
  - Horse Riding
  - Animation
  - Cooking
  - Discos
  - Skiing
  - Drama
  - Nature Walks
- Play Ranger sessions
- Social Activities
- Theatre Group
- Cinema Group
- Skittles Group.

### **Youth Services available to young people across Bath and North East Somerset**

There are a number of youth initiatives and youth centres across Bath and North East Somerset offering a range of activities for young people.

#### **Local Authority Youth Centres/Youth Hubs**

- Batheaston
- Peasedown St John Youth Hub
- Radstock Youth Hub
- Time out Drop in centre Riverside, Keynsham
- Southside Youth Hub, Bath
- Riverside Youth Hub, Bath

#### **Voluntary sector project / clubs**

- Odd Down, Bath
- Percy Community Centre
- Timsbury Youth club



- Clutton Youth club
- Bath youth for Christ project
- Graffiti Project – Weston, Bath
- Off the Record
- Mentoring Plus
- YMCA Bath.

### **Youth Projects**

- Bath Detached Team – Foxhill, Odd Down, Twerton, and City Centre
- North East Somerset Detached Team – Pensford, Chew Magna, Clutton and Bishop Sutton
- REACH group for young people aged 14 years – 21 years who are lesbian, gay, bisexual or transgender. (Reach is part of an organisation called EACH - Educational action challenging homophobia)
- Riverside Kayaking, London Road Bath
- DAFBY (Democratic Action for Bath and North East Somerset Youth)
- YAGA (Youth Action Group for Access)
- Young Inspectors project.

Further information is available from the Family Information Service and from 1BigData Base ([www.1bigdatabase.org.uk](http://www.1bigdatabase.org.uk)).

### **Duke of Edinburgh Award**

The Award is for all young people aged 14-25. It gives opportunities for personal achievement, community and social involvement, adventure and widening of interests. This is run in a variety of youth hubs and schools across the area.

### 2.3. Parents' views about sufficiency

A questionnaire was sent to over 2000 families living throughout Bath and North East Somerset who had children aged from birth to 19 years. This was also available online. A copy of the questionnaire can be found in Appendix G.

Of these 525 questionnaires were returned, and a breakdown of the responses is as follows:

#### Parents' views on location of childcare

	1 = Very Poor      4 = Excellent				% scoring 3 or 4
	Score 1	Score 2	Score 3	Score 4	
Activities after-school	1	1	10	49	97%
After-school Club	3	10	16	53	84%
Breakfast Clubs	0	0	6	28	100%
Childminder	2	0	11	36	96%
Crèche	0	0	0	1	100%
Family Link Carer	0	1	0	3	75%
Holiday Club	4	9	24	28	80%
Nanny/Au Pair	1	0	3	12	94%
Outreach	0	0	0	1	100%
Personal Assistant	0	4	2	5	64%
Pre-School	3	14	40	77	87%

This demonstrates that families are generally happy with the location of the provider that they use.

#### Number of families by when childcare required:

Term Time Only	Normal School Hours	Before School	After-school	School holidays only	School holidays part time	School holidays full time	All Year	Evenings	Overnight
102	62	68	151	28	115	23	158	37	18

Note: Some families may have chosen more than one category

Parents were asked if childcare issues had ever prevented them from working:

**Yes**    132 (25%)                      **No**    382 (73%)

It is important to note that this question may be interpreted in various ways. Being prevented from working could range from not going to the office for a day due to the provider not being able to take the child, through to not accepting a job offer due to lack of available childcare.

An analysis of 99 of the 132 replies where comments had been made by the parents saying childcare issues had prevented them from working is contained in the table below: -

<b>Working but not as would like</b>		<b>Total</b>	<b>51</b>	<b>9.7%</b>
Due to:	Cost		15	2.9%
	Hours		19	3.6%
Lack of:	Out of School		13	2.5%
	Early Years		4	0.8%
<b>Not Working</b>		<b>Total</b>	<b>48</b>	<b>9.1%</b>
Due to:	Cost		24	4.6%
	Hours		9	1.7%
Lack of:	Out of School		9	1.7%
	Early Years		6	1.1%

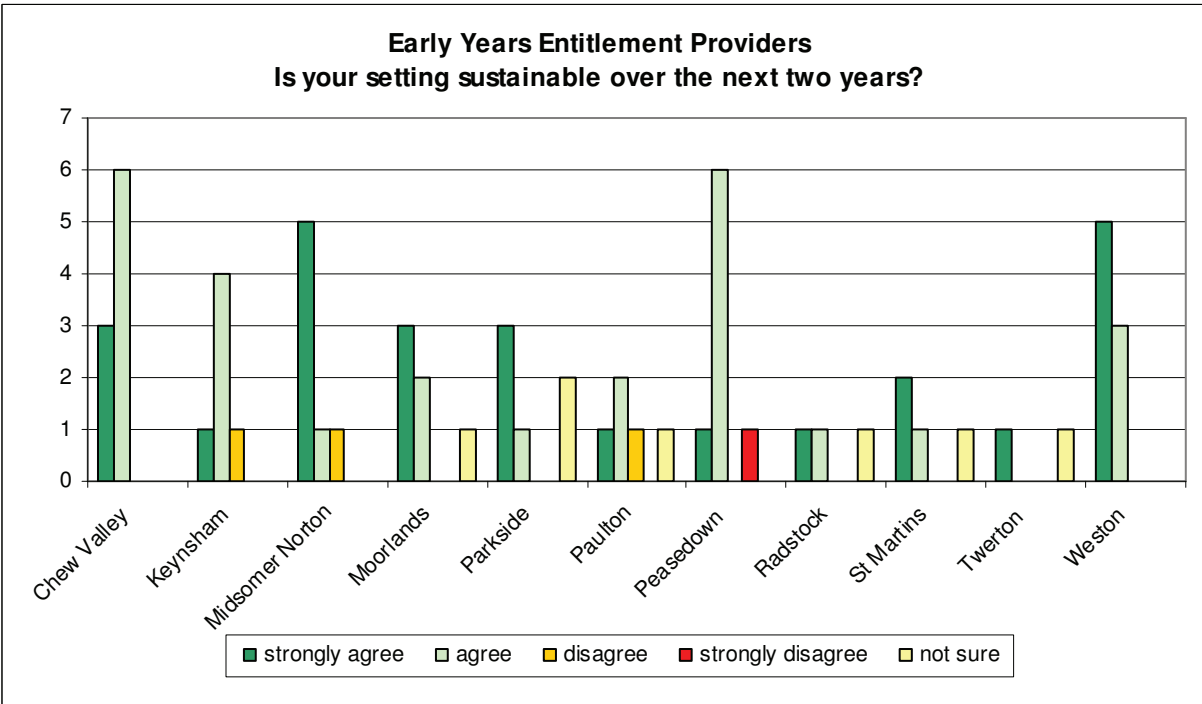
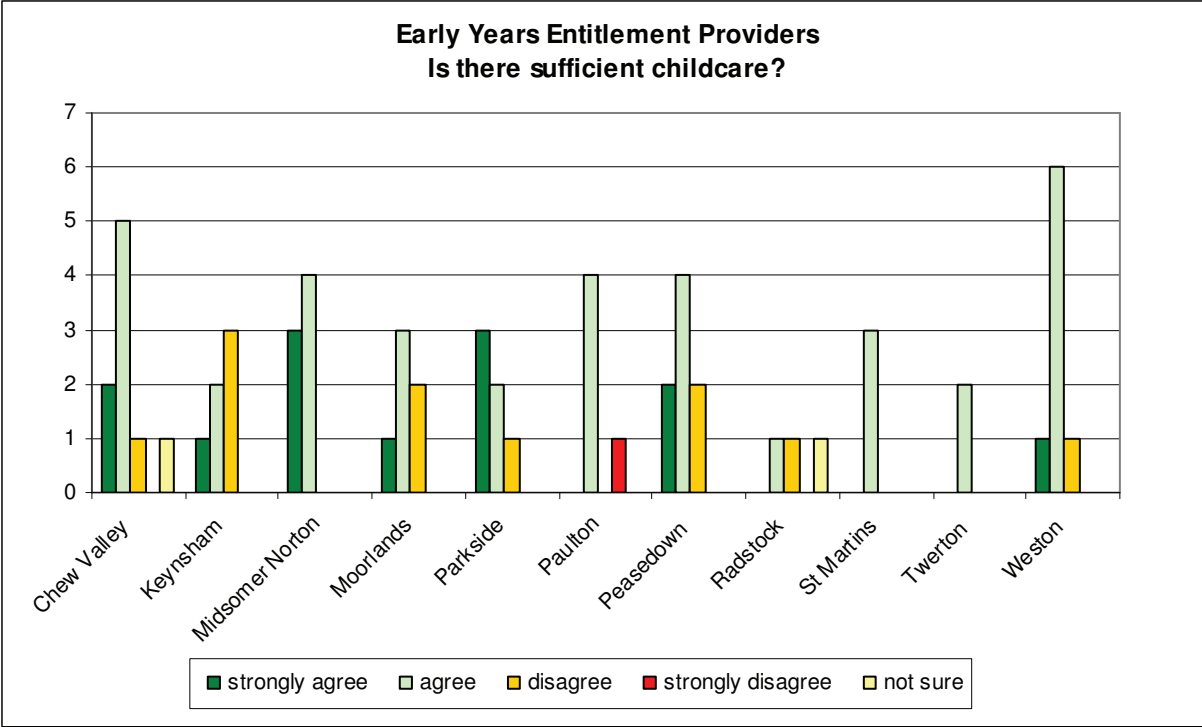
Cost was the biggest factor in nearly 40% of the responses to the parents being affected, although it is only 7.5% of total responses, with the hours available being the next biggest barrier. The difference between the lack of out of school being more of a challenge than early years may be as a result of the early years market sector being more developed and wide spread than the out of school market. With all schools now offering the extended services offer and better signposting to parents of childcare now and in the future may show a narrowing of this gap by the 2014 report.

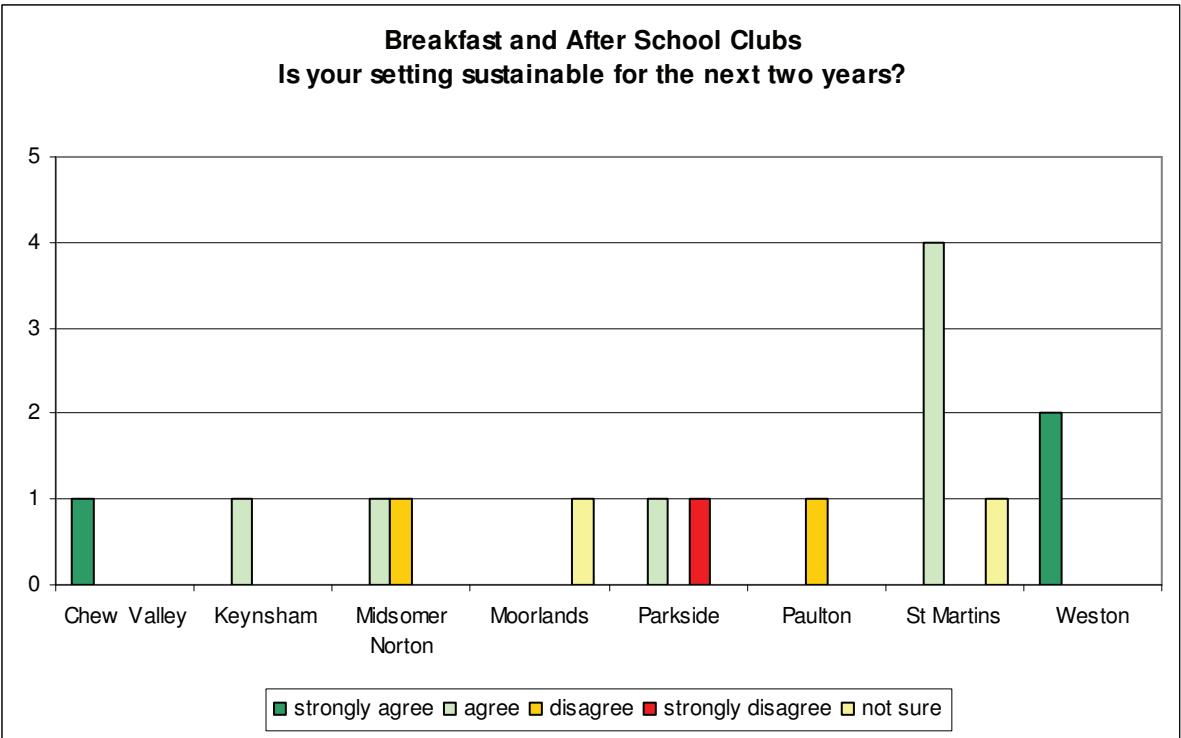
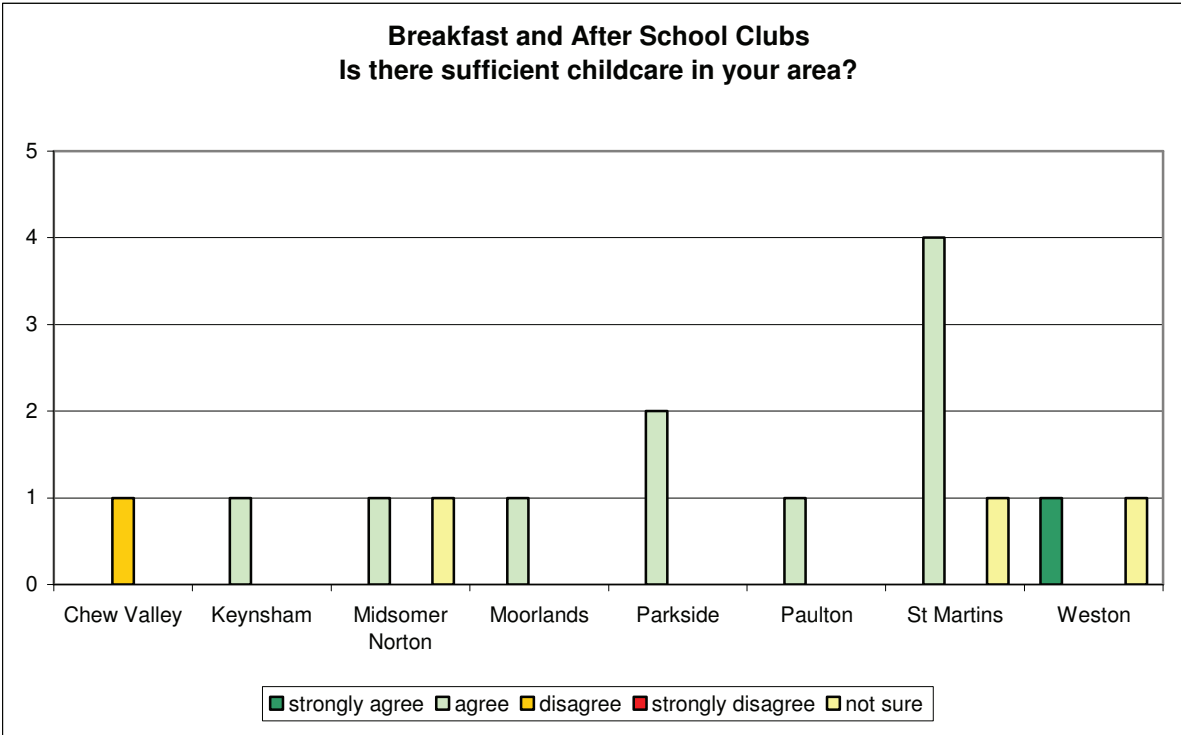
#### **2.4. Providers' views about sufficiency**

A questionnaire was sent to all settings eligible to offer the Early Years Entitlement, registered childminders, and other registered providers. A total of 66 responses were received.

Providers were asked if they thought that there was sufficient childcare in their local area.

Only one provider (a pre-school) based in Paulton strongly disagreed with the statement. Paulton was identified as an area of under-supply in the last sufficiency assessment. A new Children's Centre is currently under construction in this area which will provide a 20 place nursery with the associated family support services. Further development of the Polestar Purnell Printworks site will also provide a 26 place early years setting.





Although the results of the consultation demonstrate that largely providers are confident of their sustainability over the next two years, only limited conclusions can be made due to the low numbers of returns, especially with regards to the out of school clubs.

## **Children living in rural areas**

18% of children in England live in rural areas. One in five rural children is aged between 0 and four years old.<sup>2</sup> In comparison 25% of children within Bath and North East Somerset live in rural areas and one in four of these are aged between 0 and four years old.

500,000 children in England rural communities live in income poverty (once housing costs have been accounted for)<sup>4</sup>

A study of rural Children's Centres, commissioned by the Commission for Rural Communities (CRC) in 2009, found that more than a quarter of parents interviewed did not feel that the childcare available locally adequately met their needs. Childcare was described by some parents as either too costly, or not sufficiently matched to their working hours or other needs. A shortage of crèches and of childminders was highlighted by many.<sup>15</sup> Finding suitable childcare to enable parents to work was reported as a barrier by many of the families interviewed.

The recent CRC update shows that almost 16% of 0-4 year olds in England live in rural areas, but less than 13% of Children's Centres are based in those areas. On average, a rural Children's Centre serves 1,218 children compared to an urban centre which serves 959 children.<sup>16</sup>

<sup>2</sup> CRC (2010), State of the countryside update: Children and education services

<sup>4</sup> CRC (2010), State of the countryside update: Children and education services

<sup>15</sup> CRC (2009), Insights from users and providers of Children's Centres in rural communities: Summary report

<sup>16</sup> CRC (2010), State of the countryside update: Children and education services

## **2.5. Employers' views about sufficiency**

A total of 132 questionnaires were sent to employers in the Bath and North East Somerset from a list provided by Business West.

Of these 55 responses were received (42%) from a range of different sectors including education, manufacturing, retail, arts, sports, recreation and tourism.

The employers varied in size ranging from 1 – 501 or more employees.

All employers except one offered some level of flexibility in their working patterns, breakdown as follows:

## Flexible working

	No. of employers	
Flexi time	21	
Paternity/Adoption leave	47	
Part time during school times	29	
Phased return after maternity leave	22	
Term time only contracts	19	
Working from home	20	
N/A	2	
Other	9	Evaluated on individual merits

## Problems caused by lack of childcare

	No. of employers
Increase in sickness/absence	9
Job offers turned down by potential recruits	2
Staff unable to return to work following maternity leave	5
Working time/training opportunities lost	4
None of the above	38

## Impact on business

	No. of employers
Not significant	25
Slightly significant	9
Significant	3
Very significant	0

Although the employers have stated that they experience some issues linked with a lack of childcare, this had limited impact on the business. It is important to note that informal childcare may be included in the figures above which the local authority has no control over.

## Childcare help offered by employers

	<b>No. of employers</b>
Childcare Vouchers	<b>36</b>
Help claiming child tax credits	<b>3</b>
Information about Family Information Service	<b>6</b>

Access to a childcare voucher scheme is the most popular help offered by the employers who took part in the consultation. More details of this scheme can be found on page 38.



### 3. Is childcare affordable?

#### 3.1. Parents' views about costs

In providing this analysis we should bear in mind that in asking people their views on cost there may be a tendency to consider it too expensive whatever the price, perceptions about expense are very much that, perceptions.

#### Parents' views on the cost of childcare

	1 = Poor value    4 = Excellent value				% scoring 3 or 4
	Score 1	Score 2	Score 3	Score 4	
Activities after-school	1	10	22	29	<b>82%</b>
After-school Club	4	30	33	15	<b>59%</b>
Breakfast Clubs	2	12	13	8	<b>60%</b>
Childminder	2	14	18	16	<b>68%</b>
Crèche	0	1	0	0	<b>0%</b>
Family Link Carer	0	1	0	3	<b>75%</b>
Holiday Club	10	19	19	15	<b>54%</b>
Nanny/Au Pair	3	5	6	4	<b>56%</b>
Outreach	0	1	0	0	<b>0%</b>
Personal Assistant	0	6	1	2	<b>33%</b>
Pre-School	9	36	37	44	<b>64%</b>

#### Comments taken from parental questionnaire responses

Free childcare for 2 year olds is unfair because my husband works and the benefit we receive and the location we live in my child misses out as we are not entitled to it even though we CANNOT afford to pay nursery fees, so we have to stick to playgroup.

Breakfast club hugely expensive! £4.50 for the first child and £3.20 for the 2<sup>nd</sup> child, £7.70 per day for 45 minutes.

Cost rather than availability is the problem.

Most of my wage will go on childcare 65-70%. This was up to 95% when both children were of pre-school age.

## Awareness of benefits to families

Breakdown of the 525 questionnaire responses received:

	No of families aware of the benefit	Qualified for	Used	%
Child Tax Credit	443	288	217	75%
Working Families Tax Credit	383	138	105	76%
Early Years Entitlement	259	136	119	88%
Train to Gain	69	3	3	100%
Care to Learn	46	2	2	100%
Carers Allowance	157	25	14	56%
Disability Living Allowance	194	50	31	62%
Employers Childcare Voucher Scheme	227	75	60	80%

The responses received from the parental questionnaires do not correlate with the information sourced from other research. Bath and North East Somerset are above the national average for the take up of childcare element of the child tax credit. Outreach workers in Children's Centres work with families to ensure that they are aware of and are supported in accessing the Tax Credits due to them.

### 3.2. Average cost of childcare

All Early Years Entitlement eligible providers were sent a questionnaire asking for details of their current price structure, how they thought their prices would change over the next 12 months, and what the impact of the current economic climate had been on their business. Fifty three responses were received and a breakdown is as follows:

Setting Type	Hourly Rates per hour **		
	Minimum	Maximum	Average
Childminder	£3.40	£5.00	£4.10
Day Nursery	£3.15	£5.50	£4.22
Pre-School	£2.00	£5.27	£3.55
School Nursery Class	£2.83	£3.85	£3.23
Independent Nursery School	£3.70	£6.77	£5.36

\*\* Where no hourly rate was stated in the response, the hourly rate has been calculated from the daily rate divided by the number of hours open.

## Future costs

Providers were asked how they felt their prices would change over the next 12 months.

Setting Type	Increase	No change	Undecided	No response
Childminder	4			
Day Nursery	15	2	1	1
Pre-School	10	9	4	1
School Nursery Class	2			
Independent Nursery School	3		1	

## Comment taken from parental questionnaire responses

Holiday clubs should be regulated more on cost, as some clubs charge excessive fees.

## Current economic climate

Providers were asked what the impact of the current economic climate had been (if any) on their business.

Setting Type	Negative Effect	No Effect	Unsure
Childminder	1	3	
Day Nursery	10	7	1
Pre-School	9	11	5
School Nursery Class	1	1	1
Independent Nursery School	1	2	
<b>% of settings</b>	<b>42%</b>	<b>45%</b>	<b>13%</b>

The reasons stated ranged from fewer children attending in general to families only using the free entitlement. Some providers are expecting the changes to the Working Tax Credit and Childcare Tax Credit thresholds to have an impact on the numbers of children attending.

### 3.3. Helping parents with the cost of childcare

#### Childcare help offered by employers

No of Employees	Type of Support Provided			
	Childcare vouchers	Help with claiming tax credits	Information about FIS	None of the options listed
None (Self Employed)	1		1	
1 – 10 employees				2
11 – 100 employees	12	2	2	8
101 – 500 employees	22	1	3	6
500+ employees	1			

Access to a childcare voucher scheme is the most popular help offered by the employers who took part in the consultation. More details of this scheme can be found on page 38.

#### Comments taken from parental questionnaire responses

There needs to be more help available to finance 0-3 years for parents whose only motivation for using childcare is to work. An easy way to do this would be through the employers childcare vouchers e.g the first so many hours for free?

Child tax credit is a nightmare for us. Due to admin errors when this was set up, we owe £0000s which is currently in dispute. Because of this I can't claim childcare vouchers (which would be financially better for us).

I need more childcare but it is not affordable.

I need more help to keep me working. Childcare is very expensive and I have to work full time to pay our bills.

I think quality childcare is too expensive. I work part time in a well paid job, but still could not afford to pay for childcare. Accessibility (and available opening times) where I live is also a problem.

It is frustrating that we get limited help with childcare costs. We work full time and pay a fortune in tax, but fall outside boundaries. We spend approx

£1000/month on childcare.

Make childcare free if you insist on making parents work.

### **Early Years Entitlement (EYE)**

“The free entitlement for 3 and 4 year olds is at the heart of the Government’s vision for all children to have access to high quality early years provision that helps them reach their full potential. It offers universal free provision from the term following a child’s third birthday up until they reach compulsory school age, for every child, irrespective of background or family circumstances. From September 2010, the free entitlement equates to 15 hours per week, over a minimum 38 weeks of the year, with flexible access to meet parents’ needs.”

The EYE is a significant contribution towards childcare bills for parents with 3 and 4 year old children. It provides up to 570 hours a year free entitlement at Ofsted registered Private, Voluntary or Independent (PVI) and School nurseries until the child moves into reception.

### **Two year old Early Education Pilot**

Bath and North East Somerset has been part of a national pilot scheme funding a cohort of 50 eligible two year old children to attend an Ofsted rated good or outstanding nursery in their area. The pilot has been limited to children who live in one of the areas listed in national statistics as the most disadvantaged in the county. Like the 3 and 4 year old entitlement, there are certain eligible start and finish dates and at the moment this is limited to a maximum of 380 hours per year.

The current pilot is not directly aimed at returning parents to work but enabling two year old children to experience provision, so that they are ready to take up their full 3 and 4 year old offer. Family support from local Children’s Centres is also part of the pilot offer.

### Future expansion of the two year old pilot

As part of the Spending Review the Government announced that the free entitlement to 15 hours of nursery education will be gradually extended to every disadvantaged two year old. This expansion will be funded by an additional investment of around £300m by the end of the Spending Period 2014 -15. This will mean an increase in the number of places nationally from 20,000 to around 130,000 over the next four years. The intention is to begin this expansion from 2012-13 to allow local authorities time to plan and to start to address issues such as capacity and quality of provision in disadvantaged areas.

In a speech to the Daycare Trust on 16<sup>th</sup> November 2010, the Minister of State for Children and Families, Sarah Teather, announced the

Government's intention to legislate so that disadvantaged two-year-olds receive 15 hours of free early education a week starting from 2013.

### **Childcare Tax Credits**

Families who work and pay for childcare can apply for tax credits to help with costs. This can include childcare provided by nurseries, childminders, foster carers, out of school clubs and nannies.

Families who qualify include:

- lone parents working 16 hours or more a week
- couples working 16 hours or more a week.

Childcare costs that cannot be claimed for include:

- the amount an employer pays towards childcare costs - either in cash or in vouchers, this includes vouchers in return for a reduction in pay (known as a 'salary sacrifice')
- childcare costs met by a local authority for early learning or nursery education for a child, an example of this could be where the local authority in England meets the cost of the free Early Years Entitlement for children aged three and four
- payments from the Government towards childcare costs e.g. certain types of student or someone starting work.

Even with the above in mind, families can claim for any childcare costs that they actually pay for themselves. So for example if an employer pays only some of the childcare cost in vouchers, they can make a claim for the rest of the cost. There is an online calculator to help families work out if they are better off using an employer's childcare voucher scheme or not.

### **How much is the Childcare Tax Credit worth?**

Families can currently get help with up to 80 per cent of their childcare costs for working a minimum of 16 hours a week - subject to a maximum limit in the amount of childcare costs they can claim each week.

If they pay childcare for:

- one child, the maximum childcare cost they can claim is £175 a week
- two or more children, the maximum cost they can claim is £300 a week.

This means that the maximum help they can get for childcare through tax credits is:

- £140 a week for one child
- £240 a week for two or more children.

The actual amount paid will depend on their income - the lower their income, the higher the tax credit received.

From April 2011 changes have been introduced which increase the qualifying limit of hours worked to a minimum of 24 and the maximum limit paid will be reduced to 70 per cent of cost based on the £175 or £300 maximum. This increase in the minimum number of working hours may well impact on the demand for childcare (Universal Credit: a new approach to welfare - childcare proposals published 11/11/2010.)

<http://www.dwp.gov.uk/docs/universal-credit-full-document.pdf>

This white paper also outlines further proposals although the first bullet point listed has already become a statutory change as outlined above:

- ensuring that parents continue to receive financial support with the costs of childcare is crucial if they are to have an incentive to work. Parents in receipt of Working Tax Credits can currently receive additional support through the Childcare Element which, from April 2011, will pay up to 70 per cent of costs up to a maximum of £175 a week for one child and £300 for two or more children.
- we recognise that people often find the current childcare element confusing. The need to calculate average awards can be particularly complicated. Covering only a proportion of costs and paying this as part of the overall benefit award can cause uncertainty about how much support parents receive. The new system provides an opportunity to improve and simplify the way support is offered but we need to ensure that it remains fair, affordable and targeted to those most in need. Universal Credit: a new approach to welfare
- the Government would welcome views from key stakeholders and will work with them to establish how support for childcare could best be delivered as part of, or alongside, Universal Credit. In developing options, the Government will take account of the evidence collected from recent pilots designed to test different ways of accessing the childcare element of Tax Credits
- as a minimum, it would be feasible to pay an additional element for childcare on top of the basic Universal Credit award, at similar rates to those currently offered, but to simplify the way costs are calculated and support is paid. If information about costs was

collected through a self-service process this could improve the timeliness of support and reduce the scope for under and overpayments.

But there may be better approaches, for example:

- providing support for childcare through a voucher or discount system, rather than as part of the Universal Credit award;
- recognising childcare through an additional earnings disregard rather than an additional payment
- help with childcare for people on Universal Credit would be restricted to those in work. The aim would be to allocate some of the current support to those working fewer than 16 hours, so that all types of work are rewarded.

### **Childcare Voucher Schemes**

Childcare Voucher Schemes are a “salary sacrifice” scheme that may be offered by an employer to enable employees to obtain care for a child who:

- is a child or stepchild of the employee and is maintained (wholly or partly) at the employee’s expense, or
- is resident with the employee and is a person in respect of whom the employee has parental responsibility.

Vouchers can be used to “pay” for most types of childcare, a child qualifies up to 1<sup>st</sup> September following their 15<sup>th</sup> birthday, or 1<sup>st</sup> September following their 16<sup>th</sup> birthday if they are disabled. The vouchers can be offered as payment to all OFSTED registered childcare providers who have joined with the scheme.

These may include:

- Childminders
- Home Child carers
- Pre-schools and Playgroups
- Day nurseries
- Breakfast Clubs/After-school Clubs
- Holiday Play Schemes.



By sacrificing part of their salary each week (to a maximum of £55) or each month (to a maximum of £243) before they pay tax and National Insurance the employee makes a saving at their highest possible contribution rate and the employer also makes a saving on their national insurance contribution. From April 2011 all new entrants into these schemes will only benefit from a saving at the basic rate of tax/National Insurance.

### **YourTime! - Aims of the Project**

- to deliver the Government’s extended services disadvantage subsidy to all eligible pupils
- to offer a variety of activities for all children in Bath and North East Somerset during two weeks of the summer holidays
- to promote this scheme to all children and to subsidise the cost using YourTime! funding
- to reflect the numbers of children in receipt of Free School Meals across the authority

Over 13 days, the scheme delivered 43 workshops for children aged five to 14 years. These workshops were delivered in three secondary schools - Norton Hill, Ralph Allen and Chew Valley. The activities catered for a wide variety of children of differing abilities.

The activities included:

<b>Activity</b>	<b>Score</b>	
	<b>Brilliant</b>	<b>OK</b>
Funky Art for 9 year olds and above	94%	6%
ReFab Art for 5 to 8 year olds	86%	14%
ARTiculate for all ages	98%	2%
Little Stars Football for 5 to 8 year olds	92%	8%
Computer Xplorers for all ages	84%	16%
Skateboarding for all ages	94%	6%
Street dance for over 8s	98%	2%

298 children attended the activities made up of 140 girls and 158 boys. Children from 56 different schools in Bath and North East Somerset attended.

## Parent responses

What was the reason for encouraging your child to attend?

	<b>YourTime! subsidised place</b>	<b>Non YourTime! subsidised place</b>
To take part in an exciting activity	50%	33%
To develop a skill	50%	46%
To enable you to work	0%	46%
To give you a break from the children	33%	13%

The responses demonstrate that alongside enabling parents to work, socialisation and developing skills are just as important.

## 4. Is childcare of good quality?

### 4.1. Maintaining and improving quality

Extensive longitudinal research in childcare has determined that the quality of the childcare offer is crucial to it benefiting children, and that poor quality provision has little impact or benefit for the children attending. It is critical that if the gap is to be narrowed between the achievement of the most advantaged children and the levels attained by the most disadvantaged that, in particular, the most disadvantaged receive the highest quality childcare offer available. This is not just in early years and pre-school provision, but in after-school and holiday provision in addition to their school provision.

### 4.2. Evidence of quality

#### 4.2.1. Parents' views about quality of care

Setting type	1 = Very Poor      4 = Excellent				Scoring 3 or 4 %
	Score 1	Score 2	Score 3	Score 4	
After-school Club	0	13	22	47	84%
Breakfast Club	0	4	12	19	89%
Childminder	0	4	11	35	92%
Crèche	0	0	0	1	100%
Family Link Carer	0	0	1	3	100%
Holiday Club	1	11	28	24	84%
Nanny/Au Pair	0	0	5	13	100%
Outreach	0	0	0	1	100%
Personal Assistant	0	3	2	5	70%
Pre-School	0	6	27	100	95%
Activities after-school (e.g. sports clubs)	1	9	17	39	85%

#### Comment taken from parental questionnaire responses

Childcare is expensive, but I find it excellent at the after school club.

#### 4.2.2. Children's views about quality

To gather the views of children using childcare provision, a series of informal consultations took place within early years settings, holiday play schemes, after-school clubs, breakfast clubs and at a play event.

Children were asked what they liked and didn't like about the setting, and what they would change about the setting.

52 children took part in consultations at their out of school club, over 20 gave their views at a play event and 284 children evaluated the YourTime! activities.

The children who took part in the survey mainly liked to be outside and making dens and shelters, although computer equipment proved popular with many of the children. When asked if they would change anything, many children stated that they wouldn't change anything. Of those that would change something, more equipment and colour on the walls was a theme.

The children were asked about the toys and resources that were available to them, and many liked craft activities and making junk models. Older children enjoyed talking with friends in the quiet corner.

When asked what they would change about the resources or toys, the children asked for more outdoor games and more computer equipment and televisions. An after-school pet was also requested.

#### **4.2.3. OFSTED's views**

76 Providers were inspected between 1<sup>st</sup> October 2009 and 30<sup>th</sup> September 2010.

#### **Summary of outcomes**

<b>Provider Type</b>	<b>Outstanding</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Inadequate</b>
Childcare on Non-domestic premises	9	25	2	3**
Childminder	4	18	12	0

Additionally three providers were assessed against the voluntary register

\*\* two of the three providers judged as inadequate have since been re-evaluated and now have a rating of good. The third provider has since closed.

#### **4.3. Maintaining and improving quality**

The Early Years and Extended Services team includes employees who are specifically tasked to maintain and improve the quality of the Early Years Education and Childcare on offer throughout the authority.

Currently five full time equivalent (FTE) staff are qualified teachers focusing particularly on the quality of the Early Years Education. Three FTEs are special educational needs co-ordinators supporting all Early Years providers and over 2,000 children. Three FTEs focus on supporting 160 childminders and two FTEs provide advice on the Ofsted welfare requirement to providers of childcare from birth – 19 years.

In Bath and North East Somerset the majority of childcare provision is delivered by the Private, Voluntary and Independent (PVI) sectors. 93% of providers offering the Early Years Entitlement are from the PVI sector, and 90% of the total Early Years Entitlement places were supplied by the PVI sector.

### **Benefits of quality and specific/targeted 'practices' in pre-school**

- high quality pre-schooling is related to better intellectual and social/behavioural development for children
- settings that have staff with higher qualifications have higher quality scores and their children make more progress
- quality indicators include warm interactive relationships with children, having a trained teacher as manager and a good proportion of trained teachers on the staff enhances this
- where settings view educational and social development as complementary and equal in importance, children make better all round progress.

### **Capital Investment Programme**

Between April 2008 and March 2011 capital funding was made available to Local Authorities for investment in Private, Voluntary and Independent childcare provision under a grant programme entitled Quality and Access. Funding was allocated to providers as indicated below:

#### Universal Programmes

- allocation of ICT equipment (computers, printers, cameras, toys etc)
- outdoor equipment, block play, equal opportunity resources and books.

#### Early Years Entitlement changes funding

- five settings received funding to allow them to improve their settings
- one setting is now able to accommodate two year olds.

#### Childcare quality and access grants

Four settings received funding to allow them to improve their settings, and to enable them to offer the 15 hours per week Early Years Entitlement.

The improvements covered areas such as:

- re-landscaping and refurbishment of outside spaces
- disabled building access - parking, ramps, doors etc
- windows
- canopies and gazebos to provide shelter so that children can access the outdoors at all times
- renovation/refurbishment/adaptation of toilet facilities
- refurbishment of indoor and outdoor storage.

A further 21 settings received small amounts of funding for improvements.

### **Provider Staff Qualifications**

The annual staff qualification audit of registered day nurseries and pre-schools received 599 responses (from 906 Practitioners) which represented 66% of the workforce.

The breakdown of qualifications is as follows:

- 81 Practitioners at a level six qualification (14%)
- 447 Practitioners at a level three qualification (74%)
- 71 Practitioners at a level two qualification (12%) however 22 of these are studying for further qualifications (31%)
- 17 Practitioners at level six categorised as leading the practice (3%)
- 12 Practitioners at level three categorised as leading the practice, (12%) however, eight of these are studying towards further qualifications (67%).

### **Continued Professional Development**

A large number of continued professional development courses are offered to all practitioners ranging from day nursery staff to out of school staff each year. Last year (2009-10) there were 195 courses with a total of 3,231 attendances from 165 different early years settings.

Advice and funding opportunities are available to individuals wanting to gain additional qualifications. In 2009-10, 73 practitioners studied for a qualification whilst having their fees subsidised:

- nine at level four
- 40 at level three
- five at level two
- 17 Foundation Degree in Early Years
- two 'other' qualifications

51% of integrated day care settings delivering early years have a Qualified Teacher or Early Years Professional leading practice in the setting.

#### **4.4. Monitoring quality**

##### **Early Years Quality Improvement Support Programme EYQISP**

All providers must demonstrate that they have a system of continuing professional development and training for staff and must have in place a written and current staff development plan.

The National Code sets out the requirement that Local Authorities will establish a transparent, consistent process for identifying the highest quality providers across all sectors, by using quality improvement and support programmes to categorise the quality of Providers in their area. The purpose of assessing quality is to ensure that professional support can be provided which is appropriate to the needs of the provider, in order to drive up quality so that each child derives maximum benefit from their entitlement.

##### **Process for categorisation for existing providers:**

Providers have the opportunity to assess themselves against the Bath and North East Somerset 'Improving quality and outcomes in the Early Years Foundation Stage' tool in order to complete self assessment.

The Early Years and Extended Services Team will place each provider into a support category taking into account all available evidence. The overall category for each section will be a best fit judgement, based on the distribution of highlighted statements.

## **Quality in group based settings for children over five years of age**

Providers are supported by an Extended Services Childcare Development Officer who will carry out an induction process with all new providers. Most providers will receive an annual visit which will include creating and updating a development plan, the welfare and childcare requirements, and other national legislation (such as employment law). In 2011 providers will be involved in a comprehensive categorisation process.

## **Quality childminders**

Four childminding co-ordinators and a childminding officer work with all childminders within Bath and North East Somerset (B&NES). They offer advice, support, training, guidance and home visits to develop and support quality childcare for prospective, new and established childminders.

Childminders and childminding co-ordinators are linked to Children's Centre Services and facilitate and develop groups for childminders, to support positive outcomes for children. Each childminding co-ordinator covers a different geographical area of the authority.

A new childminding network has been set up in B&NES, with three levels of childminders. All childminders registered with Ofsted in B&NES will be part of the B&NES network as Level one childminders at a minimum. Childminders may progress to become level two or level three childminders if the criteria are met.



## 5. Perceived, actual and potential gaps in childcare places

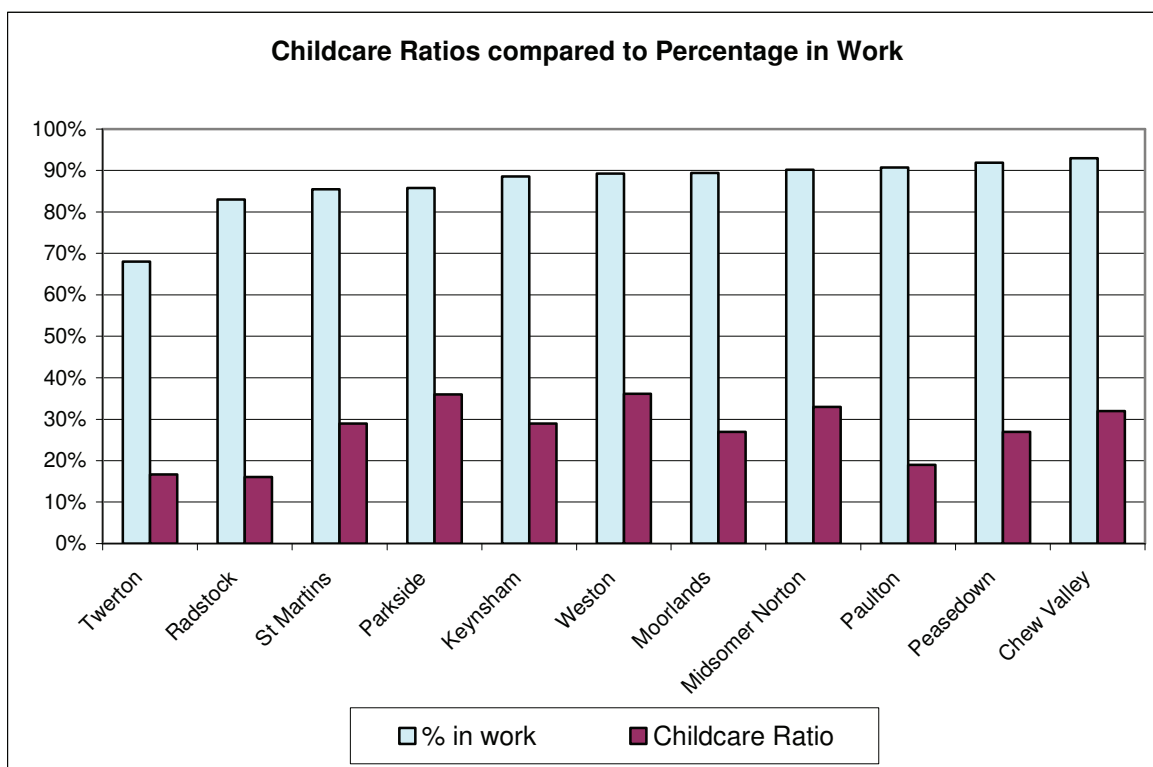
### 5.1. Childcare in general

#### Childcare Ratio Analysis

Children's Centre	Ofsted Capacity						Chosen Capacity	
	2010			2007/8			2010	
	Childcare places	2010 Number of children 0-11	Ratio of childcare places to children	2007/08 Childcare Places	2007/08 Number of children 0 -11	2007/08 Report	Childcare places	Ratio of childcare places to children
Chew Valley	598	1910	0.31	537	2348	0.23	472	0.25
Keynsham	684	2386	0.29	744	2581	0.29	544	0.23
Midsomer Norton	674	2015	0.33	688	2277	0.30	546	0.27
Moorlands	516	1885	0.27	566	2160	0.26	457	0.24
Parkside	931	2552	0.36	467	1346	0.35	887	0.35
Paulton	283	1491	0.19	230	1467	0.16	234	0.16
Peasedown	461	1571	0.29	417	1749	0.24	433	0.28
Radstock	194	1180	0.16	283	1145	0.25	192	0.16
St Martins	722	2528	0.29	484	1903	0.25	640	0.25
Twerton	259	1435	0.18	272	1719	0.16	206	0.14
Weston	950	2606	0.36	762	1876	0.41	814	0.31
<b>Total</b>	<b>6244</b>	<b>21559</b>	<b>0.29</b>	<b>6304</b>	<b>22587</b>	<b>0.28</b>	<b>5453</b>	<b>0.25</b>

The table above shows that in general there has been an increase in the supply of childcare within Bath and North East Somerset. The exceptions to this are Weston, which still retains a supply well above the local authority average, and Radstock, where the undersupply is mitigated by the high level of childcare available in Midsomer Norton adjacent.

An issue not previously identified is the capacity at which Childminders choose to operate which we have found to be only 42% of the capacity permitted by Ofsted.



Although there appears to be sufficient available Early Years Entitlement (EYE) places throughout Bath and North East Somerset, these places may not be in the 'required' location leading to some localised shortages and surpluses of places. A few pockets of under-supply have been highlighted during the analysis stage.

These areas are as follows:

### **Twerton**

Although the Twerton area demonstrates an under-supply of childcare compared to the Bath and North East Somerset average number of places, it also has a lower rate of employment. As a result creating childcare that can be sustained by fees from working families has been a challenge to providers who have attempted to set up in the area. It may be that future childcare development needs to be linked to job creation in the area.

### **Radstock**

The Radstock Children's Centre area has experienced a larger decrease in provision than any other area since the 2007 report, even allowing for the boundary changes. In 2007 when combined with Midsomer Norton the two areas had the average amount of places for Bath and North East Somerset, but in 2010 this is no longer the case. It also has to be noted that this was not an ideal solution given the topography of the area, especially for families without access to transport.

In addition it has to be noted from the chart on page 47 that the percentage working population of Radstock is higher than Twerton yet it has the lowest ratio of childcare provision in Bath and North East Somerset.

### **Paulton**

Overall Paulton Children's Centre area has the third highest percentage of parents/carers in work in Bath and North East Somerset, yet the third lowest childcare ratio.

The recognised under-supply in the Paulton Children's Centre area and in particular in Paulton itself, is partly being addressed by the introduction of a new Children's Centre in the town. The new Children's Centre will provide up to 20 childcare places and associated family support services. This is due to open in 2011 and has not been included in this report as a result. The places may also be primarily available for the pre-school age group although a provider may also chose to offer other types of childcare as part of their business plan e.g. summer holiday provision when numbers of younger children traditionally fall.

The housing development on the old Polestar Purnell Printworks site will also provide early years and childcare provision in the future as part of the planning agreement, but this development may take several years to reach the stage where the provision is ready.

### **Other Children Centre areas**

Page 53 shows that even where a Children's Centre area is showing a supply of childcare at or above the Bath and North East Somerset average, at a local level within the typical distance a family may travel to access provision, e.g. ward level, then a local shortfall of provision still exists. This is particularly true within the larger Children Centre areas, e.g. Paulton, Peasedown and Chew Valley.

## **5.2. Information about childcare**

A recent Department for Education report entitled "Towards Universal Early Years Provision: Analysis of take-up by disadvantaged families from recent annual childcare surveys" found that "lack of knowledge about local early years provision was a substantial barrier to taking it up".

In Bath and North East Somerset an analysis of the numbers of children taking up their 3-4 year old entitlement is as follows: -

Eligible Children	2909	
Funded Children	3009	
Non Resident Funded Children	258**	8.5%
Resident Funded Children	2751	95%

\*\* The number of children receiving all of this entitlement in Bath and North East Somerset is 205.

Bath and North East Somerset funds more 3-4 year old children than are eligible but is compensated by the Department for Education accordingly. Although our figures only show that resident take up is 95% (the national requirement) we do not have a record of the children taking all of their entitlement outside Bath and North East Somerset and it may be assumed that our shortfall is either children accessing in another authority or the very small minority who choose not to access any of the entitlement as there is no compulsion for families to use it. Our research is not supportive of the Department's report that there is a lack of knowledge about the entitlement.

### **5.3. Disabled children**

As part of the Childcare Sufficiency consultation 152 parents/guardians, who are on the Link Register, were sent a questionnaire.

Fifty questionnaires (33%) were returned and of these 21 (42%) said they had experienced difficulties in starting or continuing work/training during the last year. For parents/guardians of children without a disabled child the difficulty reported is 23%.

This is not a geographical problem (see appendix B), and none of the respondents identified a lack of transport/access as a reason for not finding suitable childcare.

A disabled child's needs are personal and specific, making the barriers to childcare very varied. The majority of parents simply stated that they couldn't find childcare, although a significant proportion identified a lack of specialist support and expense as the main barriers.

In Bath and North East Somerset in 2010/11 a DCATCH pilot has been launched with a limited amount of funding to help families with disabled children access childcare. In addition Aiming High for Disabled Children funding is being used to fill the gaps in provision which have been identified through consultation with young people, parent/carers and professionals in the field. This data has helped to inform where provision should be best placed.

Further information can be found in Appendix H.

### **5.4. Older Children**

Responses from the parental questionnaire demonstrated that 132 families stated that a lack of childcare had prevented them from working as they would like. Of these, 22 responses stated that this was due to a lack of out of school clubs.

Since the last report, 17 holiday and out of school clubs have closed, mainly due to a lack of numbers and the inability to recruit staff on a sessional basis. A further 24 clubs are due to open across Bath and North East Somerset in the near future.

With all schools now offering the extended services offer and better signposting to parents of childcare now and in the future may show a narrowing of this gap by the 2014 report.

Information on holiday and after-school activities for older children is available from the Family Information Service and from 1BigData Base ([www.1bigdatabase.org.uk](http://www.1bigdatabase.org.uk)).

## 6. Early Education Places

### 6.1. Parents' views about Early Years Education

#### Reasons for using childcare – taken from parental questionnaire

	0-2 Years	<b>3-4 Years</b>	5-7 Years	8-10 Years	11-14 Years	15 – 17 Years
To allow myself and/or partner to work, train or study	72	<b>83</b>	138	124	88	23
To allow myself and/or partner to socialise	4	<b>4</b>	7	5	4	5
To allow my child to socialise and play	27	<b>50</b>	34	18	17	6

The parental questionnaire identified that not all eligible children take up their full entitlement. The following breakdown demonstrates that this is out of choice rather than not being able to secure the full entitlement.

#### Reasons for not using childcare

	Prefer to look after my children myself	I am able to work around school hours	My child doesn't need it, too old	Cannot find a provider	Lack of transport	My child needs additional support	Opening hours are not suitable	Poor quality	Cost	Tried but my child did not like it	Unable to include my child
<b>Age 0 - 2</b>	36	2		6	1	1	3	1	15	1	0
<b>Age 3 - 4</b>	30	6		2	1	1	2	1	12	1	2
<b>Age 5 - 7</b>	41	35	9	6	2	1	10	1	26	2	0
<b>Age 8 – 10</b>	6	7	1	3	1	1	1	2	8	2	0
<b>Age 11 - 14</b>	27	50	39	3	2	2	7	0	14	6	1
<b>Age 15 - 17</b>	4	6	35	1	0	0	0	0	1	0	0

Further information detailing the type of childcare needed by age of child can be found in Appendix A.

## Early Years Entitlement – results from parental questionnaire

2008 Report	2011 Report
59% attended for their maximum entitlement	82% attended for their maximum entitlement
4% of families were unable to secure their full entitlement	4% of families were unable to secure their full entitlement
16% did not want more hours than were currently attending	14% did not want more hours than were currently attending

This demonstrates that take up has increased since the last report and some parents may still experience difficulties securing the full entitlement, but this will be on an individual provider basis and according to vacancies available.

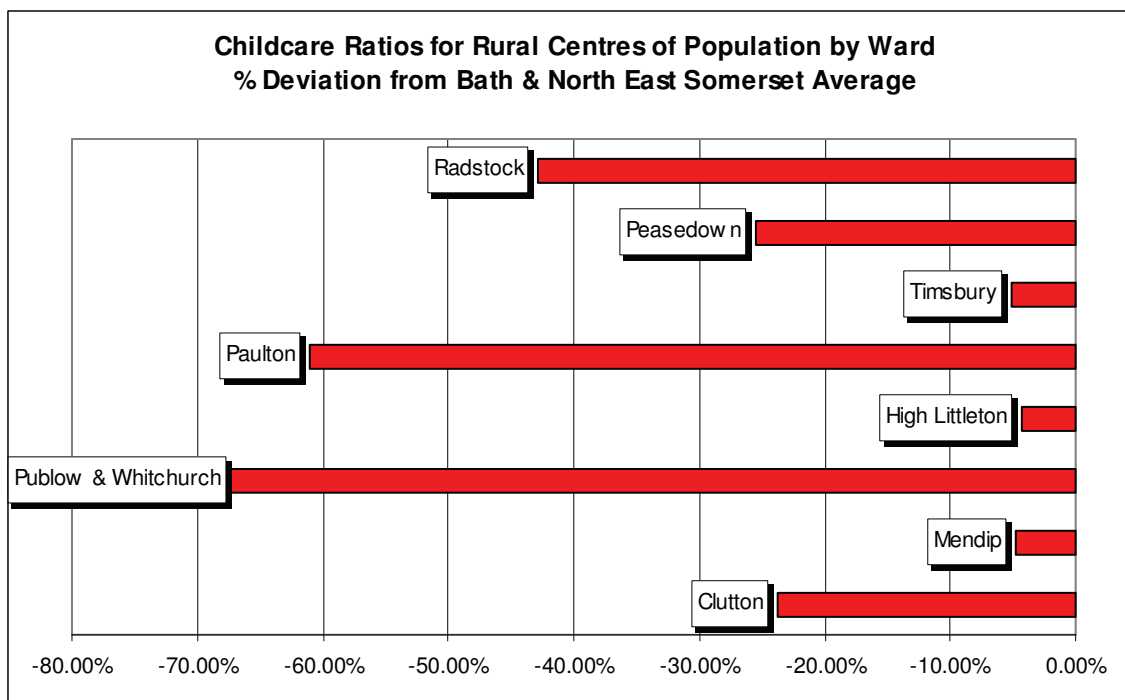
### 6.2. Number of 3 - 4 year old children

Children's Centre	2007			2010			% Change 2007 to 2010
	Estimate of the eligible of 3 and 4 year olds 2007	EYE Places 2007	Childcare Ratio 2007	Estimate of the eligible of 3 and 4 year olds 2010	EYE Places 2010	Childcare Ratio 2010	
Chew Valley	269	337	1.25	248	370	1.49	19.2%
Keynsham	318	284	0.89	293	318	1.09	21.4%
Midsomer Norton	302	316	1.05	279	286	1.02	-2.1%
Moorlands	312	248	0.79	265	224	0.85	6.3%
Parkside	284	424	1.49	380	562	1.48	-0.9%
Paulton	204	125	0.61	194	151	0.78	26.4%
Peasedown	240	175	0.73	214	222	1.04	42.5%
Radstock	165	137	0.83	181	134	0.74	-10.7%
St Martins	337	376	1.12	338	412	1.22	9.3%
Twerton	236	128	0.54	206	161	0.78	44.3%
Weston	334	442	1.32	336	462	1.37	3.8%
<b>Total</b>	<b>3002</b>	<b>2992</b>	<b>1.00</b>	<b>2934</b>	<b>3301</b>	<b>1.12</b>	<b>12.9%</b>

The 2007 ratios above have been adjusted to take account of the reorganisation of the Children's Centre areas. Since 2007 the number of Children's Centres has reduced from 12 to 11. The Bath Rural Children's Centre area has been incorporated into the Parkside, St Martin's and Weston areas and the Bath Rural childcare places and child numbers have been allocated to these areas accordingly.

This table is by Children's Centre area only and may not represent a local picture at ward level. Our analysis of distance travelled demonstrates that 55% of children travel less than 1km to access their entitlement and 38% less than 5km. Some of the Children's Centre areas, in particular the rural areas, cover large areas, and therefore for families without transport, their

provider has to be within “pram pushing” distance. If the table above demonstrates an oversupply this may not be the true position at a local level and therefore further analysis such as that shown below has to be considered.



The above chart shows that although a Children’s Centre area, e.g. Chew Valley or Peasedown, may have a childcare ratio in excess of the Bath and North East Somerset average place per child, locally rural centres of population may suffer a considerable under-supply of Early Years Entitlement places within the distance typically travelled to the setting. This may mean that there is still a gap in provision to be addressed as this ward analysis shows.

### 6.3. Places for eligible children

All children become eligible for the Early Years Entitlement (EYE) at the start of the term *after* their third birthday (allocation and administrative ‘terms’ reflect the traditional academic periods of September – December, January – March and April – July). The funding allows the child to attend up to 15 hours of education per week for 38 weeks per year and may be split over more than one setting, or stretched to allow families to access all year round care. Children are entitled to continue to receive EYE until compulsory school age - the term after which they turn five.



### **Ratio of children to places (vacancy details from provider questionnaire).**

As outlined previously in the report a provider may be officially registered for X places but choose to offer Y, a lower number as this is in line with their preferred business practice. This means that the number of vacancies in any one area may not be in line with the headline figure of places available.

In addition, providers are required by their registration to adhere to a minimum staff-to-child ratio, 1 to 13 if the session is led by a qualified teacher or early years professional and 1 to 8 if it is led by another qualified staff member. This may also impact on the number of places a provider chooses to offer. It is noted that some providers prefer to offer a higher staff-to-child ratio. This is their business choice and does not impact on the funding they receive to offer the free entitlement and should not impact on a family's ability to access to their free entitlement either.

### **Early Years Entitlement - Flexibility**

In Bath and North East Somerset we are expecting our providers to offer flexibility where they can, within the guidance of the National Code, that is:

- 15 hours over 38 weeks or more
- no session longer than 10 hours
- no session shorter than 2.5 hours
- not before 8am or after 6pm
- the full 15 hours over three days or more (this will permit 12.5 hours in two days)
- funding split over a maximum of two providers.

### **Flexibility supplement of the Early Years Entitlement**

Providers who offer more than 5 ½ continuous hours a day, 5 days a week, for at least 38 weeks a year will be entitled to the flexibility supplement of the Early Years Entitlement. Providers who break the day will not be eligible, as although they may be offering more than 5 ½ hours a day, they will not be offering it continuously as outlined in the new funding formula.

Fifty three of our current providers are entitled to the flexibility supplement of the Single Funding Formula.

## Early Years Entitlement Provision changes since last report

### New settings opened:

- 12 Day Nursery/Pre-School
- five Accredited Childminders

### Settings opening in future:

- one Steiner Pre-School
- three Children's Centres
- three Day Nurseries

### Closures:

- 10 Day Nursery/Pre-Schools

### Changes to settings:

- two Day Nurseries no longer taking two year old children
- one setting increasing 3 – 4 year old capacity
- one School Nursery class now taking two year olds.

## Impact on providers of the extension of the Early Years Entitlement to 15 hours

Setting Type	Positive	Negative	Not Sure
Childminder		1	3
Day Nursery	3	6	9
Pre-School	6	8	11
School Nursery Class		1	2
Independent Nursery School			3
	9	16	28
	<b>17%</b>	<b>30%**</b>	<b>53%</b>

\*\*There are several reasons for the 'negative effect' ranging from staffing pressures, financial losses and increase in administration.

#### **6.4. Perceived, actual and potential gaps in Early Education places**

In order to accommodate more children a popular provider may choose to offer families less than their full early year's entitlement. As funding can be split over two providers a family could choose to use a second provider but may not do so for a variety of reasons. Some of these reasons are around perception, often caused by simple matters such as the differences in provider's names e.g. nursery, pre-school and playgroup all having different connotations without the realisation that they all deliver the Early Years Foundation Stage, have minimum quality standards, are Ofsted inspected and so on. In this case this is not an actual gap but a need for more information to be provided about what the early years offer is, and who can deliver it.

However, if one provider is so popular that they have to restrict children's entitlement because the other choice(s) locally are of a poor quality, lack flexibility or do not meet local demand, even if there are spaces in these settings, an actual gap exists. It is then necessary to either work with the other providers to address these issues and create better local choice, or if changes cannot be made, facilitate new provision into an area that does meet the needs of families and children and enables them to access their full entitlement.

#### **6.5. Ability to use more than one provider**

During Autumn 2010 a total of 2038 children accessed their Early Years Entitlement. Of the 2038 children, 259 (13%) attended more than one setting, and of those 59 children accessed provision in both Bath and North East Somerset and a provider in a neighbouring authority. This demonstrates that it is reasonably easy for parents to access more than one setting.

#### **6.6. Funding for two year olds and provision available**

In October 2010 the Government announced in the Comprehensive Spending Review that they would be "extending 15 hours a week of early years education and care to all disadvantaged two year olds from 2012-13, and maintaining the universal entitlement to 15 hours for all three and four year olds implemented by the Coalition Government."

As outlined in section three, Bath and North East Somerset has already been part of a national pilot for two year old funding. An increase in numbers of children on the scheme and an increase in the hours available from 10 to 15 may prove that there are insufficient places. The guidance on the new scheme is critical although Bath and North East Somerset will be planning ahead to ensure that children can access this extended opportunity.

### Live birth statistics of children born between 2008-2009:

Area	No of two year old children	No of settings
Combe Down	51	2
Kingsmead	46	2
Southdown	63	2
Twerton	94	3

Note that some providers will overlap into more than one area so the number of places available will be higher than the actual places available. Providers are those which are approved to offer the two year old funding and must have an Ofsted judgement of good or outstanding.

### 6.7. Ethnicity of Early Years Entitlement children

Information was taken from the summer 2010 term as this is generally has the highest number of children. Returns indicate that 91% of children are White British with 9% identifying themselves as not. This is consistent with the ethnic makeup of Bath and North East Somerset in general.

Note: If a child attends more than one setting, they will be counted twice.

## **7. Conclusions and Recommendations**

### **7.1. Key Findings 2010**

- there has been a notable increase in childcare provision since the last report with relatively stable population growth
- newly established provision may not always provide places where they are needed the most
- the Bath area has seen an influx of baby and very young age provision, however working families with pre school age children may experience difficulties finding provision which is totally flexible, although some providers offer holiday/breakfast/after-school provision alongside the provision for very young children
- the majority of providers are happy with the level of childcare in their local area, with the exception of Paulton and Chew Valley. The completion of the Children's Centres at Chew Valley and Paulton will help to alleviate the shortage in provision experienced by some families
- families with disabled children report encountering significantly greater difficulty in finding childcare across the whole of Bath and North East Somerset.

### **7.2. Recommendations**

- the reports on the levels of provision contained within the childcare sufficiency assessment to be refreshed every 6 months, and the results published on the Bath and North East Somerset website
- the majority of providers are confident that their business is sustainable over the next two years. However, 42% of providers had seen a negative effect on their business from the current economic climate. Bath and North East Somerset should continue to monitor the impact of the economy on provision and provide strategies for market management in order to sustain existing quality provision, or in areas of shortfall to encourage new entrants into the childcare market
- to plan the expansion of the two year old funding from 10 hours per week to 15 hours per week term time only, to be implemented from 2013
- to evaluate the DCATCH initiative during 2011 and implement the recommended actions to improve the sufficiency of childcare for disabled children

- to publish an action plan in line with the childcare sufficiency report and will be reviewed every 6 months with an update on progress made and outcomes achieved

### **7.3 Context**

Conclusions from this sufficiency report must be considered within the following context/facts:

- the local area has a larger than national average number of private and voluntary providers over which Bath and North East Somerset Council has limited influence
- the choice of childcare provider is a personal decision and there will always be some provision which is more popular than others
- the number of children requiring childcare and the number of childcare places being provided is in a constant state of flux
- the most popular form of childcare continues to be family members as demonstrated in the last sufficiency report.

## Appendix A – Results from Parental Questionnaire

Ethnicity of respondents (from parental questionnaire)

White	White British	467	92%
	White Irish	2	0.4%
	White Eastern European	1	0.2%
	Any other white background	14	3%
Dual Heritage	Black Caribbean +	1	0.2%
	Black African +		
	Asian +	1	0.2%
	Chinese +		
	White +	9	2%
	Any other mixed background	4	0.8%
Asian	Indian	2	0.4%
	Pakistani		
	Bangladeshi		
	Any other Asian background	2	0.4%
Black or Black British	Caribbean	2	0.4%
	African	2	0.4%
	Any other Black background		
Chinese or other	Chinese		
	South East Asian		
	Any other Chinese background		

### Disability

Respondent Disabled

Yes 15 (3%) No 477 Prefer not to say 6

Partner Disabled

Yes 12 (3%) No 410 Prefer not to say 5

Both Parents disabled

Yes 4 (0.8%)

## **Children's view on quality**

To gather the views of children using childcare provision, a series of informal consultations took place within early years settings, holiday play schemes, after school clubs, breakfast clubs and at a play event. Children were asked what they liked and didn't like about the setting, and what they would change about the setting.

### **What do you like?**

#### **Summary of comments**

- Lots of outside space, plenty of room to play
- Adventure trails
- Dens/shelters
- Computer equipment
- Outside games
- Soft play area
- Prefer to be outside

### **What would you change about the setting:**

#### **Summary of comments**

- Wouldn't change anything
- Redecoration of rooms, cleaner
- More outside equipment
- More colour on the walls
- More soft play equipment
- Make sensory room bigger
- More activities for older children
- Larger area

### **What activities/toys/resources do you like:**

#### **Summary of comments**

- Trampoline
- Dressing up
- Visits
- Model making
- Arts and crafts
- Free play
- Making shelters and dens
- Climbing trees
- Football
- Soft play
- Visits
- Talking in the quiet area



**What would you change about the activities/toys/resources:**

**Summary of comments**

- More computer equipment
- More outdoor toys
- More stories
- Outdoor games
- TV with children's programmes
- More trips
- Trampoline
- After school pet

**Age of child by type of provision used**

		Age of child					
		Age 0 - 2	Age 3 - 4	Age 5 - 7	Age 8 - 10	Age 11 - 14	Age 15 – 17 Disabled Children
<b>Type of provision</b>	<b>After School Club</b>	0	6	56	59	20	0
	<b>Breakfast Club</b>	1	3	26	19	3	0
	<b>Childminder</b>	16	17	19	17	2	0
	<b>Crèche</b>	2	0	0	0	0	0
	<b>Family Link Worker</b>	1	2	2	3	4	1
	<b>Family Members</b>	37	52	72	80	58	4
	<b>Friends and Neighbours</b>	7	26	48	47	30	1
	<b>Holiday Clubs</b>	3	5	45	47	25	1
	<b>Nanny/Au Pair</b>	5	7	6	7	1	0
	<b>Outreach</b>	0	0	1	1	1	0
	<b>Personal Assistant</b>	2	6	3	2	5	4
	<b>Pre-School</b>	43	115	6	3	2	0
	<b>Supervised activities on school site</b>	0	3	36	46	26	0
	<b>Other</b>	0	0	1	1	1	1

## Have childcare issues prevented you from working etc?

Yes 132                      No 382

### Comments:

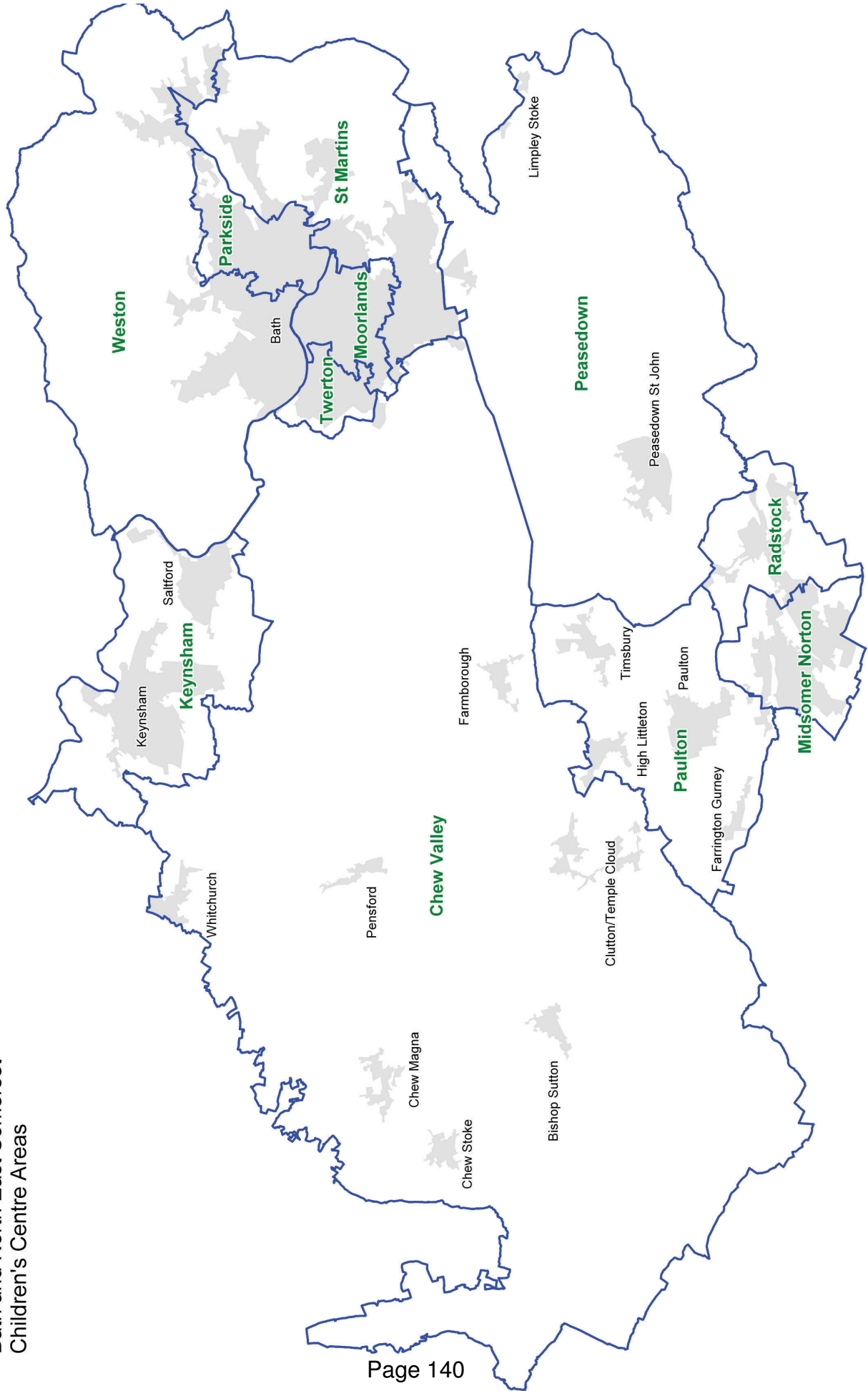
- Very difficult to find childcare before school i.e. from 7.30am onwards so is currently preventing me from doing better paid supply teaching work. Very few childminders in this area and have to rely on neighbours for occasional help (**Newbridge Area**).
- Lack of School holiday provision.
- Lack of affordable childcare in our area, no childminders or nurseries (**Pensford Area**).
- Finding childcare for 3 children (1 of who is severely disabled) during school holidays
- Finding childcare for school holidays for 3 children is expensive, not always convenient location. Youngest child too young for some clubs.
- Lack of childminders in the area (**Hinton Blewett Area**)
- Transportation and lack of childcare places (**Chelwood Area**)
- Inadequate choice of childcare meant my wife had to turn down interview for job (**Clutton Area**)
- It has been very difficult to find childcare for two children together so I have been forced to use different options for different children and on different days - making it very complex and more difficult for the children to settle (**Batheaston Area**).
- Can't afford childcare - it costs more than we can earn for 3 children.
- None available in later evening.
- I am unable to consider increasing my hours due to the lack of local affordable before school and after school childcare in the village. The schools should be compelled to offer such services where there is a demand (**Bathford Area**).
- It's been a nightmare getting childcare, if you go to childminders no-one ever calls you back. I've had to settle with someone with a very bad Ofsted for my 3 month old! There is not enough childcare in the area - especially nursery care! (**Midsomer Norton Area**)
- Lack of affordable, quality childcare in my area (**Keynsham Area**).

## Ethnicity of Early Years Entitlement Children

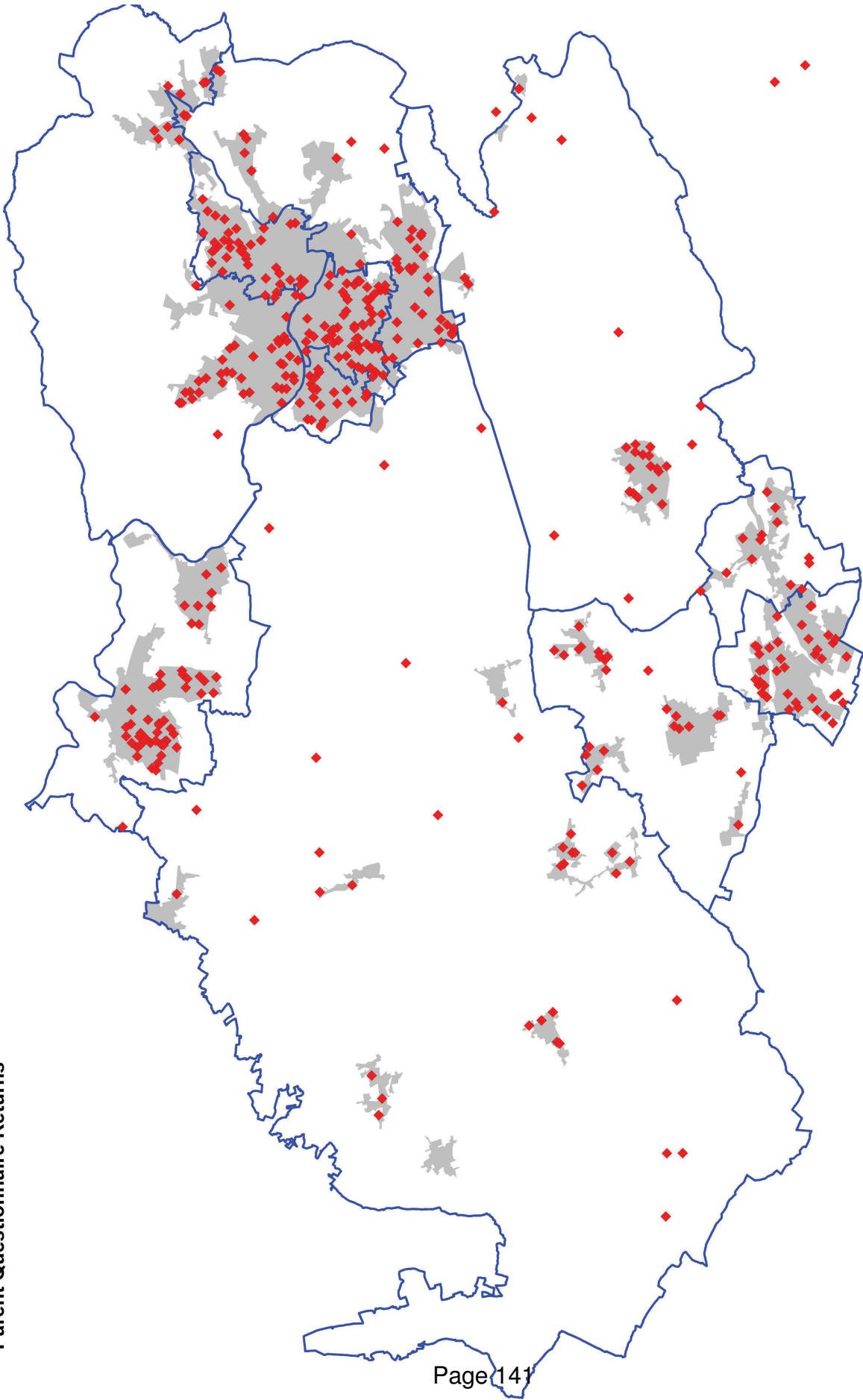
<b>Ethnicity</b>	<b>No of Children</b>
Bangladeshi	3
Indian	13
Any other Asian background	15
Pakistani	1
African	2
Black Caribbean	4
Any other Black background	4
Chinese	6
Any other Mixed background	22
White/Asian	23
White/Black African	10
White/Black Caribbean	23
Any other Ethnic group	18
British	2241
Irish	8
Traveller	1
Any other White background	63
Info Not Obtained	28
No Ethnicity Recorded	541
Refused	29
<b>Total</b>	<b>3055</b>

**Appendix B – Maps**

**Bath and North East Somerset  
Children's Centre Areas**



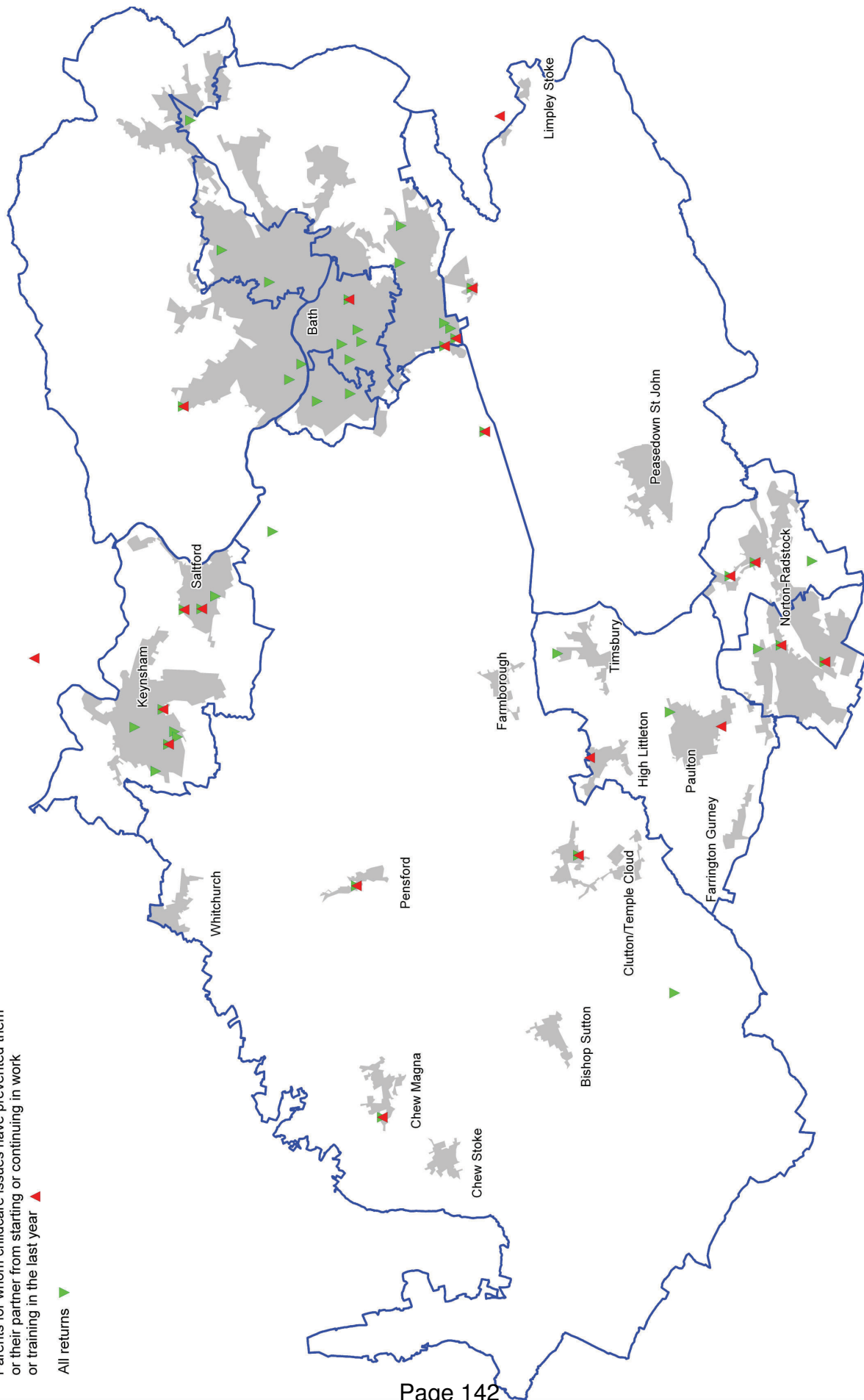
Parent Questionnaire Returns












### Parents with children in receipt of Disability Living Allowance - Questionnaire Returns

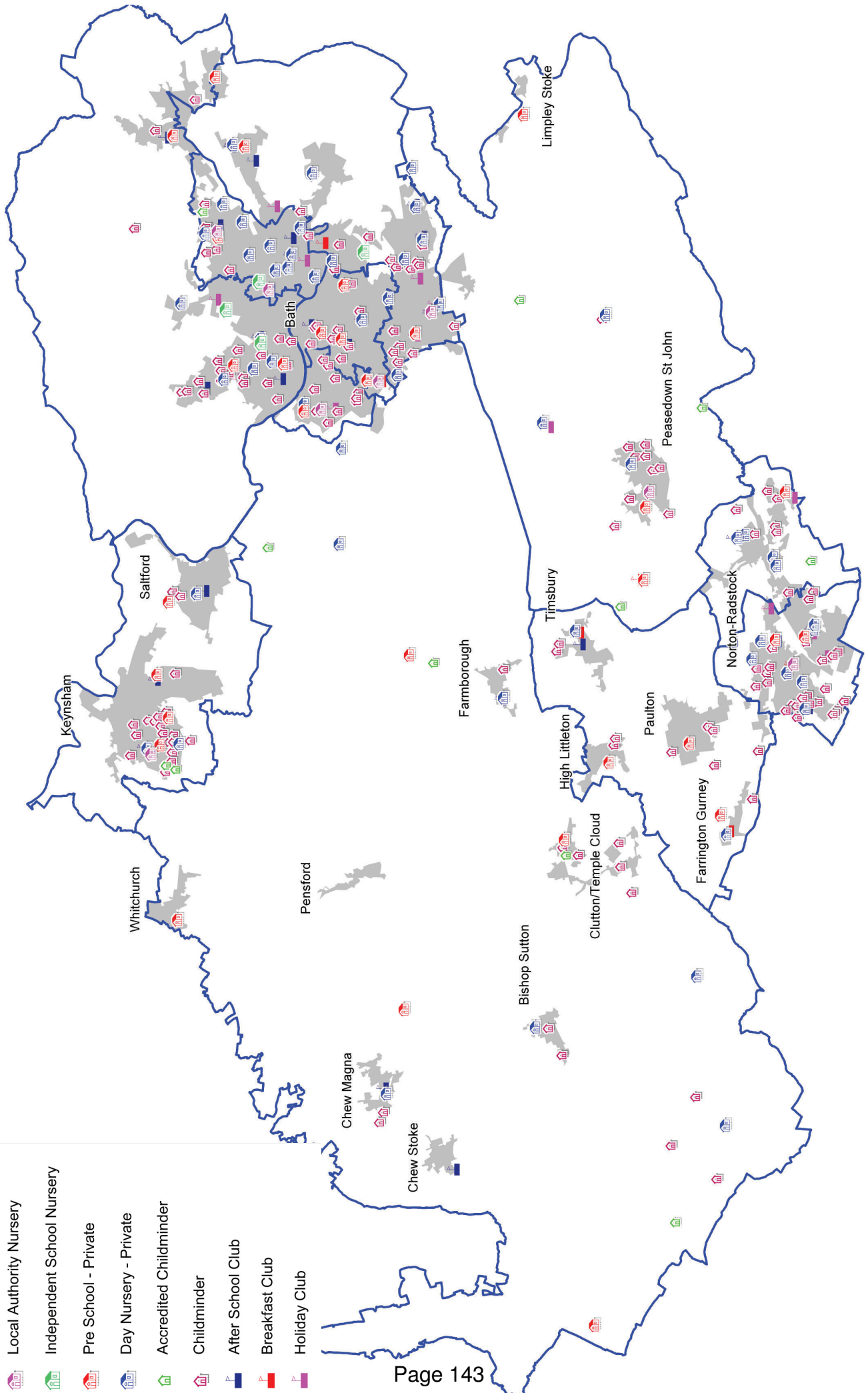
Parents for whom childcare issues have prevented them or their partner from starting or continuing in work or training in the last year ▲

All returns ▼



# Childcare Providers

-  Local Authority Nursery
-  Independent School Nursery
-  Pre School - Private
-  Day Nursery - Private
-  Accredited Childminder
-  Childminder
-  After School Club
-  Breakfast Club
-  Holiday Club





## Appendix C - Distance Travelled

1806 children travelled less than 1km to attend a setting (55%)

The breakdown of the settings is as follows:

- Pre-School = 816 children (45%)
- Day Nursery = 977 children (54%)
- Accredited Childminder\* = 13 children (1%)

1270 children travelled between 1km and 5km to attend a setting (38%)

The breakdown of the settings is as follows:

- Pre-School = 334 children (26%)
- Day Nursery = 925 children (73%)
- Accredited Childminder\* = 11 children (1%)

167 children travelled between 5km and 10km to attend a setting (5%)

The breakdown of the settings is as follows:

- Pre-School = 20 children (12%)
- Day Nursery = 146 children (87%)
- Accredited Childminder\* = 1 child (1%)

56 children travelled more than 10.1km to attend a setting (2%).

The breakdown of the settings is as follows:

- Pre-School = 7 children (12.5%)
- Day Nursery = 49 children (87.5%)

\*It is important to note that the numbers only represent the Accredited Childminders who are in receipt of the Early Years Entitlement, and many more children may go to non accredited Childminders.



## Appendix D - Parents comments on Your Time

### Parental comments

He can't wait to come again

Brilliant, all the staff were very welcoming

The people who ran it were really nice and he really liked going

Just a BIG thank you

She loved it

She is STILL talking about it!

Get the details out earlier

Sign in and out each day

Great!!

If it is run again it needs to be affordable for ALL and not penalise the ones who are NOT on YourTime!

Fantastic value

A great idea, she became really confident

Really good, such a nice sociable group

Affordable and good fun for the children

## Appendix E

### Consultation

As part of the Childcare Sufficiency Assessment, Bath and North East Somerset Council consulted with the following:

- **The Local Safeguarding Children's Board**
- **Jobcentre Plus (JCP)**  
Existing links between the Jobcentre Plus and the Bath and North East Somerset Family Information Service has enabled the effective sharing of information regarding availability of childcare provision and the barriers facing JCP clients.
- **Children's Trust Board**  
Consultation paper was discussed at the Children's Trust Board held on 9<sup>th</sup> December.
- **Overview and Scrutiny Panel**  
Paper to be presented to the panel on 17<sup>th</sup> January 2011.
- **Children aged between 3 and 14 years of age**  
Consultation took place within early years settings, holiday play schemes, after school clubs, breakfast clubs and a play event. Children were asked what they liked and didn't like about the setting, and what would they change about the setting.
- **Parents**  
Parental questionnaires were distributed to over 2000 families from a random sample extracted from all families with school age children resident in Bath and North East Somerset. The questionnaire gathered parents' views on accessibility, cost, and availability of provision in their local area. An extract of parents with disabled children was produced from the information held on the link register.
- **Childcare providers**  
Questionnaires were distributed to childcare providers across Bath and North East Somerset. The type of provision ranged from Pre-Schools, Day Nurseries, Breakfast/After School clubs, Holiday Play Schemes, Childminders to Children Centre provision. Providers from the Private, Voluntary and Independent section were represented.  
  
The questionnaire gathered the providers' views on the availability of childcare in their area, their own sustainability, and their capacity.
- **Employers**  
Employers within Bath and North East Somerset who are registered with Business Link were sent a questionnaire asking for their views on the availability of childcare. They were also asked what support they provided their employees with regards to accessing childcare.

- **Governing bodies of maintained schools and proprietors of schools other than maintained schools.**  
A link to the consultation was distributed through the Merlin information sharing system, allowing Governing bodies to formally respond to the draft consultation.
- **Neighbouring authorities**  
Informal consultation has taken place between the neighbouring authorities during regional events.

## Appendix F – Questionnaires

### Parent Questionnaire



#### Is there enough Childcare to allow you to Work, Train or Study?

By completing this questionnaire you will tell us whether you think there is enough childcare available in your area.

Childcare is defined as "anyone else looking after your child especially when you are at work, training or studying". As well as formal care by Day Nurseries, Pre Schools, Out of School Clubs and Childminders this may include informal care provided by family, friends and neighbours. For older children supervised activities after school and during holiday times may enable a parent/carer to go to work.

**Confidentiality** All data on the completed questionnaires will be treated confidentially. Individual responses will not be identified or passed to any third party.

**Free Draw** As a thank you, all parents/carers who return a questionnaire can choose to enter a free draw for a £100 shopping voucher. If you wish to be included in the draw please enter your contact details at the end of the questionnaire. These details will not be stored or used for any other purpose. The draw will take place on Friday 14 May 2010 and the winner will be notified shortly afterwards.

Please return the completed questionnaire, as soon as possible, in the enclosed FREEPOST envelope or to:

Bath & North East Somerset Council  
Early Years and Extended Services  
Childcare Sufficiency Questionnaire  
FREEPOST NAT11612  
Bristol  
BS31 1LA

If you would like to complete this questionnaire online please go to : [www.bathnes.gov.uk](http://www.bathnes.gov.uk) click on **Have Your Say** and then select **Bath and North East Somerset Childcare Sufficiency Survey - 2010** from the **Consultation Calendar**.

**Thank you very much for your help**

---

Q1	Are you?	Female	<input type="checkbox"/>	Male	<input type="checkbox"/>	
Q2	Is your family?	Two parent family	<input type="checkbox"/>	Single parent family	<input type="checkbox"/>	Other <input type="checkbox"/>
Q3	How many children live with you and how old are they?					Disabled Children Age 15-17
	How old are they? Enter the number of children within each age group	Age 0-2	Age 3-4	Age 5-7	Age 8-10	Age 11-14
	Do you claim Disability Living Allowance? Enter the number of children for whom you claim	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PTO to continue:

Q4 Do you work? (include working from home and voluntary work)

Full time work	<input type="checkbox"/>	Full time parent	<input type="checkbox"/>
Part time work 16 hours or more per week	<input type="checkbox"/>	Training/Studying	<input type="checkbox"/>
Part time work less than 16 hours per week	<input type="checkbox"/>	No - Looking for work	<input type="checkbox"/>
		Other	<input type="checkbox"/>

Q5 If a two parent family: Does your partner work? (include working from home and voluntary work)

Full time work	<input type="checkbox"/>	Full time parent	<input type="checkbox"/>
Part time work 16 hours or more per week	<input type="checkbox"/>	Training/Studying	<input type="checkbox"/>
Part time work less than 16 hours per week	<input type="checkbox"/>	No - Looking for work	<input type="checkbox"/>
		Other	<input type="checkbox"/>

Q6 Do you currently rely on any of the following childcare provision for your children? Rely indicates regular use that you would struggle to be without. (please enter the number of children using each type)

	Age 0-2	Age 3-4	Age 5-7	Age 8-10	Age 11-14	Disabled Children Age 15-17
After School Club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Breakfast Club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Childminder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creche	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family Link Carer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family Members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friends and neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holiday Club/Activities/Sports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nanny/Au pair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outreach - Carer taking child outside the home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Assistant - direct payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preschool, Playgroup, Day/School Nursery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised Activities afterschool on school site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None - do not use childcare - go to Q10	<input type="checkbox"/>					

Q7 What is the main reason for using childcare? (please tick one)

To allow myself and/or partner to work, train or study	<input type="checkbox"/>	To allow my child to socialise and play	<input type="checkbox"/>
To allow myself and/or partner to socialise	<input type="checkbox"/>	Other please specify	<input type="text"/>

Q8 When do you need this childcare? (please tick all that apply)

Term Time Only	<input type="checkbox"/>	School Holidays Only	<input type="checkbox"/>	All Year	<input type="checkbox"/>
Normal School Hours	<input type="checkbox"/>	School Holidays part time	<input type="checkbox"/>	Evenings	<input type="checkbox"/>
Before School	<input type="checkbox"/>	School Holidays full time	<input type="checkbox"/>	Overnight	<input type="checkbox"/>
After School	<input type="checkbox"/>	Other please specify	<input type="text"/>		

Q9 If using formal childcare, how satisfied are you with your current provider?

Please score each service you use. Enter a score for each aspect :-

1 = Poor, 2 = Satisfactory, 3 = Good, 4 = Excellent

	Location	Opening Hours	Cost	Staff/ Carer	Reliability	Meets your child's needs
After School Club	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Breakfast Club	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Childminder	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Creche	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Family Link Carer	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Holiday Club/Activities/Sports	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Nanny/Au pair	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Outreach - Carertaking child outside the home	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Personal Assistant - direct payment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Preschool, Playgroup, Day/School Nursery	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Supervised Activities afterschool at school	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Any comments

Q10 If you don't use childcare for some or all of your children, please tell us why? (tick all that apply)

	Age 0-2	Age 3-4	Age 5-7	Age 8-10	Age 11-14	Disabled Children Age 15-17
Prefer to look after my children myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am able to work around school hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My child doesn't need it - too old	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is no suitable childcare available because :-						
Cannot find childcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of transport - access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language or cultural reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My child needs additional support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opening hours are not suitable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poor quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too expensive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tried but my child did not like it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unable to include my child	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments?

Q11 In the last year, have childcare issues prevented you (or your partner) from starting or continuing in work or training? (please tick one)

No  Yes

If yes - please describe the problem

Q12 Are you aware of the following? If so, have you qualified or used any of them in the last year?  
(please tick whether you have heard of them and if so, whether you have used or qualified for them)

	Aware of	Qualified for	Used
Child Tax Credit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working Families Tax Credit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early Years Entitlement (formerly Nursery Education Grant)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train to Gain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care to Learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers Allowance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability Living Allowance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employers Childcare Voucher Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 Please complete if your child is 3 or 4 years old.  
Early Years Entitlement helps pay for pre-school education for children over the age of 3. There is a maximum entitlement of 12.5 hours of nursery education per week with some settings providing 15 hours.  
Does your child attend for their maximum entitlement per week? (please tick one)

Yes  No - Can't get more hours  No - Don't want more hours

Q14 What is your ethnic group?

White	British	<input type="checkbox"/>	Asian or Asian British	Indian	<input type="checkbox"/>
	Irish	<input type="checkbox"/>		Pakistani	<input type="checkbox"/>
	Eastern European	<input type="checkbox"/>		Bangladeshi	<input type="checkbox"/>
	Any other white background	<input type="checkbox"/>		Any other Asian background	<input type="checkbox"/>
Dual Heritage (tick all that apply)	Black Caribbean	<input type="checkbox"/>	Black or Black British	Caribbean	<input type="checkbox"/>
	Black African	<input type="checkbox"/>		African	<input type="checkbox"/>
	Asian	<input type="checkbox"/>		Any other Black background	<input type="checkbox"/>
	Chinese	<input type="checkbox"/>	Chinese or other ethnic group	Chinese	<input type="checkbox"/>
	White	<input type="checkbox"/>		South East Asian	<input type="checkbox"/>
	Any other Mixed background	<input type="checkbox"/>		Any other	<input type="checkbox"/>

Q15 Do you consider yourself disabled? Yes  No  Prefer not to say

Q16 If a two parent family: is your partner disabled? Yes  No  Prefer not to say

Q17 What is your postcode? e.g. BA1 4GA

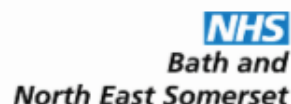
Q18 Any comments

Q19 Free Draw: Please enter your name and contact telephone number.

**If you require any information about childcare please call our Family Information Service on 0800 073 1214**

**Thank you for your help - Please return your questionnaire in the Freepost Envelope provided or to your child's setting**

# Early Years Entitlement Providers Questionnaire



## Bath and North East Somerset Childcare Survey 2010 - EYE Providers

Please check that the following information is correct. If any details are incorrect please amend as appropriate.

Setting Name and Address :

3-24 Playgroup  
The Portacabin, School Drive, Chandag Road,  
Keynsham, BS31 1PQ

Contact Name :

Mrs Nicola Burton

We are interested in your views as to whether or not there are enough childcare places in the area around your setting. Please read the following statements and for each one indicate how much you agree or disagree by putting a tick in the relevant box.

	strongly agree	agree	disagree	strongly disagree	not sure
There is sufficient childcare provision locally to meet the needs of parents/carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am confident that my setting is sustainable over the next 1 to 2 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where late or non payment of fees has occurred we are able to implement strategies to resolve these effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The 50% advance for Early Years Entitlement is enough to ensure good cashflow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The current Early Years Entitlement funding under the Single Funding Formula is sufficient to ensure the sustainability of my setting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please answer the following questions

	Under2	2	3 - 4	5 - 7
Q1 What is the maximum capacity of your setting by each age range:-	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Not all settings are sufficiently staffed or choose not to operate at their maximum capacity. Your Chosen capacity is the number of children you choose to accommodate at any one time.				
	Under2	2	3 - 4	5 - 7
Q2 Settings Chosen capacity within each age range	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

PTO



Q3 Do you currently have any vacancies? Yes  No

Q4 If you have vacancies, please insert the number of vacancies for each age range for this week

	Under2		2		3 - 4		5 - 7	
	am	pm	am	pm	am	pm	am	pm
Monday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tuesday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Wednesday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Thursday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Friday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Q5 How would you best describe the vacancies for each age range at your setting?  
(please tick one box per age group)

	Under2	2	3 - 4	5 - 7
We always have vacancies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We usually have vacancies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We occasionally have vacancies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any vacancies are filled immediately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 Do you maintain a waiting list? Yes  No

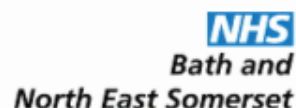
Q7 If yes, please insert the number of children in each age group who are waiting for a place now

	Under2	2	3 - 4	5 - 7
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Q8 Any other comments

Thank you for completing the questionnaire. Please return by 9 April 2010 in the enclosed FREEPOST envelope or to:  
Bath & North East Somerset Council, Early Years and Extended Services, Childcare Sufficiency Questionnaire, FREEPOST NAT11612, Bristol BS31 1LA

# Out of School Childcare Providers Questionnaire



## Bath and North East Somerset Childcare Survey 2010 - Out of School Childcare Providers

Please check that the following information is correct. If any details are incorrect please amend as appropriate.

Setting Name and Address :

Bathampton Primary Breakfast Club

Bathampton Primary School, Tyning Road, Bathampton, Bath,  
BA2 6TQ

Contact Name and Address :

Bathampton Primary School

We are interested in your views as to whether or not there are enough childcare places in the area around your setting.

Please read the following statements and for each one indicate how much you agree or disagree by putting a tick in the relevant box.

	strongly agree	agree	disagree	strongly disagree	not sure
There is sufficient childcare provision locally to meet the needs of parents/carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am confident that my setting is sustainable over the next 1 to 2 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where late or non payment of fees has occurred we are able to implement strategies to resolve these effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please answer the following questions

Q1 What is the maximum capacity of your setting by each age range:-

	Under 2	2	3 - 4	5 - 7	8 - 10	11 - 14	Disabled Children 14 - 17
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 Not all settings are sufficiently staffed or choose not to operate at their maximum capacity. Your Chosen capacity is the number of children you choose to accommodate at any one time.

Setting's Chosen capacity within each age range

	Under 2	2	3 - 4	5 - 7	8 - 10	11 - 14	Disabled Children 14 - 17
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Do you currently have any vacancies?

Yes

No

Not applicable

PTD to continue:

Q4 If you do have vacancies, please insert the number of vacancies for each age range for this week

	Under2		2		3 - 4		5 - 7		8 - 10		11 - 14		Disabled Children 14 - 17	
	am	pm	am	pm	am	pm	am	pm	am	pm	am	pm	am	pm
	Monday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tuesday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Wednesday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Thursday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Friday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Q5 How would you best describe the vacancies for each age range at your setting?  
(please tick one box per age group)

	Under2	2	3 - 4	5 - 7	8 - 10	11 - 14	Disabled Children 14 - 17
I always have vacancies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I usually have vacancies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I occasionally have vacancies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any vacancies are filled immediately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 Do you maintain a waiting list?

Yes  No

Q7 If yes, please insert the number of children in each age group who are waiting for a place now.

	Under2	2	3 - 4	5 - 7	8 - 10	11 - 14	Disabled Children 14 - 17
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Q8 Any other comments?

Thank you for completing the questionnaire. Please return by 31st August 2010 in the enclosed FREEPOST envelope or to:

Childcare Sufficiency Audit, Early Years, 1st Floor, Riverside, Temple Street, Keynsham, BS31 1LA

## Employers Questionnaire

### Employers Childcare Survey - 2010

Q1 Company Name :

Address :

Postcode :

Q2 Type of Business :

- |                                         |                          |                                                      |                          |
|-----------------------------------------|--------------------------|------------------------------------------------------|--------------------------|
| Agriculture, forestry and fishing       | <input type="checkbox"/> | Manufacturing                                        | <input type="checkbox"/> |
| Art, sports, recreation and tourism     | <input type="checkbox"/> | Media and creative                                   | <input type="checkbox"/> |
| Catering and accommodation              | <input type="checkbox"/> | Personal services e.g. spiritual, cosmetic, domestic | <input type="checkbox"/> |
| Construction                            | <input type="checkbox"/> | Professional and business services                   | <input type="checkbox"/> |
| Education and Training                  | <input type="checkbox"/> | Retail, hire or repair                               | <input type="checkbox"/> |
| Health, social care and public services | <input type="checkbox"/> | Wholesale, storage or transport                      | <input type="checkbox"/> |
| IT and telecommunications               | <input type="checkbox"/> | Other (please specify)                               | <input type="text"/>     |
| Mining, energy and utilities            | <input type="checkbox"/> |                                                      |                          |

Q3 How many employees do you have?

- Please tick one
- |                      |                          |
|----------------------|--------------------------|
| None - Self Employed | <input type="checkbox"/> |
| 1 - 10               | <input type="checkbox"/> |
| 11 - 100             | <input type="checkbox"/> |
| 101 - 500            | <input type="checkbox"/> |
| 501 or more          | <input type="checkbox"/> |

Q4 Do a significant number of your staff usually work:

- Please tick all that apply
- |                                      |                          |
|--------------------------------------|--------------------------|
| Office hours e.g. 8am - 6pm weekdays | <input type="checkbox"/> |
| Evenings after 6pm weekdays          | <input type="checkbox"/> |
| Mornings before 8am                  | <input type="checkbox"/> |
| Overnight                            | <input type="checkbox"/> |
| Weekends                             | <input type="checkbox"/> |

Q5 Do you have a workplace nursery? Yes  No  No, but considering it

Q6 Do you offer any of the following to your staff ?

- Please tick all that apply
- |                                                        |                          |
|--------------------------------------------------------|--------------------------|
| Childcare vouchers (including Salary Sacrifice Scheme) | <input type="checkbox"/> |
| Help with claiming tax credits                         | <input type="checkbox"/> |
| Information about the local Family Information Service | <input type="checkbox"/> |
| None of the above                                      | <input type="checkbox"/> |

PTO

Q7 Do you offer your employees any of the following flexible working arrangements?

Please tick all that apply

- |                                           |                          |
|-------------------------------------------|--------------------------|
| Flexitime                                 | <input type="checkbox"/> |
| Paternity or adoption leave               | <input type="checkbox"/> |
| Part time working during school hours     | <input type="checkbox"/> |
| Phased return to work following maternity | <input type="checkbox"/> |
| Term time working                         | <input type="checkbox"/> |
| Working from home                         | <input type="checkbox"/> |
| Not applicable                            | <input type="checkbox"/> |
| Other arrangements (please specify)       | <input type="checkbox"/> |

Q8 In the last 12 months, have you experienced any of the following because staff were unable to find suitable childcare?

Please tick all that apply

- |                                                                 |                          |
|-----------------------------------------------------------------|--------------------------|
| Increase in sickness or absence                                 | <input type="checkbox"/> |
| Job offers being turned down by potential recruits              | <input type="checkbox"/> |
| <u>Staff unable to return to work following maternity leave</u> | <input type="checkbox"/> |
| Working time /training opportunities lost                       | <input type="checkbox"/> |
| None of the above                                               | <input type="checkbox"/> |

Q9 What was the impact on your business?

Please tick one

- |                      |                          |
|----------------------|--------------------------|
| Not significant      | <input type="checkbox"/> |
| Slightly significant | <input type="checkbox"/> |
| Significant          | <input type="checkbox"/> |
| Very significant     | <input type="checkbox"/> |

Q10 What childcare support / solutions would provide the most help to your business?

Q11 Are you aware that your local Family Information Service offers free support to parents to help them find suitable childcare and early years education for their children?

Please tick one

- |     |                          |    |                          |        |                          |
|-----|--------------------------|----|--------------------------|--------|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | Unsure | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|--------|--------------------------|

If you wish to discuss any of the Family Friendly options shown in Q6 & Q7 above please contact Family Information Service :  
Freephone 0800 073 1214 or email [fis@bathnes.gov.uk](mailto:fis@bathnes.gov.uk)

Thank you for completing the questionnaire. Please return in the enclosed FREEPOST envelope or to:  
Childcare Sufficiency Audit, Early Years, 1st Floor, Riverside, Temple Street, Keynsham, BS31 1LA

## Appendix G

### Children in receipt of Disability Living Allowance – Parent Consultation

Parents/guardians of children with disabilities encounter significantly greater difficulty in finding childcare (42%) than those without a disabled child (23%).

This is not a geographical problem (see maps), and none of the respondents identified a lack of transport/access as a reason for not finding suitable childcare.

A disabled child's needs are personal and specific, making the barriers to childcare very varied. The majority of parents simply stated that they couldn't find childcare, although a significant proportion identified a lack of specialist support and expense as the main barriers.

### Method and Results

As part of the Childcare Sufficiency consultation 152 parents/guardians, who are on the Link Register, were sent a questionnaire.

Fifty questionnaires (33%) were returned and of these 21 (42%) said they had experienced difficulties in starting or continuing work/training during the last year.

The corresponding proportions for parents/guardians of children without disabilities, was 24% of questionnaires returned, of which 23% experienced difficulties in starting or continuing work/training during the last year.

### Lack of Childcare for children in receipt of DLA - Reasons

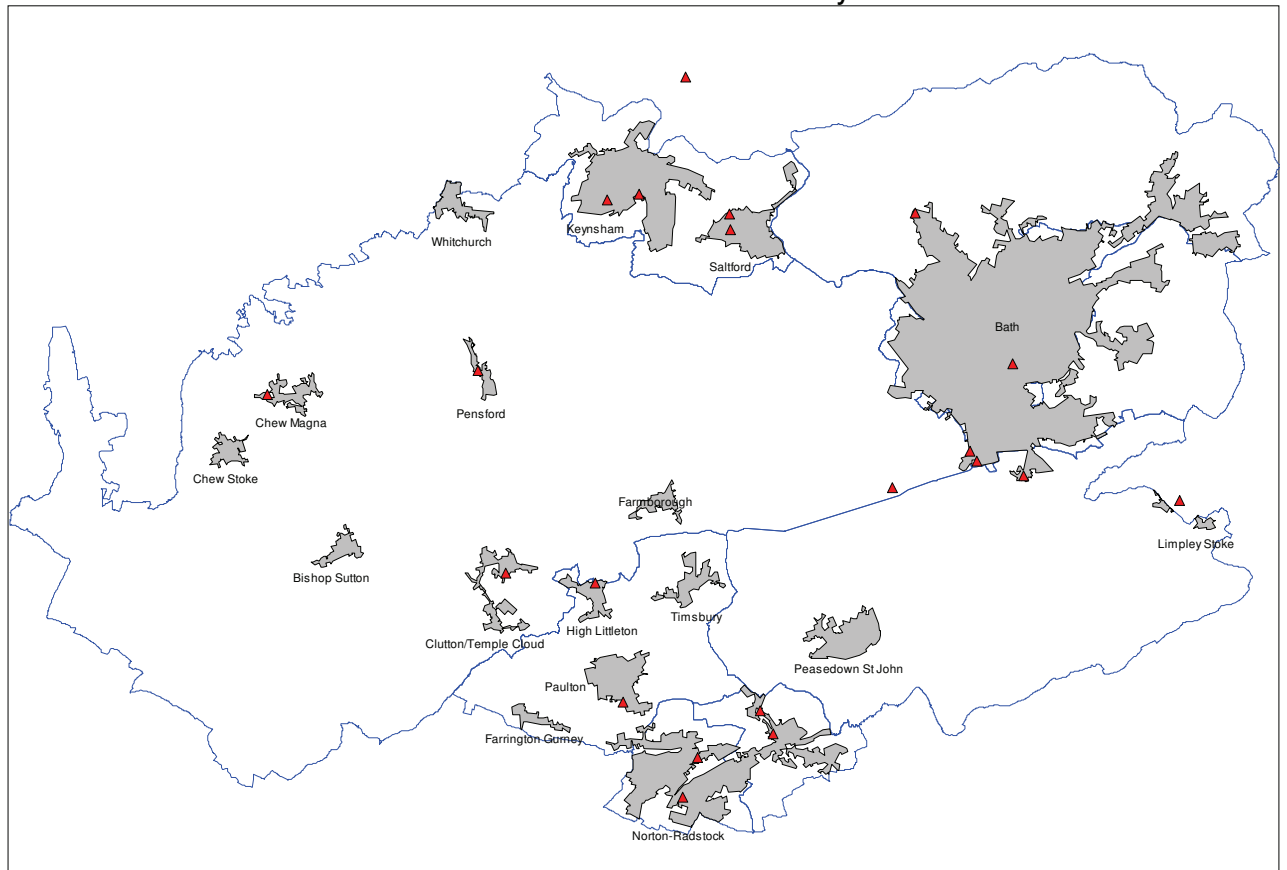
	Age						Total	%
	Under 2	3 to 4	5 to 7	8 to 10	11 to 14	14 to 17		
Prefer to look after my children myself					1	1	2	9.52
I am able to work around school hours			1		1		2	9.52
My child doesn't need it - too old					1	1	2	9.52
Cannot find childcare	2	2	1			1	6	28.57
Lack of transport - access								

Language or cultural reasons								
My child needs additional support	1	1			1		3	14.29
Opening hours are not suitable	1	1					2	9.52
Poor quality								
Too expensive	1	1	1				3	14.29
Tried but my child/children did not like it								
Unable to include my child		1					1	4.76
Other (please specify)								
Some of the respondents did not give a specific reason for not using childcare although they said a lack of childcare prevented them from working								

### Lack of Childcare for children in receipt of DLA – Comments

- Unable to find reasonable funds for them to attend any clubs or how to find them and get in touch with them. If any where available. I have not been able to work or support my children.
- Due to my unsociable hours whilst training to be a nurse, hard for my husband to fit in around me and childcare
- Closures
- Had awful trouble trying to get a carers break through the take a break project because of childcare availability
- Would like to work more hours - lack of after school club/breakfast club/childminder preventing me. Breakfast Club only runs two days per week
- Sickness - we are the only ones able to lift our eldest child
- Pre-School doesn't open during holidays but couldn't afford to pay for childcare during holidays. No Government funded childcare in holiday times means I have to limit my work or take children with me
- No after school care with transport. Also getting to appointments i.e. physiotherapy, there's a health barrier with lack of childcare
- My Husband often works away making it hard for me to go out and occasionally attend college which is at weekends. I cannot attend anything in the evenings because of this

- Inadequate choice of childcare meant my wife had to turn down interview for job
- I occasionally need to travel for work, this means I need to leave before the boys go to school and come back after they finish their after school activities. I could not do this travel. This will eventually damage my career
- Child needed full time care for 8 weeks due to illness
- No one to look after child with ASD when not at school or unwell or inset days. Had to take carers leave
- My child's needs are complex and he requires specialist trained carers - hard to find and train. I cannot contemplate working full time in a conventional job as there is no way I could find care for my son during school holidays
- Finding childcare for 3 children (1 of who is severely disabled) during school holidays
- We are both self employed and can only accept work when we have care arrangements
- Stress from dealing with a disabled child and the fact that she needs occupying all the time. She has tried to commit suicide twice.
- Picking up from school
- No one to have him after school so can't work all day



Parents of children in receipt of Disability Living Allowance who have experienced difficulties in starting or continuing work/training during the last year.



## Appendix H - Draft Report - Consultation Responses

Below are a selection of responses made to the Draft Report – those that were of a very personal nature have been omitted.

<p>The experience of the DCATCH initiative is that there are problems of accessing child care for disabled children in the rural areas in particular the Chew Valley area. The other issues are economic, the cost of child care and the possible loss of benefits in returning to work . The other major issue is the confidence of parents in the care that would be provided to their children .</p>
<p>This is a very comprehensive report and the results have shown good progress. I am surprised by the 100% compliance with the Extended Schools Core Offer, but I think that this is not generally well publicised by the schools themselves. Having looked on some websites this level of service is not transparent.</p>
<p>As part of the Children in Care and Moving on Team I dont professionally come into contact with early years provision except when a careleaver has a child and wants to access education and needs childcare provision. I am aware of CaretoLearn and their financial support has been really helpful. The careleaver accessed nursery provision through this scheme which was a positive for her, enabling her to engage in further education.The parent was happy with the quality of the provision.</p>
<p>It is of concern to me that there is a lack of choice of childcare provision in order to take up employment once children start school, it is important that there is a choice, particularly if the care is provided by the private sector as otherwise there is no incentive for the provider to try to achieve high standards.</p> <p>For instance I would like a breakfast club 4 days a week for my children from September but this does not seem to be possible at Bathwick St Mary where they will go to school. The choice for after school / holiday care is not a lot broader for this school. One of my daughters is currently 3 1/2 but none of the nursery clases in Bath offer long enough sessions to enable me to pick up my daughter from Bathwick when I finish work and then get to another school where a nursery class is held - this would be my preference for her care, so instead I send her to a nursery and she is not getting as structured an education as her sister was able to get in St Andrews nursery class which I felt was excellent.</p>
<p>I fail entirely to see how the third sector organisations which engage with children and young people can possibly fulfil the Government's 'Big Society' objectives while with the other hand local government financial support for these organisations is being drastically cut or even eliminated. I am a Trustee of Off the Record B&amp;NES, and know well the value of the work that we do. (The 'Big Society' has been going on for many years, actually, Mr Cameron.) It seems almost impossible that we will be able to continue - let alone expand - all of our services for children and young people. B&amp;NES has been funding our counselling service - which is core to everything we do - to the tune of £60,000 per year, and that funding is being entirely withdrawn. We are fighting hard, and will continue to do so, but we face an enormous task. The children and young people whom we serve will be the ones who lose out - not to mention our staff and our many volunteers. Find something else to cut, B&amp;NES - don't wait until a young person is driven to some drastic measure because he or she no longer has the support of Off the Record.</p>
<p>As an Authority it is felt that BANES is one of the best with relation to childcare provision and has a good understanding of its main community and their needs. As a councillor the feedback I get is mainly positive, although there are areas of concern which I will address.</p> <p>Overall it is felt that BANES is both aware and on top of the statutory requirements in 2011.</p> <p>The areas of concern:</p> <p>I would like to see a new policy group concerned exclusively and independently of OFSTED constituted to vet all those who have contact with young children, above and beyond the existing regulation. Time after time I hear worry from parents and feel that worry is a major deterrent to taking up childcare opportunity and in so doing is a major deterrent to mothers in particular, seeking employment/further training.</p> <p>I cannot overstate the impact of the above, there is low confidence in the current situation</p>

regarding child safety, recent high-profile cases-Birmingham for example- where OFSTED have so manifestly failed in their duty only fuel-and rightly so-parental concern. We want to see BANES doing more to reassurance.

Secondly, in rural areas the Youth provision is not of uniformly high quality, I'll cite Timsbury YC and Peasedown YC as underfunded and consequently under-performing, more young people would go if they were better. This is not a staffing criticism but a resources one.

Thirdly, both childcare and YC are not accessible to all my Parishioners due to the unreliability and high cost of transport, we could do with more outreach in both areas, we feel neglected to some extent by the Council in favour of the urban centres like Bath. This feeling has solid foundation and should be addressed. Personally I realise that resources need to be spent, especially in times of austerity, where they benefit the most people, but do feel that BANES have not quite got that balance right, it is worth taking a second look.

The same need for more outreach-and publicity of the services on offer needs to extend to the deprived urban areas as well, Snow Hill springs to mind. Although part of Bath there are many in those areas who feel cut-off and overlooked, even abandoned-a word I have heard used, there is a feeling "they don't care about us", that isn't true, but is an area where more effort needs to be made, particularly visibility

Finally, of course-cost of childcare is likely to rise and this is a problem for poorer families as we know. I urge all to keep the pressure on the government and continually monitor ourselves to maximise the assistance we can give these families. Helping to mobilise local charitable or residents' organisations (with regard perhaps to transport?) would help, as would assistance and local advice in forming self-help groups of various types, Faith groups can and are willing to help.

None of these can fill the economic hole, but they can make it less deep, we need, as an authority to seek out and muster all available resources at this time, not to merely fulfil our obligations, but to go further as an example to others. Dr Ian C E Hale.

The document says:

"childcare 8:00am - 6:00pm, 48 weeks a year for primary schools"

and

"100% of Bath and North East Somerset Schools offered the full core offer as at September 2010."

The primary school my children attend certainly does not offer 8-6 care outside school terms - and I question the accuracy of this statement for a number of other schools as well.

On a more general note, my experience is that finding childcare for school age children is fairly straightforward and there are plenty of options, but finding childcare for preschool children (and in particular 0-2 year olds) is far more difficult and you are much more likely to find that you are put on a waiting list or that they cannot accommodate the hours you have to work.

Table "Typical Working Patterns" on p7 of the Summary document, indicating interrelationships between parental occupation is misleading. Data should be only displayed for the top half of the table. My reasons are this: it doesn't matter who filled in the questionnaire, the important thing is showing the relationship between the occupations of Parent A vs Parent B. So, for example, it would be more useful to show that 10 families had Parent A in full-time work and Parent B looking for work, rather than saying "where the respondent was in Full-Time work, 2 had partners looking for work; and where the respondent was looking for work, 8 had partners in full-time work". It is an unnecessary complication of the data presentation.

On a more philosophical level, has the question been asked (I can't believe it hasn't) of "is it a good thing to encourage both parents to work at the expense of time with their children?" In my experience, children who do not have the benefit of extended time with good parental role models do suffer more with bad and unsociable behaviour. On a purely anecdotal level, many of the worst behaved children in our immediate area are those who do not benefit by having a parent to meet them after school, and who spend much of their time obviously bored and looking for something to do of an evening. I do not believe that "anybody" will do. In my experience, nothing compares to parental role models. We are very lucky. As two professionals, we have been able

to reduce our hours such that we do have that luxury, and I appreciate that we are very much in the minority. But I am sure studies would bear out this hypothesis, and would show, in turn, a commensurate reduction in social costs later on in adolescence and onwards.

Early years provision sounds great but too late for my kids who are 9 and 12!. Poor provision of interesting / relevant and local schemes for older kids skimmed over and not addressed. If activities have been taking place must have been poorly advertised as my kids at two different schools and never heard about anything from either school ( and please when arranged not all sports related - don't assume all boys like football!!!).

It is vital that we invest in young people. Cutting services is a false saving as it would lead to greater expenditure in the long run, for example on health services and on the consequences of increased crime. It would also lead to a less fulfilled and contented society. I am especially interested in the work of Off The Record and its contribution to supporting young people in the area, helping them to improve their health, their ability to forge mature relationships, and their capacity to contribute to society. It also enables some to complete their education and thereby fulfill their potential. Cutting funding to such services is misguided and potentially damaging to the community.

On the whole I agree with the council's position and plans for the future. The one area that clearly needs further addressing though, is that of provision for disabled children. Although the numbers of views returned about personal assistants was low - the lower levels of satisfaction were quite striking when viewed against the generally very positive wider picture. As the number of disabled children holding a Personal Budget is likely to increase over the coming years, I think the Council should try to investigate the reasons behind the responses and seek to ensure that the quality and availability of childcare provided to disabled children is improved.

Thank you for the invitation to comment on this consultation. My children are now 15, 12 and 10. I last regularly used childcare between 14-6 years ago for pre-school care using a private nursery, a playgroup and a state school nursery class. I was satisfied with the childcare available then and was particularly pleased with the provision of childcare at the playgroup and the state school nursery (which has unfortunately since closed). Since my children started school I have not needed childcare as I have been able to arrange my working hours so I have been able to look after my children myself. I am aware that the primary school where my youngest child attends has an after-school club. During the last summer break from school my youngest child attended a holiday club run by the council at Weston and she really enjoyed this. The facilities available were great, the staff were fantastic and, as it was free, it represented great value for money! She attended this for entertainment rather than out of necessity. I hope these comments have been helpful.

**Appendix I - Comments and recommendations from Overview and Scrutiny Committee 17<sup>th</sup> January 2011**

The Panel RESOLVED to agree that:

(i) Sufficient quality and sustainable childcare is important for a thriving local economy, both for the user and those employed in childcare.

(ii) At a later date the Panel will review, comment and endorse the action plan arising from the final published Childcare Sufficiency Report 2011.

## 2011 Childcare Sufficiency Action Plan

### Introductory vision

Bath and North East Somerset has a role to enable parents to access sufficient childcare provision to meet the requirements of parents in the local authority's area who require childcare in order to enable them to take up, or remain in work, or undertake education or training which could reasonably be expected to assist them to obtain work.

### Childcare Sufficiency Assessment (CSA) 2011 - Key findings and recommendations

#### Key Findings

- there has been a notable increase in childcare provision since the last report with relatively stable population growth
- newly established provision may not always provide places where they are needed the most
- the Bath area has seen an influx of baby and very young age provision, however working families with pre school age children may experience difficulties finding provision which is totally flexible, although some providers offer holiday/breakfast/after-school provision alongside the provision for very young children
- the majority of providers are happy with the level of childcare in their local area, with the exception of Paulton and Chew Valley. The completion of the Children's Centres at Chew Valley and Paulton will help to alleviate the shortage in provision experienced by some families
- families with disabled children report encountering significantly greater difficulty in finding childcare across the whole of Bath and North East Somerset.

#### Recommendations

- the reports on the levels of provision contained within the childcare sufficiency assessment to be refreshed every 6 months, and the results published on the Bath and North East Somerset website
- the majority of providers are confident that their business is sustainable over the next two years. However, 42% of providers had seen a negative effect on their business from the current economic climate. Bath and North East Somerset should continue to monitor the impact of the economy on provision and provide strategies for market management in order to sustain existing quality provision, or in areas of shortfall to encourage new entrants into the childcare market
- to plan the expansion of the two year old funding from 10 hours per week to 15 hours per week term time only, to be implemented from 2013

- to evaluate the DCATCH initiative during 2011 and implement the recommended actions to improve the sufficiency of childcare for disabled children
- to publish an action plan in line with the childcare sufficiency report and will be reviewed every 6 months with an update on progress made and outcomes achieved

## **Priorities**

In addition to the above the following are required to be planned for

- meeting the Children and Young People's Plan (CYPP) outcomes
- ensuring there are sufficient two year old places to enable take up of the two year old early education pilot as there is a lack of two year old provision in some areas, and a lack of good quality provision in some areas. This will be developed through Early Years Quality Improvement Support Programme (EYQISP) and the Baby Quality Scheme. This will therefore be a longer term target.
- ensuring there are sufficient three and four year old entitlement places within the guidelines of the Childcare Act 2006.
- using EYQISP to drive quality improvement in three and four year old entitlement provision.
- ensuring there are sufficient out of school places for working families by managing the demand for places and ensuring that settings are not created but then closing due to lack of demand
- improving the take up of tax credits
- supporting setting to achieve sustainability
- increase the number of Childminders where demand exists, ensuring that they are a sustainable long term business
- monitoring DCATCH outcomes which will increase parental confidence around provision for disabled children.

## Action Plan

<b>Task</b>	<b>Timescale</b>	<b>Resources available</b>	<b>Team or officer responsible</b>	<b>Link to other Council strategies</b>	<b>Outcome</b>
Ensuring sufficient two year old places	25% of two year old children by 2013	Early Intervention Grant	Planning and Performance Team Early Years Foundation Stage Team	Children and Young People's Plan	100% take up of funded places by eligible two year old children
Ensuring sufficient three and four year old entitlement places	Ongoing requirement since 2004	Direct Schools Grant Early Intervention Grant	Planning and Performance Team	Children and Young People's Plan	100% take up of early years entitlement places by three and four year old children
Increase the number of sustainable childminders in the most appropriate areas	2011 to 2014 as required and monitored through the CSA	Early Intervention Grant	Childminding Support Team Family Information Service	Children and Young People's Plan Core Strategy Sustainable Community Strategy	Reduction in the areas of under supply
Increase provision in areas of under supply: <ul style="list-style-type: none"> <li>○ Twerton</li> <li>○ Paulton</li> <li>○ Radstock</li> </ul>	2011 to 2014 as required and monitored through the CSA	Early Intervention Grant Planning Obligations Supplementary Planning Document (SPD)	Planning and Performance Team	Children and Young People's Plan Core Strategy Sustainable	Opening of Children's Centres with childcare provision in Paulton and Radstock

<b>Task</b>	<b>Timescale</b>	<b>Resources available</b>	<b>Team or officer responsible</b>	<b>Link to other Council strategies</b>	<b>Outcome</b>
				Community Strategy	Increase in provision for two year olds and three and four year old children in Twerton.
Continuation of market management and business support provision	2011 to 2014 as required and monitored through the CSA	Early Intervention Grant Planning Obligations Supplementary Planning Document (SPD)	Planning and Performance Team	Children and Young People's Plan Core Strategy Sustainable Community Strategy	Greater sustainability of provision across Bath and North East Somerset.  Timely identification of areas of undersupply.
Positive marketing of childcare provider in gap areas	2011 - 2014		Family Information Service		New provision and more child places in areas of under provision
Continue to offer support to families, including take up of benefits	2011 to 2014	Early Intervention Grant	Family Information Service Children's Centres	Children and Young People's Plan	Monthly monitoring of outcomes see FIS Business Plan
Monitoring DCATCH outcomes	March 2011	Early Intervention Grant	DCATCH steering group	Children and Young People's Plan	Summary Report 31 March 2011
Continue to support new	2011 to 2014	Early Intervention	Planning and	Children and	Sustainable and



<b>Task</b>	<b>Timescale</b>	<b>Resources available</b>	<b>Team or officer responsible</b>	<b>Link to other Council strategies</b>	<b>Outcome</b>
provision and existing provision		Grant	Performance Team Early Years Foundation Stage Team Family Information Service	Young People's Plan	developing provision across Bath and North East Somerset
Expansion of places following housing development from capital receipts from Planning Obligations (Section 106) developer contributions.	2011 to 2014	Planning Obligations (SPD)	Planning and Performance Team	Core Strategy Sustainable Community Strategy	
Produce twice yearly updates of sufficiency data by children's centre areas.	2011 to 2014	Early Intervention Grant	Planning and Performance Team	Children and Young People's Plan	
Continue to provide support to families to access appropriate childcare, continue to evaluate enquiries	2011 to 2014	Early Intervention Grant	Family Information Service	Children and Young People's Plan	Monthly monitoring of outcomes see FIS Business Plan
Design a voluntary register information pack to organisations seeking to set up Distribute a voluntary register information pack to organisations running and seeking to set up	2011 to 2014	Early Intervention Grant	Early Years Foundation Stage Team Family Information Service	Children and Young People's Plan	

Task	Timescale	Resources available	Team or officer responsible	Link to other Council strategies	Outcome
Provide more detailed information about nanny agencies to parents to enable greater informed choice	2011 to 2014	Early Intervention Grant	Family Information Service	Children and Young People's Plan	Providing an alternative to families not able to access provision locally

Other strategies and plans which link to Childcare Sufficiency can be found in the following locations:

Page 1

**Children and Young People's Plan:** <http://www.bathnes.gov.uk/councilanddemocracy/policiesplans/cypp/Pages/default.aspx>

**Sustainable Community Strategy:**

<http://www.bathnes.gov.uk/SiteCollectionDocuments/Community%20and%20Living/Sustainable%20Community%20Strategy.pdf>

**Core Strategy:**

<http://www.bathnes.gov.uk/environmentandplanning/planning/localdevelopmentscheme/Pages/corestrategy.asp>

<b>Bath &amp; North East Somerset Council</b>	
MEETING:	Early Years, Children and Youth Policy Development and Scrutiny
MEETING DATE:	18 July 2011
TITLE:	Youth Justice Plan 2010-11
WARD:	ALL
<b>AN OPEN PUBLIC ITEM</b>	
<b>List of attachments to this report:</b>	
National Indicator Performance Report 2010-11	
Final Review of Youth Justice Work Plan 2010-11	

## **1 THE ISSUE**

- 1.1 A local Youth Justice Plan is produced each year in accordance with the Crime and Disorder Act 1998 and the specifications of the Youth Justice Board for England and Wales. The Plan sets out how the Local Authority's statutory responsibility to prevent youth offending is to be resourced, delivered and monitored, in partnership with Police, Probation and Health Services. It includes local and national priorities and initiatives. The Plan for 2010-11, informed by the HMI Joint Inspection and the Care Quality Council Inspection in spring 2010, was completed and submitted to the Youth Justice Board as required, in June 2010. Since 2005, the relevant Council Overview and Scrutiny Panels have received reports on delivery of the Youth Justice Plan.

## **2 RECOMMENDATION**

The Early Years, Children and Youth Policy Development and Scrutiny Panel is asked to agree that:

- 2.1 The Youth Justice Plan 2010-11 has been delivered, including the improvements agreed following the Joint Inspection and the Care Quality Commission Inspection.
- 2.2 Performance has improved against key National Indicators in 2010-11.

### **3 FINANCIAL IMPLICATIONS**

- 3.1 The Council made a significant contribution of £375,277 into the overall budget for the Youth Offending Team. Partner agencies contributed £199,353 and the team received £534,571 of direct national funding, resulting in a total budget of £1,109,201.
- 3.2 The Youth Offending Team budget is set and regularly reviewed by the Youth Offending Team Management Board, chaired by the local Police District Commander, with exception reporting to the Responsible Authorities Group. Financial reports presented during the year confirm that the Youth Offending Team delivered services in accordance with its budget in 2010-11.

### **4 THE REPORT**

- 4.1 The Youth Offending Team has a statutory responsibility to prevent youth offending and re-offending. Performance is measured by a comprehensive national framework published by the Youth Justice Board, including five National Indicators.
- 4.2 A summary of performance for 2010-11 is attached as an appendix to this report. The Youth Offending Team and its partners are able to report the lowest number of youth custodial sentences passed since the Youth Offending Team was established in 2000, together with a reduction in the percentage of all sentences resulting in custody. At the same time, re-offending after nine months reduced and engagement in education, training and employment increased. All three represent significant improvements on our own previous performance and the re-offending and education, training and employment performance was better than family, regional and national averages, as well as being best in Avon and Somerset.
- 4.3 Engagement in education, training and employment is known to be the single most important factor in reducing the risk of a young person offending and there is some correlation between this and the reduction in re-offending. Improvements are also associated with the Deter Young Offender scheme, a partnership initiative to provide a “premium service” to the relatively small number of young people agreed with the Police to be at highest risk of re-offending. We anticipate that consolidation of the Family Intervention Project, working intensively and persistently with whole families where there are young people at high risk of re-offending, and our membership of the now well established south-west resettlement consortium to support young people returning to the community from custody, will support us to maintain reductions in re-offending rates.
- 4.4 However, after four consecutive years of improvement, the local target for further reducing the rate of young people entering the youth justice system for the first time was not met; instead, the number increased, against a context of continuing reductions by all comparators (although the number increased in Bristol too). The numbers are small – just an additional 18 young people compared with last year, and it is too early to say whether this is the beginning of a rising trend. There has been no overall increase in youth crime in the period. The reasons for the increase are not fully understood and the Youth Crime Prevention Board is continuing to examine the data and promote prevention services to partner agencies, particularly Police.

- 4.5 Most ethnic minority groups were slightly over-represented in the youth justice system again, compared with the proportions in the general population, with dual heritage young people being most over-represented. Crime prevention projects have worked to promote their services for all young people from ethnic minority backgrounds who have been assessed as at risk of offending, and data shows that no young people from dual heritage backgrounds became first time entrants to the youth justice system in 2010-11.
- 4.6 The Youth Justice Plan was influenced by the Joint Inspection and the Care Quality Commission Inspection and incorporated areas for development identified through those processes, together with other locally identified priorities. The YOT Management Board has overseen implementation of the action plans and the Youth Justice Board has undertaken a monitoring role. Most actions have now been completed, as summarised in the Final Review of the Work Plan attached as an appendix. Outstanding actions have been carried forward into the new Youth Justice Plan for 2011-12, which is due to go to Council in September 2011, prior to submission to the Youth Justice Board on 30 September 2011.

## **5 RISK MANAGEMENT**

- 5.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

## **6 EQUALITIES**

- 6.1 Equalities issues were explicitly and implicitly addressed throughout the Youth Justice Plan.

## **7 CONSULTATION**

- 7.1 The compilation and subsequent review of the Youth Justice Plan is a multi-agency task, with input from the Youth Offending Team itself, its Management Board and its constituent agencies. The Youth Offending Team actively seeks feedback from young people, victims and parents and carers and seeks to use this to develop practice. It also receives feedback from volunteer Referral Order Panel Members and Appropriate Adults, who work with the service on behalf of the community. Youth justice planning is also informed by the work of the Responsible Authorities Group.
- 7.3 The Youth Offending Team is managed within the Children's Service and the Youth Justice Plan is informed by and aligned with the Children and Young People's Plan and the Local Safeguarding Children Business Plan. In this, it also draws on feedback from children and young people, including concern about their own safety from crime.
- 7.4 This report has been sent to the Trade Unions.

## 8. ISSUES TO CONSIDER IN REACHING THE DECISION

- 8.1 The Youth Offending Team works with some of the most socially excluded young people in this Authority – a complex exclusion arising from the factors in their own lives that place them at risk of offending, and also as a direct result of their own behaviour. Work to prevent offending and re-offending includes supporting these young people to make changes in their own lives and helping them to achieve positive outcomes.
- 8.2 The reported level of offending in Bath and North East Somerset is relatively low, but fear of crime and anti-social behaviour remains an issue, including amongst young people. The Youth Offending Team offers services to victims and involves trained volunteer community members in agreeing contracts with first-time offenders, setting out how they will address the harm they have caused. This contributes to the criminal justice objective to raise public confidence.

## 9 ADVICE SOUGHT

- 9.1 The Council's Monitoring Officer (Divisional Director – Legal and Democratic Services) and Section 151 Officer (Divisional Director – Finance) have received copies of this report.

<b>Contact person</b>	Sally Churchyard, Youth Offending Service Manager 01225 396966
<b>Background papers</b>	Youth Justice Plan 2010-11
<b>Please contact the report author if you need to access this report in an alternative format</b>	

**Bath and North East Somerset Youth Justice National Indicators, April 2010 – March 2011**

National Indicator and description	April 2008 – March 2009	April 2009 – March 2010	April 2010– March 2011	2010-11 Comparators
<b>NI 43: Custodial sentences</b> The percentage of custodial sentences issued to young people out of all sentences issued to young people in Court	5.6% (15/266)	8.6% (18/209)	5.4% (8/148)	South West = 3.5% Family = 4.2% England = 5.6%
<b>NI 44: Race disproportionality</b> The difference in the proportions of each BME group of young people on youth justice disposals against the proportions of each BME group in the equivalent local population	White -2.6% Dual heritage 4% Asian -0.9% Black 0.5% Chinese -1%	White 0.2% Dual heritage 1.2% Asian - 0.1% Black -1.0% Chinese -0.3%	White -3.7% Dual heritage 3% Asian 0.1% Black 1.3% Chinese -0.8%	Not available by comparators
<b>NI 45: Engagement in ETE</b> The proportion of young people supervised by Youth Offending Teams who are actively engaged in suitable full-time education, training or employment. Statutory school age Above statutory school age Overall percentage	78% (90/115) 89% (93/104) 83.6%	86% (68/79) 92% (69/75) 89%	95.9% (71/74) 84.5% (60/71) 90.3%	Overall percentage South West = 70.9% Family = N/A England = 72.8%
<b>NI 111: First time entrant rates (local target: 5% reduction)</b> The number of first-time entrants to the youth justice system, defined as young people (aged 10-17) who receive their first substantive outcome	160 (965 per 100,000) -31.6%	151 (930 per 100,000) -5.6%	169 (rate not available) +11.9%	S West = -10.5% Family = - 21.1% England = - 25.3%
<b>NI 19: Re-offending rates (local target: 2.5% reduction)</b> The average number of further proven offences committed by the cohort coming to attention January – March 2010 within 12 months of the initial substantive outcome, presented as a rate of offences per 100 young people (compared with 2005 baseline)	Frequency rate after 12 months = 1.10 (+13.6% increase compared with 2005 baseline)	Frequency rate after 12 months = 1.13 (+16.6% increase compared with 2005 baseline)	Frequency rate after 9 months = 0.58 (-22.6% reduction compared with 9-month period for 2005 baseline)	South West = 0.82 Family = 0.94 England = 0.88

### Avon and Somerset Comparators

	<b>N.I. 43 Custodial sentences</b>	<b>N.I. 111 First time entrants</b>	<b>N.I. 45 Engagement in ETE</b>	<b>N.I. 19 Re-offending rates (after 9 months)</b>
<b>Bath and North East Somerset</b>	5.4%	+ 11.9%	90.3%	0.58
<b>Bristol</b>	6.1%	+ 9.7%	71.3%	0.86
<b>Somerset</b>	2.7%	0.0%	81.2%	1.19
<b>South Gloucestershire</b>	2.9%	- 5.6%	71.1%	0.76
<b>North Somerset</b>	5.5%	- 5.1%	65.7%	1.79



# Bath & North East Somerset Youth Justice Plan 2010-2011: Final Review, June 2011

## Work Plan 2010 – 2011

The Work Plan included required Improvement Plans arising from the Care Quality Commission Inspection, HMI Probation Core Case Inspection and the Youth Justice Board Capacity and Capability validated assessment, also incorporating local priorities.

### 1. Care Quality Commission Improvement Plan

Recommendation	What will be done?	Who will do it?	Timetable for Completion	Final Review June 2011	Impact / comment
<b>1. There should be a clear protocol for ensuring that temporary health workers understand the referral process</b>	a) Complete work on care pathway for health for young people at risk of offending and re-offending.	Children's Service Health Commissioner	June 2010	<b>Completed:</b> YOT staff have received referral information	The positive developments with the new CAMHS OSCA team and the welcome appointment of a YOT Nurse necessitated new protocols. Referral processes are clear with both.
	b) Review written guidelines for referrals to health services.	Youth Offending Team Manager (Prevention)	June 2010	<b>Completed:</b> local guidance was updated	
Recommendation	What will be done?	Who will do it?	Timetable for Completion	Final Review June 2011	Impact / comment
<b>2. Initial assessments should be carried out by mainstream YOT workers before making a referral for a health assessment</b>	a) Ensure training for Youth Offending Team case managers in screening for a range of health issues for young people.	School Nurse Manager	September 2010 and then ongoing	<b>Completed:</b> a range of health practitioners trained all YOT case managers and other designated staff	Feedback from YOT staff was very positive and understanding of need and the range of provision and access to it have increased
	b) Ensure management oversight of these initial assessments is addressed within routine quality assurance and audit procedures and followed up in individual staff Supervision.	Service Manager	Immediately and ongoing	<b>Completed:</b> the Quality Assurance Framework is explicit about expectations	Improved timeliness of assessments and there are examples of young people being referred to a wider range of services e.g. Speech and Language Therapy

Recommendation	What will be done?	Who will do it?	Timetable for Completion	Final Review June 2011	Impact / comment
<b>3. All ASSETs scoring 2 or more in health sections should have the SQfA, (screening tool attached to ASSET within YOIS) assessments completed on YOIS</b>	a) Train Youth Offending Team case managers in use of SQfA.  b) Ensure that review of screening is included within routine quality assurance and audit procedures and followed up in staff Supervision	Youth Offending Team Child and Adolescent Mental Health Service Nurse  Youth Offending Team Service Manager	June 2010  Immediately and ongoing	Not progressed due to delay in appointing YOT Health staff  <b>Completed:</b> Included in the Quality Assurance Framework	Carried forward for review of use of SQfA and other screening tools and the need for training
<b>4. Training in the health needs of children and young people should be provided to mainstream YOT staff in order to improve the overall assessment and screening of C&amp;YP and increase confidence around referrals</b>	Ensure training for Youth Offending Team case managers in screening for a range of health issues for young people (as above).	School Nurse Manager	September 2010 and then ongoing	<b>Completed:</b> a range of health practitioners trained all YOT case managers and other designated staff	Feedback from YOT staff was very positive and understanding of need and the range of provision and access to it have increased
<b>5. A review of YOIS is advised to ensure that all health information is recorded. ICT training by key staff may be required to enable YOIS tools to be effectively and efficiently used to demonstrate health outcome</b>	a) Review information sharing practice and ensure that sufficient health information is recorded on YOIS  b) Train Youth Offending Team staff to review and report on health outcomes for young people	Youth Offending Team Manager (Prevention)  Youth Offending Team Information Manager	June 2010  June 2010	<b>Part Completed:</b> agreed with CAMHS as part of revised protocol  <b>Completed:</b> staff seminars are held to reflect on issues and outcomes	YOT Nurse has now been appointed and information sharing and recording is being reviewed with her  Health outcomes are reported on all young people returning from custody. Impact to be reviewed in 2011-12

Page 178

Recommendation	What will be done?	Who will do it?	Timetable for Completion	Final Review June 2011	Impact / comment
<b>6. The supervision process should be enhanced to enable staff to identify the impact of outcomes from their work. This may include ICT training on YOIS as identified above</b>	Review staff Supervision Policy and practice with the management group, to include a focus on demonstrating outcomes	Youth Offending Team Service Manager	June 2010	<b>Completed:</b> the policy has been reviewed and updated	The annual audit of Supervision practice included a positive review of the focus on outcomes
<b>7. The YOT needs to improve the systems for monitoring health input into release plans for young people leaving the secure estate</b>	a) Complete work on care pathway for health for young people at risk of offending and re-offending (as above)  b) Review recording and monitoring systems used by case managers.  c) Incorporate fuller information into monitoring reports for the Local Safeguarding Children Board.	Children's Service Health Commissioner  Youth Offending Team Manager (Court and Supervision)  Service Manager	June 2010  June 2010  Ongoing at 6-monthly intervals	<b>Completed:</b> YOT staff have received referral information  <b>Completed:</b> now linked with the "enhanced offer" within the Resettlement Consortium  <b>Completed:</b> regular reporting is included in the new Business Plan	See no.1 above  Health needs are now discussed in sentence review meetings and actions to improve health are recorded and followed up upon transition to the community  Good plans are regularly in place and so we are now also reviewing sustainability Plan

## 2. Core Case Inspection Improvement Plan

Recommendation	What will be done?	Who will do it?	Timetable for Completion	Progress by June 2011	Impact / comment
<b>8. A timely and good quality assessment and plan, using Asset, is completed when using the case starts</b>	a) Introduce a standard one-to-one case manager induction programme, with a focus on Assessment, Planning Interventions and Supervision and National Standards (this addresses a number of recommendations).	Service Manager	October 2010	<b>Part completed:</b> we are beginning to use a training programme, produced by Worcestershire YOT	Evaluation carried forward to 2011-12
	b) Ensure current case managers complete this programme.	All Team Managers	December 2010	<b>Part completed:</b> One case manager and a student social worker have trialled this programme	Core components are good but adaptations are planned
	c) Introduce an ASSET peer review process.	Team Manager (Court & Supervision)	July 2010	<b>Part completed:</b> Process and Terms of Reference agreed and dates set	Work to be continued in 2011-12
	d) Hold team seminars to share and promote good practice in server user participation in assessment and planning.	All Team Managers	September 2010	<b>Completed:</b> Participation Group established and meeting regularly with young people	Compass now has a Silver Charter Mark for listening to young people and is working towards Gold. Statutory YOT is working for Bronze.

Recommendation	What will be done?	Who will do it?	Timetable for Completion	Progress by June 2011	Impact / comment
<p><b>9. A timely and good quality assessment of the individual's vulnerability and Risk of Harm to others is completed at the start, as appropriate to the specific case, and the latter takes into account victim issues</b></p>	<p>a) Ensure refresher training is provided for case managers on assessment of risk and production and review of risk management plans.</p>	<p>Service Manager</p>	<p>May 2010</p>	<p><b>Completed:</b> one day's bespoke training provided</p>	<p>All Risk of Harm assessments and Plans are reviewed fortnightly by management group. There are improvements in timeliness.</p>
	<p>b) Ensure refresher training is provided for case managers on assessment of vulnerability and production and review of vulnerability management plans.</p>	<p>Service Manager</p>	<p>August 2010</p>	<p><b>Not completed:</b> we were waiting for anticipated regional training which did not materialise. Staff do receive regular child protection training.</p>	<p>There are improvements in timeliness. Carried forward in YOT Workforce Development Plan</p>
	<p>c) Ensure the whole team is briefed on the new Working Together guidance and understand the implications for Youth Offending Team practice.</p>	<p>Service Manager</p>	<p>June 2010</p>	<p><b>Completed:</b> discussed in full team meeting</p>	<p>More written reports for child protection conferences. Recent audit for Local Safeguarding Children Board found they were of good standard but quality of analysis was variable</p>
	<p>d) Produce and present to the team clear guidelines for ensuring victim safety is central to all assessment, planning and service delivery.</p>	<p>Team Manager (Early Interventions)</p>	<p>July 2010</p>	<p><b>Completed:</b> guidance produced</p>	<p>Clear focus on victim safety in reports and plans. Dedicated role is leading to an increase in take-up</p>



Recommendation	What will be done?	Who will do it?	Timetable for Completion	Progress by June 2011	Impact / comment
<b>12. There is evidence of regular and effective quality assurance by management, especially of screening decisions, assessments and plans, as appropriate to the specific case</b>	a) Revise the staff Supervision Policy and practice with the management group, strengthening management oversight of recording of assessments and plans.	Service Manager	June 2010	<b>Completed:</b> the policy has been reviewed and updated	Annual audit of Supervision evidenced regular meetings and clear oversight of recording
	b) Present a revised quality improvement framework to the YOT Management Board and agree reporting arrangements.	Service Manager	September 2010	<b>Completed:</b> new framework in place	More robust oversight of quality supported by regular audits

<p><b>13. All staff and other agencies should ensure sufficient information about intervention work, and the level of the child's or young person's engagement, is recorded to inform future work and action on the case.</b></p>	<p>a) Review the design of the feedback forms used by Sessional staff and monitor the use made of them.</p>	<p>Team Manager (Court &amp; Supervision)</p>	<p>June 2010</p>	<p><b>Completed:</b> form re-designed and use monitored in sessional worker Supervision</p>	<p>Fuller case records</p>
	<p>b) Review the process for obtaining and recording structured feedback from YOT specialist staff and partner agencies on interventions provided.</p>	<p>Team Manager (Prevention)</p>	<p>June 2010</p>	<p><b>Completed</b></p>	<p>Fuller case records and greater understanding of contribution to preventing offending</p>
	<p>c) Ensure that information sharing arrangements are clarified in the next review of each inter-agency protocol.</p>	<p>Service Manager</p>	<p>May 2011 and ongoing</p>	<p><b>Completed</b> with Probation and CAMHS</p>	<p>Ongoing work</p>
	<p>d) Use staff Supervision and audit processes to ensure that records contain sufficient detail of work undertaken.</p>	<p>All Team Managers</p>	<p>June 2010 and ongoing</p>	<p><b>Completed:</b> current review with Probation</p>	<p>Improvements evidenced but ongoing work</p>



### 3. Capacity and Capability Improvement Plan

Recommendation	What will be done?	Who will do it?	Timetable for Completion	Progress by June 2011	Impact / comment
<b>14. No further reductions in first time entrants.</b>	Promote use of targeted projects for those at highest risk of offending (Review criteria and assessment).	Service Manager	June 2011	<b>Completed:</b> promoted through Youth Crime Prevention Board	Numbers increased in 2010-11 and addressing this is now a priority for 2011-12
	Continued promotional work with partner agencies, to identify young people at highest risk of offending.	Team Manager (Prevention)	June 2011	<b>Completed:</b> including event in Guildhall where video interviews with young people were shown and presentations to Police	Increased number of referrals to Compass
<b>15. Proportion of young people sentenced to custody increases</b>	Review remit and membership of the Custody Panel and feedback route to and from Court and Management Board.	Service Manager	June 2010	<b>Completed:</b> Panel re-launched and translating learning into actions	Lowest number of youth custodial sentences since 2000 and custodial proportion of all sentences reduced
	Commission PSR training and review Quality Assurance processes.	Team Manager (Court and Supervision)	June 2010	<b>Completed:</b> one day's bespoke training on 25.08.10	Regularly identifying some reports as excellent. Positive written feedback from Court
	Review and strengthen the 5 key components of Intensive Supervision and Surveillance	Team Manager (Court and Supervision)	June 2011	<b>Completed:</b> including how to address serious violent offences	Increasing take-up by the Court, and good use being made of extended requirements

Recommendation	What will be done?	Who will do it?	Timetable for Completion	Progress by June 2010	Impact / comment
<b>16. Insufficient provision and engagement in education amongst priority groups (Family Intervention Project, Deter Young Offender scheme, Intensive Supervision and Surveillance Consortium cohort)</b>	<p>Monitor provision for relevant individuals and ensure that needs are always identified in planning meetings and addressed in plans.</p> <p>Continue to raise issue with relevant senior managers and explore how the YOT can support engagement</p>	<p>Education Worker</p> <p>Service Manager</p>	<p>June 2011</p> <p>June 2011</p>	<p><b>Completed and ongoing:</b> looking at new arrangements for those in custody</p> <p><b>Completed and ongoing:</b> move into Learning and Inclusion Division has supported this</p>	<p>Best ever National Indicator performance – now more than 90% engagement, better than all comparators.</p> <p>Re-offending rates for Deter Young Offender cohort have been very low. Re-offending National indicator shows a marked reduction in re-offending</p>
<b>17. Insufficient suitable accommodation for resettlement</b>	<p>Explore and address the issues through the regional Resettlement Consortium.</p>	<p>Team Manager (Court &amp; Supervision)</p>	<p>March 2011</p>	<p><b>Completed:</b> discussed with providers (and followed up in B&amp;NES Young People's Housing Group Case sub group)</p>	<p>YJB commission of 8 resettlement beds for region. Successful YJB bid for support from 16-25 Independent People. Young people are interviewed in custody and completing pre-tenancy work. One local young person placed.</p>
<b>18. Proportion of dual heritage young people in youth justice system increases</b>	<p>Promote Compass Project and ensure it meets the needs of dual heritage young people.</p>	<p>Team Manager (Prevention)</p>	<p>June 2011</p>	<p><b>Completed and ongoing:</b> promotional event in the Guildhall</p>	<p>No first time entrants with dual heritage backgrounds in 2010-11</p>

	Continue to review and address staff training needs.	All Team Managers	June 2011	<b>Completed:</b> commitments included in YOT Workforce Development	
	Ensure robust exit strategies and support for young people from Black and Minority Ethnic backgrounds.	All Team Managers	June 2011	Ongoing work	Continuing work in 2011-12
<b>19. Promotion of universal services and positive activities as part of exit strategies is patchy</b>	Participate in review of Youth Service.	Service Manager	September 2010	<b>Completed</b>	Now taking on more targeted work with vulnerable young people
	Agree new protocol between the Youth Service and Youth Offending Team.	Team Manager (Early Interventions)	September 2010	Cannot be undertaken until Youth Service transition is completed	Carried forward into 2011-12
<b>Recommendation</b>	<b>What will be done?</b>	<b>Who will do it?</b>	<b>Timetable for Completion</b>	<b>Progress by June 2011</b>	<b>Impact / comment</b>
<b>20. Peak re-offending may occur in July – September each year</b>	Continue to monitor quarterly re-offending rates.	Information Manager	June 2011	<b>Completed</b> and ongoing	Re-offending is reducing, including in the Deter Young Offender cohort
	Promote access to positive activities during summer	Team Manager (Court & Supervision)	September 2010	<b>Completed</b> , with a focus on the Deter Young Offenders	
	Review intensity and continuity of contact with young people during summer period.	Team Manager (Court & Supervision)	September 2010	<b>Completed</b> , with a focus on the Deter Young Offenders and through FIP	

<p><b>21. Service not always well equipped to work with young women</b></p>	<p>Consult with young women under supervision.</p> <p>Promote understanding and skills in effective practice with challenging young women.</p>	<p>Team Manager (Court &amp; Supervision)</p> <p>Team Manager (Court &amp; Supervision)</p>	<p>June 2011</p>	<p>Girls' group delivered</p>	<p>Carried forward into 2011-12</p>
<p><b>22. Insufficient evaluation of effectiveness with young people</b></p>	<p>Monitor staff recording of young people's feedback and evaluation at the end of contact.</p> <p>Collate feedback and evaluation and report to Youth Offending Team</p>	<p>All Team Managers</p> <p>Service Manager</p>	<p>June 2011</p> <p>June 2011</p>	<p><b>Completed:</b> Staff Participation Group established. Regular feedback sought. Young people's focus group established</p>	<p>Evidence of young people's feedback influencing re-organisation of staff teams</p>
<p><b>Recommendation</b></p>	<p><b>What will be done?</b></p>	<p><b>Who will do it?</b></p>	<p><b>Timetable for Completion</b></p>	<p><b>Progress by June 2011</b></p>	<p><b>Impact / comment</b></p>
<p><b>23. No standardised training for Assessment, Planning Interventions and Supervision (APIS)</b></p>	<p>Introduce core training for Youth Offending Team case managers – pilot modules with whole team as continuing professional development.</p> <p>Ensure all new staff participate in Children's Service Common Induction programme.</p>	<p>Service Manager</p> <p>All Team Managers</p>	<p>From September 2010</p> <p>From June 2010</p>	<p><b>Part completed:</b> a training programme, produced by Worcestershire YOT, has been trialled</p> <p><b>Completed:</b> 5 YOT staff have completed and it is a requirement for all new staff</p>	<p>Evaluation carried forward</p> <p>Positive feedback - being followed up through Common Induction feedback process</p>

Page 8

<b>24. Service discontinuity between staff appointments</b>	Review current succession planning arrangements.	Youth Offending Team Management Board	March 2011	<b>Part completed:</b> secondment arrangements discussed with partners	Ongoing – there has been little staff turn-over this year and this is a longer-term piece of work
<b>25. Young people unaware of how to keep themselves safe when using the internet</b>	Promote education of young people parents/carers about e-safety.	Youth Offending Team e-Safety lead	March 2011	<b>Completed:</b> team presentation and acceptable use guidance	Ongoing
<b>26. Budget reductions in 2011 – 2012 and beyond</b>	Evaluate Compass and Family Intervention Project and promote case for continuation of effective work.	Management Group	March 2011	<b>Completed:</b> business case and plans consulted with team	YOT Management Board and CLT support and funding now secured for 2 years
	Review structure and organisation of team.	Management Group	March 2011	<b>Completed:</b>	Budget agreed for 2011-12. New organisational structure supports continuity for young people
	Ensure consistent partnership approach to organisational change.	Management Board	March 2011	<b>Completed:</b> agreement about sharing information and commitment to joint planning	Ongoing work in preparation for changes resulting from new legislation and funding formula in 2011-12

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<b>Bath &amp; North East Somerset Council</b>	
MEETING:	Early Years, Children and Youth Policy Development and Scrutiny Panel
MEETING DATE:	18th July 2011
TITLE:	Child Protection Activity and Performance
WARD:	ALL
<b>AN OPEN PUBLIC ITEM</b>	
<b>List of attachments to this report:</b>	
None	

## **1 THE ISSUE**

1.1 Further to the Panel's discussion of the Local Safeguarding Children Board Review of the 3 Year Strategic Plan 2008-2011 and Annual Report and Business Plan 2010/11, this report details progress in respect of the key indicators of child protection activity as reported in that Annual Report. The report details the position at the end of the final quarter of 2010/11.

## **2 RECOMMENDATION**

The Panel is asked to:

- 2.1 Note the report and the actions being taken in respect of the reported performance.
- 2.2 Request further performance reports from the Chair of the Local Safeguarding Children Board in order to maintain an overview of the Council, and partner agencies', child protection activity and performance.
- 2.3 Note that future reports will seek to detail performance in relation to outcomes rather than process indicators

## **3 FINANCIAL IMPLICATIONS**

3.1 There are no direct financial implications arising from this report.

## **4 THE REPORT**

4.1 The report provides the Panel with a progress report in respect of the key indicators of child protection activity, as included in the Annual Report and Business Plan of the Local Safeguarding Children Board (LSCB). Progress is shown in relation to previous years and in comparison with other Local Authorities and is reported at the end of each quarter. This report details the position at the end of the fourth quarter for 2010/11.

4.2 Following discussions at the LSCB and the Health and Wellbeing Partnership Board, work is progressing to identify indicators which will reflect outcomes for children rather than simply report on process issues. This work will need to take into account the recommendations of the Munro Review of Child Protection (final report published 10<sup>th</sup> May 2011) and any subsequent scope for reporting on locally identified performance indicators which may follow from the Implementation Panel formed by Central Government to consider its response to Munro's recommendations. Locally, the Children's Social Care Service is taking forward work to record and collate qualitative feedback from child, parents and other professionals to illustrate whether and how work has made the child safer.

4.3 The table below details the performance for 2008/09 and comparisons with England and our family of Local Authorities (most recent national data available): our performance for 2009/10: the targets set for 2010/11 and our performance at the end of the final quarter of 2010/11 (colour coded to indicate the status of performance in relation to target – Red/Green) – and therefore the performance at the end of the year. The paragraphs below provide commentary, performance summaries and detail remedial actions where appropriate.

#### **4.4 Number of children subject to child protection plans**

4.4.1 This is not a national performance indicator, but a significant indicator of child protection activity, though it should be interpreted with caution. A child protection plan is made following a multi-agency case conference and assessment that a child is at continuing risk of significant harm or impairment of health and development. Early intervention and the provision of services can result in a child's needs to being met any earlier stage, thereby preventing the escalation to risk of significant harm and the need for a child protection plan – resulting in a smaller number/percentage of children with plans. On the other hand, small numbers could be the result of inappropriately high thresholds for intervention. Our thresholds for intervention are monitored by the LSCB's Safeguarding Children Sub Committee and reported to the LSCB. The Children's Service recent audit of our thresholds for interventions and concluded that these are appropriately and consistently set. We keep this under regular review. The recent (January 2011) Ofsted unannounced annual inspection of contact, referral and assessment arrangements in Children's Social Care once again found the thresholds to be appropriate and consistently implemented.

4.4.2 There has been a steady increase in the number of children with protection plans throughout 2010/11 with a marked increase in the final quarter – 106 represents the highest number since the late 1990's. The Children's Service has investigated this position and determined that the increase has been the result of a combination of factors (the complexity of new cases and risks being identified: cases where long standing but low level concerns have increased to become risks of significant harm: the quality of some assessments and multi-agency evaluations of the risk of harm resulting in cautious decisions about the need for some protection plans) – and has taken actions to address these factors which are likely to result in an appropriate reduction in the number of children with protection plans and more children in need plans – whilst ensuring that protection plans are in place for all who require them.

4.4.3 It is worth noting that neighbouring Children's Service have also reported a significant increase in their numbers of protection plans during 2010/11.



#### **4.5 Child Protection Plans lasting two years or more (NI 64)**

- 4.5.1 This national performance indicator is used to indicate the effectiveness of the child protection plan in eliminating and significantly reducing the risk of significant harm – and is based upon research evidence that this is most likely to be achieved within a two year period. If not, the Local Authority should consider whether action is required to remove children from care in which they are assessed as being a continuing risk of significant harm. There are circumstances in which plans may exceed 2 years – for example when there have been changes in household composition that required further assessments: when addressing issues of neglect and improvements in parenting are being affected but further improvements are required and the assessment is that these can be achieved; when working with parents whose mental health difficulties impact upon their parenting.
- 4.5.2 For this performance indicator, a low score is indicative of good performance.
- 4.5.3 Improvement noted at the end of the third quarter in the percentage of children with protection plans lasting more than 2 years has been maintained, and the end of year figure is slightly off target – and represents a small number of children and families. We have processes in place to review the circumstances of each child. Each child protection plan has been reviewed by a multi-agency case conference, and the decision to continue with child protection plans quality assured by the LSCB's Safeguarding Children Sub Committee.

#### **4.6 Children becoming subject to a child protection plan for a second or subsequent time (NI 65)**

- 4.6.1 This national indicator is used to measure the effectiveness of child protection plans in eliminating risks of significant harm – i.e. the risks have been eliminated, do not reappear and necessitate a further child protection plan. In practice, this is determined by the quality of services provided and work undertaken with parents and child(ren) through the plan: the quality of assessment of risks of significant harm and actions taken: the provision and accessibility of any support services subsequent to the child protection plan.
- 4.6.2 For this performance indicator, a low score is indicative of good performance.
- 4.6.3 Our performance in this area had been strong for a number of years – exceeding both the national and family of Local Authorities' performance.
- 4.6.4 As noted in previous reports, performance during 2010/11 has been off target (and is above national and comparator positions) but numbers are small. We continue to audit all cases to ensure that there are not any shortfalls in services that have contributed to the need for further protection plans. Further work is required to ensure the continuation of appropriate services to children at the end of the protection plan – reports have been submitted to the Children's Trust Board and the LSCB to promote this.

#### **4.7 Child protection cases which were reviewed within timescales (NI 67)**

- 4.7.1 It is important that all child protection plans are reviewed (by multi agency case conferences) to ensure that they are being implemented and remain appropriate to a child's needs and assessed risk of significant harm. Also to determine whether any further actions are required. Child protection plans must be

reviewed within 3 months of the initial case conference and within (at least) six monthly intervals thereafter.

4.7.2 For this performance indicator, a high score is indicative of good performance.

4.7.3 Our performance is 100% and has been for the past seven years.

4.7.4 Although this indicator will cease to form part of the National Indicator set for safeguarding, however, we will continue to monitor this area of performance given its importance in underpinning good and timely planning.

#### **4.8 Referrals to Children's Social Care going to initial assessments (NI 68)**

4.8.1 It is important that the Council responds to and addresses concerns in a timely and efficient way and ensures that all referrals to Children's Social Care be followed up where appropriate. This indicator is a proxy for several issues – the appropriateness of referrals coming into social care, which can show whether local agencies are working well together: and the thresholds which are being applied in Children's Social Care at a local level. The revised national guidance within Working Together to Safeguard Children 2010 has necessitated changes in practice and new targets will be set for subsequent years. Working Together makes explicit the need to ensure that all referrals receive an initial assessment. We have identified some inconsistencies between duty managers but are now on course with greater clarity, helped by new process mapping exercise. We anticipate improved performance and working towards 100%. The lift in performance has been maintained throughout 2010/11 and will be built upon in 2011/12.

#### **4.9 Initial assessments by Children's Social Care carried out within seven working days of referral (NI 59) – now ten working days of referral**

4.9.1 Initial assessments are an important indicator of how quickly services can respond when a child is thought to be at risk of serious harm or thought to be a child in need. As the assessment involves a range of local agencies, this indicator also shows how well multi-agency arrangements are established. The child or young person must be seen, and their wishes and feelings taken into account, within the completion of the initial assessment.

4.9.2 For the performance indicator, a high score is indicative of good performance.

4.9.3 Our performance has steadily improved during the course of 2010/11 but we have still missed our end of year target. As stated in the table the new standard for this PI is 10 working days but we have been required to report on 7 working days as well for 2010/11 only. Clearing a backlog of outstanding assessments impacted adversely on our performances for the first quarter which was significantly below target. Additional staffing resources were allocated to address these positions and to track completion throughout the 7 and 10 day period. Corrective actions have lifted week-to-week performance (especially in respect of new indicators of 10 working days) and this has been underpinned by early work within the lean review of social care processes to improve response rates and quality as well as timeliness. But work to ensure that there are no outstanding assessments at the end of the performance year has adversely impacted upon the end of year performance which is below target – but should put us in a stronger position at the beginning of 2011/12 to significantly improve performance. The appropriateness of prescribed timescales for initial

assessments was considered within the work of the Munro Review Group (national review of social work and child protection) with whom we have been actively engaged – and Munro has recommended that the timescale is dropped and the focus is upon the quality of assessments as a continuous process.

#### **4.10 Core assessments by Children's Social Care Services that were carried out within 35 working days of their commencement (NI 60)**

4.10.1 Core assessments are an in depth assessment of a child and their family, as defined in the Framework for Assessment of Children in Need and their Families. There are also the means by which section 47 (child protection) enquiries are undertaken following a strategy discussion. It is important that the Council investigates and addresses concerns in a timely and efficient way, and that those in receipt of an assessment have a clear idea of how quickly this should be completed. Successful meeting of the timescales can also indicate effective joint working where multi-agency assessment is required.

4.10.2 For this performance indicator, a high score is indicative of good performance.

4.10.3 Corrective actions to lift performance in respect of the timeliness of completion have not effected the level of improvement required, due to capacity and practice issues (which are now being addressed), and the end of year target has not been attained. This was unlikely due to a backlog from 2009/10 that adversely impacted that year's performance. Actions have been taken to avoid that impacting upon 2011/12's performance.

4.10.4 The Lean Review of social care processes has identified actions which will improve future performance, and has focused upon the quality of core assessments as well as timeliness – finding it to be strong in some areas but variable in others. Enhanced training and supervision arrangements have been put in place to address this. This work will be underpinned by the work of the Quality Improvement Manager (to be appointed shortly).

4.10.5 The appropriateness of prescribed timescales for core assessments was considered within the work of the Munro Review Group (national review of social work and child protection) and Munro has recommended that the timescale is dropped and the focus is upon the quality of assessments as a continuous process.

## **5 RISK MANAGEMENT**

5.1 The risks associated with ensuring effective safeguarding arrangements are assessed and managed by the LSCB (which receives quarterly performance reports) and its constituent members. Within the Council, these issues are identified within the Service Risk Register.

## **6 EQUALITIES**

6.1 Promoting diversity and supporting individual identity and recognising and valuing the racial and cultural diversity of Bath and North East Somerset's communities and a commitment for anti-discriminatory practice are values underpinning the work of the LSCB.

6.2 An equalities impact assessment was completed in respect of the LSCB's 3 Year Strategic Plan 2008-11 and the Annual Report and Business Plan 2010/11, and has been completed in respect of the LSCB Annual Report 2010/11 and Work Programme for 2011/12.

## 7 CONSULTATION

7.1 Staff; Other B&NES Services; Stakeholders/Partners

7.2 The LSCB and its constituent member agencies receive and review quarterly performance reports.

7.3 Child Protection Activity Reports are also presented to the Partnership Board for Health and Wellbeing at each of its meetings.

## 8 ISSUES TO CONSIDER IN REACHING THE DECISION

8.1 Social Inclusion; Customer Focus; Young People; Human Rights.

## 9 ADVICE SOUGHT

9.1 The Council's Monitoring Officer (Divisional Director – Legal and Democratic Services) and Section 151 Officer (Divisional Director - Finance) have had the opportunity to input to this report and have cleared it for publication.

<b>Contact person</b>	<b>Maurice Lindsay</b> – Divisional Director, Safeguarding, Social Care and Family Service on behalf of the Chair of the Local Safeguarding Children Board  Tel: 01225 396289 Email: <a href="mailto:Maurice.Lindsay@Bathnes.gov.uk">Maurice.Lindsay@Bathnes.gov.uk</a>
<b>Background papers</b>	Annual Report on the effectiveness of the LSCB arrangements – Overview and Scrutiny Panel meeting 12 <sup>th</sup> July 2010
<b>Please contact the report author if you need to access this report in an alternative format</b>	

Child Protection activity / performance indicators	2008/09 England	2008/09 Family	2008/09 Actual	2009/10 Plan	2009/10 Actual	2010/11 Plan	2010/11 Quarterly			
							Q1	Q2	Q3	Q4
1. Number of children subject to child protection plan			Total = 78	N/A	Total = 71		73	74	81	106
2. Child protection plans lasting 2 years or more (NI 64)	6	8.3	15.7	7	18.9	8	18	20.9	12.5	10.4
3. Children becoming subject to a child protection plan for a second or subsequent time (NI 65)	13	13.1	7.7	12	11.4	10	21.9	22.1	25.6	21.6
4. Child protection cases which were reviewed within required timescales (NI 67)	99	98.9	100	100	100	100	100	100	100	100
5. Referrals to Children's Social Care going on to initial assessments (NI 68)	64	75	35	50	51.2	50	67.9	72.8	72.6	81.5
6. Initial assessments by Children's Social Care carried out within seven working days of referral (NI 59) *	72	59.6	55.1	77	67.6	77	34.9	40.1	45.6	62.6
							48.2 – For 10 working days 53.6    61.3    63.5			
7. Core assessments by Children's Social Care that were carried out within 35 working days of their commencement	78	77.6	75.5	80	78.5	80		33.1	37.6	58**

\* The new NI is 10 working days but we are required to report on performance in 7 working days and 10 working days for 2010/11 only.

\*\* As confirmed in the CIN census for 2010/11.

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<b>Bath &amp; North East Somerset Council</b>	
MEETING:	Early Years, Children and Youth Policy Development and Scrutiny Panel
MEETING DATE:	18 July 2011
TITLE:	The development of academies in Bath and North East Somerset – Update Report
WARD:	ALL
<b>AN OPEN PUBLIC ITEM</b>	
<b>List of attachments to this report:</b>	

## **1 THE ISSUE**

- 1.1 To inform the Panel of the current position and work underway to prepare for the future.

## **2 RECOMMENDATION**

The Panel is asked to agree that:

- 2.1 To note the report

## **3 FINANCIAL IMPLICATIONS**

- 3.1 Each school which converts to become an academy receives two elements of funding direct from the DfE. The first is modelled on the local formula for funding schools. The second element is the DfE assumption of the overall running costs of the Local Authority that relate to that individual academy. This includes part of the costs of our democratic structures, the support infrastructure of the whole Council as well as the central costs associated with being an education authority.

- 3.2 For 2011-12 the DfE 'top sliced' £425k from the grant settlement of the Local Authority. For 2012-13 the indicative top slice is £335k. However, the LGA has supported 27 Local Authorities in seeking a judicial review of the methodology used to calculate the top slice as a number of Local Authorities which have no academies have had their grant cut. This legal challenge may alter the methodology used by Government; it is not clear if or how this would manifest itself at this time.

- 3.3 The Council has treated the top slice for 2011-12 as a corporate i.e. whole-Council issue rather than a matter to be handled and funded purely from the Children's Service. This is the correct approach as the top slice is of all Council functions not just those related to children and young people. However, this does throw up a number of challenges for the Council about the continuation of statutory services when faced with year on year grant reductions. Hence the need

to consider statutory duties, service tipping points and future models of service delivery.

## **4 THE REPORT**

### **4.1 Background**

The Academies Act 2010 provided a route for the Secretary of State for Education to determine those categories of schools which could seek to become academies.

This is a significant departure from previous policy where only those secondary schools in a Ofsted category or with a long period of under-performance were converted to academy in order to improve pupil attainment and achievement.

Initially the Secretary of State announced that only those schools judged by Ofsted to be 'outstanding' could convert to become an academy. The school had to name another school or schools it would work with to raise their standards.

Under this announcement a small number of local schools applied to become academies i.e. Norton Hill School and Somervale School; Oldfield School and Trinity CE Primary School.

In Spring 2011 the Secretary of State announced that schools judged by Ofsted to be 'good with outstanding features' or 'good' could convert to become an academy. In April/May 2011 the 'bar' was removed and all schools were allowed to convert, with those judged as 'satisfactory' converting with a partner 'outstanding' school.

In September and October 2010 the Local Authority held four discussion workshops with Chairs of Governors and Head Teachers, only a small number of schools did not attend a workshop.

As a result of the workshops the Local Authority decided on a number of actions:

- (i) To review all service areas to establish their level of financial and operational vulnerability if schools that converted did not buy back their services
- (ii) To consider alternative models of operation which could secure critical and valued services even if not provided by the LA
- (iii) To develop a policy and approach towards academies and Free Schools which also recognised the needs of those schools uninterested in conversion
- (iv) To report back to a stakeholder conference in September 2011 with a view to consultation on service re-structuring during Spring 2012

### **4.2 Present Position**

The academies project has been progressing at a substantial pace. Initial focus was placed upon dealing with the immediate issues which arose with 'early converters' around contracts for services, provision of formal advice, indemnity insurance etc,

By 30 June the following have been put in place:

- Standard Contract for services which all Council services selling services to an academy can use and modify to their specific needs



- A list of nominated Senior Officers from whom any school considering becoming an academy can seek definitive advice
- A Buyer's Guide which lists all services able to trade with academies, the guide includes service standards and prices
- A compendium of all matters relating to the consideration of becoming an academy. This is for Governing Bodies and Head Teachers; it brings together all sources of information into a single document.

All of the above are available to schools via the Merlin system which allows the Local Authority to provide advice, information and guidance in a targeted manner. In future this can be converted to a subscription model so that Local Authority advice previously provided to all schools free of charge will only be received by those schools paying a fee or subscription.

In addition to the above two one day per week secondments for primary head teachers began on 1 May. These are focussed upon researching existing collaborative models between schools to look for best/effective practice and understanding what services and what forms of service are most supported by schools.

At the same time service managers are reviewing their service models and costs and seeking to establish the point at which the integrity of their service offer would be compromised if academies and other schools decided not to purchase. These 'tipping points' will vary from service to service and will be influenced by (i) the nature of the service i.e. is it 'transactional' or 'transformational' and (ii) the number of academies/schools that decide not to buy in the service. An example of the former would be payroll services and of the latter would be Educational Psychology.

The Local Authority has also to consider its ongoing statutory functions i.e. some services must continue on as we are statutorily required to ensure their provision to children and young people.

Children's services are also working with corporate finance colleagues to determine the impact of academies upon the support service infrastructure of the Council.

All of this work will inform the September planning conferences.

#### 4.3 Future Options

There are a number of 'unknowns' at the present time i.e. the outcome of the legal challenge mentioned above, the possibility of moving to a national funding formula for schools, the number of schools both locally and nationally that may eventually opt to become academies etc.

The Children's Service with other departments will be bringing all of the work outlined above into a series of reports and workshops in September 2011. This will form the basis for discussion and consultation on the future role and structure of our education services and in turn this will contribute to the wider structure of the new People and Communities Department.

## 5 RISK MANAGEMENT

5.1 A risk assessment related to the issue and recommendations will be undertaken, in compliance with the Council's decision making risk management guidance at the appropriate time.

## 6 EQUALITIES

6.1 A proportionate EIA will be completed at the appropriate time.

## 7 CONSULTATION

7.1 *Cabinet Member; Trades Unions; Overview & Scrutiny Panel; Staff; Other B&NES Services; Service Users; Stakeholders/Partners;*

7.2 Consultation is ongoing through the work undertaken

## 8 ISSUES TO CONSIDER IN REACHING THE DECISION

8.1 *Social Inclusion; Customer Focus; Sustainability; Young People; Human Rights;*

## 9 ADVICE SOUGHT

9.1 The Council's Monitoring Officer (Divisional Director – Legal and Democratic Services) and Section 151 Officer (Divisional Director - Finance) will contribute at the appropriate time.

<b>Contact person</b>	<i>Ashley Ayre</i>  <i>Tel: 01225 394212</i>
<b>Background papers</b>	<i>List here any background papers not included with this report because they are already in the public domain</i>
<b>Please contact the report author if you need to access this report in an alternative format</b>	

<b>Bath &amp; North East Somerset Council</b>	
MEETING:	Early Years, Children and Youth Policy Development and Scrutiny Panel
MEETING DATE:	18 July 2011
TITLE:	Children's Services – Development of the People and Communities Department
WARD:	ALL
<b>AN OPEN PUBLIC ITEM</b>	
<b>List of attachments to this report:</b>	
Interim Structure Charts	

## **1 THE ISSUE**

1.1 To inform the Panel of work underway to establish a new People and Communities Department by April 2013

## **2 RECOMMENDATION**

The Panel is asked to agree that:

2.1 To note the report

## **3 FINANCIAL IMPLICATIONS**

3.1 This will be covered in future reports.

## **4 THE REPORT**

4.1 Background

In November 2010 the Council agreed to a fundamental/re-structuring of the local authority based around three service groupings:

People  
Place  
Resources

within the 'People' function the following council areas were included:

Children's Social Care  
Learning and Inclusion  
Youth, Youth Offending and Connexions  
Employment, Employability and Skills,  
Health, Commissioning and Strategic Planning (Children)  
Adult Social Care Commissioning

## Housing

In discussion with the PCT and GP Clinic Commissioning Group it has also been agreed that Public Health will form part of the new Department.

In addition to all of the above a primary concern has been to preserve the benefits of the high level of integration between Council and PCT functions locally particularly in relation to Community Health Services for both adults and children and social care services for adults. Because of the major restructuring within the NHS and recognising the high level of integration, the PCT and GP Clinical Commissioning Group have also agreed to locate the commissioning of community health services within the new People and Communities Department.

The inclusion of the latter element is initially temporary and reflects the fact that the NHS is re-structuring to create temporary 'clusters' of PCT's and must eventually form new Commissioning Support Agencies at a sub-regional or regional level. In addition other functions will be incorporated into GP-led Clinical Commissioning Groups (formerly called GP Commissioning Consortia) and some functions will move to either new national bodies or into the LA.

The agreement to locate these functions together protects the effectiveness and integrity of our locally integrated services and provides time and space for the local NHS to decide how best to structure for the future.

### 4.2 Creating the new Department

The Strategic Director for Children's Services has been asked to provide interim leadership to the department of the new department. Given the agreements referred to above an interim structure has been put in place. This interim structure will enable the Council and the PCT to continue to focus on day to day service delivery and the support and protection of our most vulnerable adults, young people and children.

To support the development of the new department Mike Bowden, Divisional Director for Health, Commissioning and Strategic Planning has been temporarily seconded into a new Service Development role. Liz Price, normally our Head of Commissioning has temporarily replaced Mike in his substantive role.

In his new role Mike Bowden will co-ordinate all of the change projects and activities already underway across all of the service areas now within the People and Communities brief. He will also support colleagues within the PCT with their re-structuring and the eventual close down of the PCT and he will support the GP CCG to design their functions and form for April 2013 when it will replace the PCT.

In addition The Institute of Public Care (IPC) have been commissioned to support the development of the department including identifying all of the statutory roles and duties now in place, evidenced models of best practice which are shown to have improved outcomes and to support the creation of new functions which will in turn lead to a new structure.

This work is critical for two reasons. Firstly, it allows us to avoid simply 'sticking' functions together and secondly, it provides an opportunity to think through these functions and develop new and better ways of structuring services. This is

important because we have less funding moving forward and more demands, therefore we must organise to remove duplication and provide effective services which reduce long term dependency.

Research and national guidance, particularly around NHS changes, will be completed by Autumn 2011 and its is intended to then launch informal and formal consultation on the re-structuring of the new Department. This consultation will start in January 2012 with a view to the new structure being in place between September 2012 and April 2013.

This will allow changes to the education functions to be in place for the start of the 2012-13 academic year (September 2012) whilst also providing time for the final changes in the NHS to be incorporated for April 2013 when PCT's are disbanded and Public Health functions are formally transferred to local authorities.

#### 4.3 Safeguarding of vulnerable children, young people and adults

Throughout this period the safeguarding of our most vulnerable people will remain the paramount concern.

For children and young people Maurice Lindsay remains the Divisional Director for Safeguarding, Social Care and Family Support. This Division will continue to be both challenged and supported by the Safeguarding, Adult Care, Personalisation and Practice Development Division led by Jo Gray as Divisional Director.

The direct business of safeguarding adults will be done by the Community Health and Social Care Service which is now firmly on course to become a Social Enterprise under Janet Rowse as Chief Executive (Designate). This direct work and that of Maurice's division will continue to be quality assured by the Division headed by Jo Gray.

This system will provide strong assurance on our safeguarding systems overall and both the children's and adult systems are, in turn, overseen by the Local Safeguarding Boards for Children and Adults both of which have independent Chairs in place.

#### 4.4 Conclusions

There is a considerable amount of work to be done whilst also keeping a focus upon business as usual and safeguarding and dealing with a massive change agenda driven by national government and at a time of reducing resources.

The interim structure, change programme and systems in place to secure continued effective practise will support the services and council to deliver a fully, functioning People and Communities Department for April 2013.

## RISK MANAGEMENT

- 4.2 A risk assessment related to the issue and recommendations will be undertaken at the appropriate time

## 5 EQUALITIES

5.1

## 6 CONSULTATION

6.1 *Cabinet Member; Trades Unions; Overview & Scrutiny Panel; Staff; Other B&NES Services; Other Public Sector Bodies; Charter Trustees of Bath; Section 151 Finance Officer; Chief Executive; Monitoring Officer*

6.2 Consultation will be undertaken as this work progresses using local fora

## 7 ISSUES TO CONSIDER IN REACHING THE DECISION

7.1 *Social Inclusion; Customer Focus; Sustainability;*

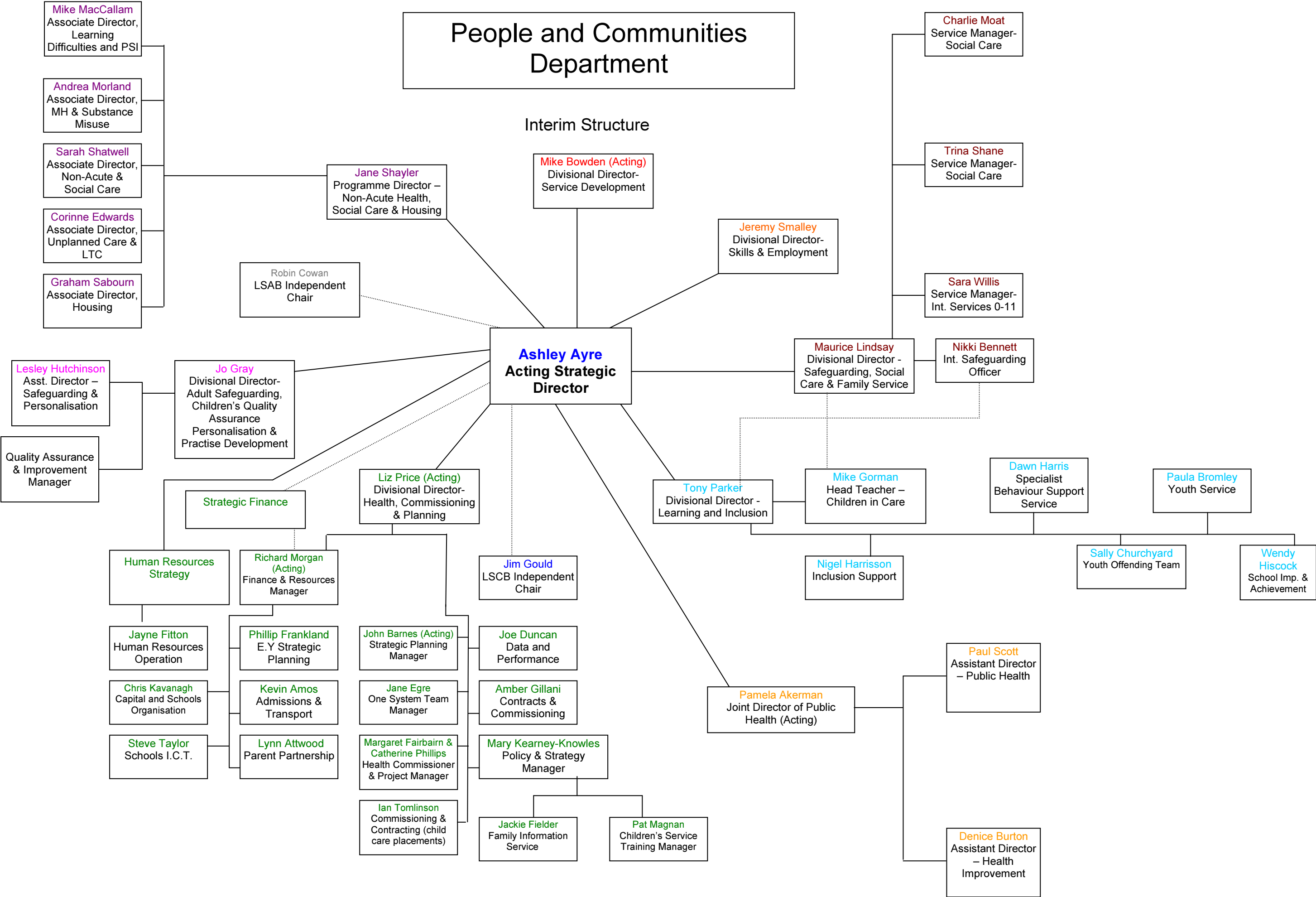
## 8 ADVICE SOUGHT

8.1 The Council's Monitoring Officer (Divisional Director – Legal and Democratic Services) and Section 151 Officer (Divisional Director - Finance) will consider proposals as they emerge at the appropriate time

<b>Contact person</b>	<i>Ashley Ayre</i>  <i>Tel: 01225 394212</i>
<b>Background papers</b>	
<b>Please contact the report author if you need to access this report in an alternative format</b>	

# People and Communities Department

## Interim Structure



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# Public Health Team

**Ashley Ayre**  
Acting Strategic Director

**Pamela Akerman**  
Joint Director of Public Health (Acting)

Emergency Preparedness Co-ordinator

**Paul Scott**  
Assistant Director – Public Health

**Denice Burton**  
Assistant Director – Health Improvement

Consultant 0.4

Specialist Registrar

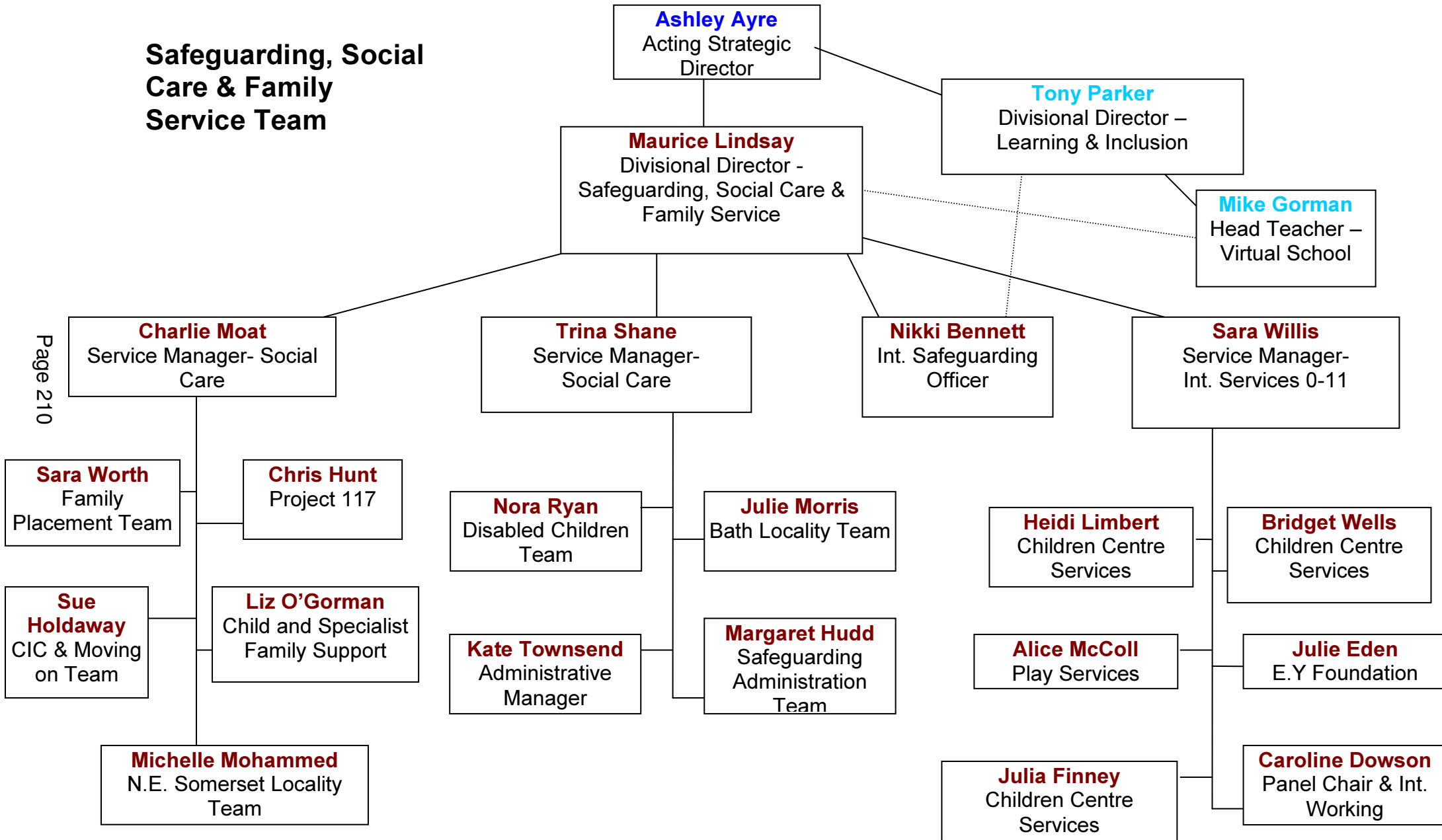
Intelligence Analyst

**Charlotte Matthews**  
Mental Wellbeing & Business

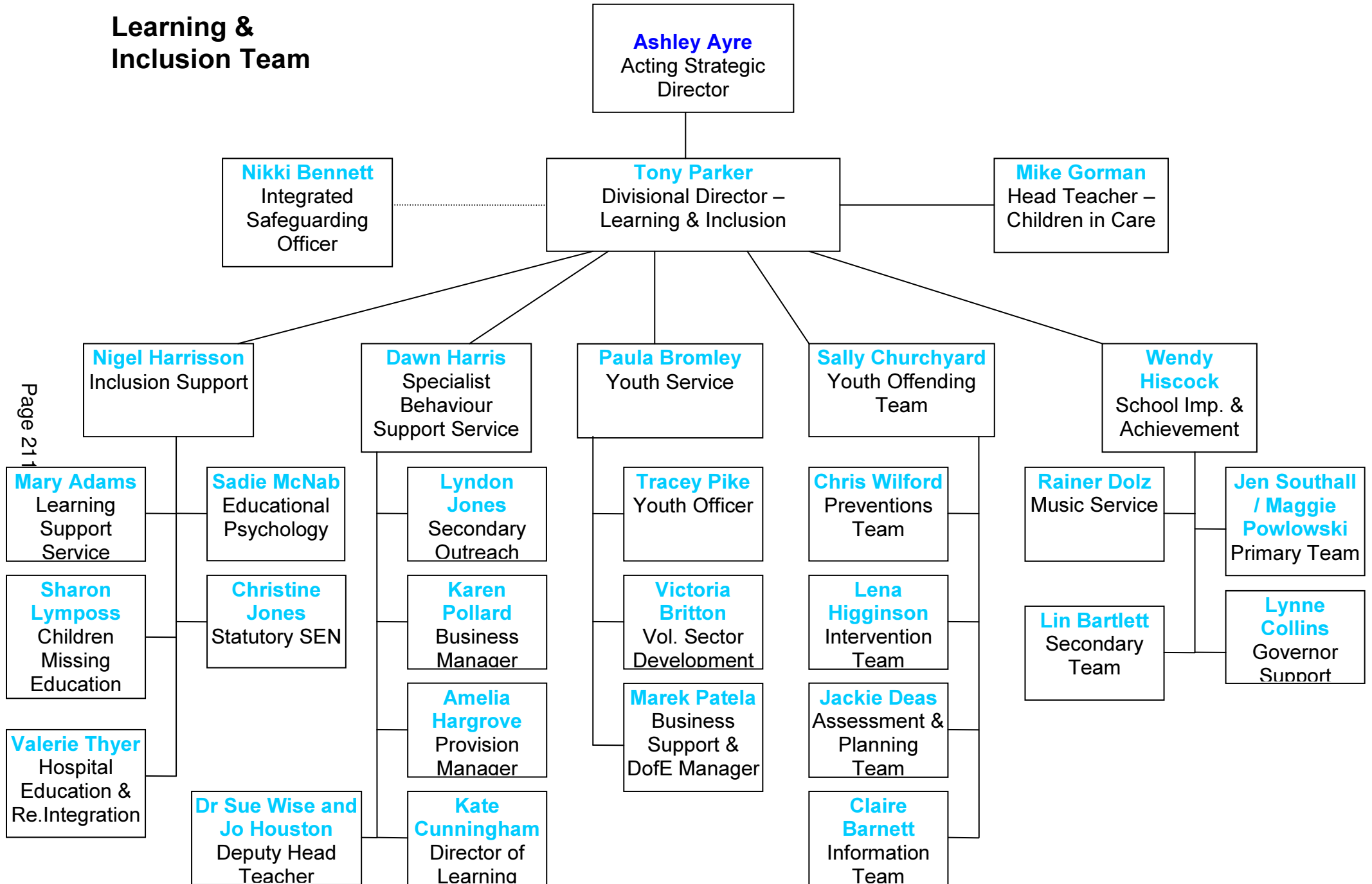
**Daniel Messom**  
Primary Care & Sexual Health

**Jo Lewitt / Sarah Heathcote**  
Children & Young People

# Safeguarding, Social Care & Family Service Team



# Learning & Inclusion Team



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**Agenda Item 15**

**Bath & North East Somerset Council**

<b>MEETING:</b>	Early Years, Children and Youth Policy Development & Scrutiny Panel	
<b>MEETING DATE:</b>	18 <sup>th</sup> July 2011	<b>AGENDA ITEM NUMBER</b>
<b>TITLE:</b>	<b>CO-OPTED MEMBERSHIP OF THE EARLY YEARS, CHILDREN AND YOUTH POLICY DEVELOPMENT &amp; SCRUTINY PANEL RELATING TO SCHOOLS MATTERS</b>	
<b>WARD:</b>	ALL	
<b>AN OPEN PUBLIC ITEM</b>		
<b>List of attachments to this report: None</b>		

**1 THE ISSUE**

- 1.1 This report invites the Early Years, Children and Youth Policy Development & Scrutiny Panel to note the arrangements for co-opted membership of the Panel when dealing with schools matters.
- 1.2 The Panel's co-option of permanent members in addition to the statutory co-optees is based on the desire to continue at Member level a fruitful working arrangement involving staff and governor representatives which has served the Authority well under the former Education Committee and the predecessor to this current Panel (CYP).

**2 RECOMMENDATION**

- 2.1 The Panel is recommended to:
  - a) Agree that the current arrangements for non-voting co-opted Education members of the Early Years, Children and Youth Policy Development & Scrutiny Panel should be continued.
  - b) Note the current statutory membership.

**3 FINANCIAL IMPLICATIONS**

- 3.1 If teachers or staff representatives are required to attend Panel meetings during their normal hours of work there may be financial implications arising from the need to provide cover. The payment of travel or other expenses to co-opted members would also need to be taken into account.

**4 THE REPORT**

4.1 The current co-opted membership of the panel is as follows:

**Statutory**

- 2 statutory voting members, 1 from the Church of England Diocese and 1 from the Roman Catholic Diocese respectively
- 2 statutory voting parent governor members (elected by the Governors' Executive) with a two-year term of office

**Non-statutory**

- 1 non-voting member who is a Primary School Representative
- 1 non-voting member who is a Secondary School Representative
- 3 non-voting members who are governors representing secondary, primary and special schools respectively
- 3 non-voting members nominated to represent the professional teaching associations
- 2 non-voting members who represent DAFBY (Democratic Action for B&NES Youth)

4.2 Voting rights for the statutory co-optees apply only to those items concerned with education issues.

4.3 Co-opted members are not expected to attend for those agenda items that are not concerned with education issues.

4.4 Schools are consulted about the allocation of funding through the Schools Forum. Each phase of education is represented by headteachers and governors, with diocesan and trades union representatives. The representation of the Schools Forum on the Panel will be through the co-opted members.

4.5 It should be noted that continuing membership of the Panel is not the only avenue for consultation on school matters. Officers carry out such consultation with those affected as part of the preparatory process before matters are brought forward to Members. The Panel may also choose to consult interest groups, local partnerships and further educational establishments on matters of particular interest by inviting them to contribute to a specific meeting. This is often more welcomed by representatives of these organisations because of their other commitments than the time required to serve as a regular co-optee of the Panel.

**5 ISSUES TO CONSIDER IN REACHING THE DECISION**

5.1 Young People; Equality (age, race, disability, religion/belief, gender, sexual orientation);

<b>Contact person</b>	Mark Durnford, Democratic Services Officer. Tel: 01225 394458
<b>Background papers</b>	
<b>Please contact the report author if you need to access this report in an alternative format</b>	

<b>Bath &amp; North East Somerset Council</b>	
<b>MEETING: EARLY YEARS, CHILDREN AND YOUTH POLICY DEVELOPMENT &amp; SCRUTINY PANEL</b>	
MEETING DATE:	<b>18<sup>th</sup> July 2011</b>
TITLE:	<b>WORKPLAN FOR 2011/12</b>
WARD:	All
<b>AN OPEN PUBLIC ITEM</b>	
<b>List of attachments to this report:</b>	
Appendix 1 – Panel Workplan	
Appendix 2 – Information to help to identify Workplan Items	
Appendix 2 – Workplan suggestion form	

## **1 THE ISSUE**

- 1.1 This report presents the latest workplan for the Panel (Appendix 1) as well as information to help Panel members identify any additional items for the workplan (plus a suggestion form for workplan items).
- 1.2 The Panel is required to set out its initial thoughts/plans for their future workload, in order to feed into cross-Panel discussions between Chairs and Vice-chairs - to ensure there is no duplication, and to share resources appropriately where required.

## **2 RECOMMENDATION**

- 2.1 The Panel is recommended to
- (a) consider the range of items that could be part of their Workplan for 2011/12 and into 2012/13
  - (b) agree a first draft of their Panel Workplan 2011/12 and into 2012/13.

## **3 FINANCIAL IMPLICATIONS**

- 3.1 All workplan items, including issues identified for in-depth reviews and investigations, will be managed within the budget and resources available to the Panel (including the designated Policy Development and Scrutiny Team and Panel budgets, as well as resources provided by Cabinet Members/Directorates).

## 4 THE REPORT

4.1 The purpose of the workplan is to ensure that the Panel's work is properly focused on its agreed key areas, within the Panel's remit. It enables planning over the short-to-medium term (ie: 12 – 24 months) so there is appropriate and timely involvement of the Panel in:

- a) Holding the executive (Cabinet) to account
- b) Policy review
- c) Policy development
- d) External scrutiny.

4.2 The workplan helps the Panel

- a) prioritise the wide range of possible work activities they could engage in
- b) retain flexibility to respond to changing circumstances, and issues arising,
- c) ensure that Councillors and officers can plan for and access appropriate resources needed to carry out the work
- d) engage the public and interested organisations, helping them to find out about the Panel's activities, and encouraging their suggestions and involvement.

4.3 The Panel should take into account all suggestions for work plan items in its discussions, and assess these for inclusion into the workplan. Councillors may find it helpful to consider the following criteria to identify items for inclusion in the workplan, or for ruling out items, during their deliberations:-

- (1) public interest/involvement
- (2) time (deadlines and available Panel meeting time)
- (3) resources (Councillor, officer and financial)
- (4) regular items/"must do" requirements (eg: statutory, budget scrutiny, etc)?
- (5) connection to corporate priorities, or vision or values
- (6) has the work already been done/is underway elsewhere?
- (7) does it need to be considered at a formal Panel meeting, or by a different approach?

The key question for the Panel to ask itself is - can we "add value", or make a difference through our involvement?



4.4 There are a wide range of people and sources of potential work plan items that Panel members can use. The Panel can also use several different ways of working to deal with the items on the workplan. Some issues may be sufficiently substantial to require a more in-depth form of investigation. Further details about sources, ways of working and investigations are given in Appendix 2.

4.5 Suggestions for more in-depth types of investigations, such as a project/review or a scrutiny inquiry day, may benefit from being presented to the Panel in more detail using the form at Appendix 3.

4.6 When considering the workplan on a meeting-by-meeting level, Councillors should also bear in mind the management of the meetings - the issues to be addressed will partially determine the timetabling and format of the meetings, and whether, for example, any contributors or additional information is required.

## **5 RISK MANAGEMENT**

5.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

## **6 EQUALITIES**

6.1 Equalities will be considered during the selection of items for the workplan, and in particular, when discussing individual agenda items at future meetings.

## **7 CONSULTATION**

7.1 The Workplan is reviewed and updated regularly in public at each Panel meeting. Any Councillor, or other local organisation or resident, can suggest items for the Panel to consider via the Chair (both during Panel meeting debates or outside of Panel meetings).

## **8 ADVICE SOUGHT**

8.1 The Council's Monitoring Officer (Divisional Director – Legal and Democratic Services) and Section 151 Officer (Divisional Director - Finance) have had the opportunity to input to this report and have cleared it for publication.

<b>Contact person</b>	Mark Durnford, Democratic Services Officer. Tel: 01225 394458
<b>Background papers</b>	None
<b>Please contact the report author if you need to access this report in an alternative format</b>	

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Last updated

**Early Years, Children and Youth Policy Development & Scrutiny Panel Workplan**

Meeting Date	Agenda Item	Director	Report Author	Format of Item	Requested By	Notes
<b>18<sup>th</sup> July 2011</b>	Primary / Secondary Parliament Feedback	AA	Briony Waite	Verbal Update		
	Complaints Annual Report	AA	Mary Kearney Knowles	Report		
	LSCB Annual Report	AA	Maurice Lindsay	Report		May 2011
	Childcare Sufficiency Final Report / Action Plan	AA	Philip Frankland	Report	Panel (Jan 11)	April 2011
	Youth Justice Plan	AA	Sally Churchyard	Report		
	Child Protection / Safeguarding (Performance)	AA	Maurice Lindsay / Trina Shane	Report		Report every 6 months
	Academies	AA	Ashley Ayre	Report		
	Children's Services Department Development	AA	Ashley Ayre	Report		
	Cabinet Member Update			Verbal Update		
	Children's Services Director's Briefing	AA	Ashley Ayre	Briefing		Paper to be issued on meeting day
<b>10<sup>th</sup> Oct 2011</b>						
<b>Future items</b>						
	Academies / Free School Policy					

Last updated

Meeting Date	Agenda Item	Director	Report Author	Format of Item	Requested By	Notes
	Supporting Young People Strategy Update	AA	Tony Parker	Report		
	School Sports Strategy		Marc Higgins / Tony Parker	Report	Panel (March 10)	
	Camerton Primary School Review	AA	Helen Hoynes	Report	Panel (May 10)	Spring 2012

### **Workplan sources and ways of working** (adapted from “How to be an Effective Scrutiny Member” training 2011)

#### **Sources of Panel activities/work plan suggestions**

##### » **People**

- Whole Panel
- Cabinet member suggestions,
- SDG/officer suggestions,
- members of public
- community/voluntary groups
- Non-panel Councillors

They don't all have to be sat in the room, but seek their views and input ....

##### » **Wide range of issues and subjects**

Seek suggestions/ideas from

- The Cabinet's Forward Plan,
- corporate plan/priorities,
- range of corporate and service policies, strategies and plans – when are they due to be reviewed/refreshed?
- sustainable community strategy (if something is to be achieved in 20years – ask how? where could OS be involved? )
- new ways of working (eg: multi-organisation projects) – have they worked, are they successful? What can be learned?
- Service plans and performance information
- New government legislation, consultation or guidance
- Suggestions from public, media issues, neighbourhood, voluntary and community sector organisations
- Issues from audit or inspection reports

## Ways of Working

### » Types of Workplan/Agenda items

- » Formal report
- » Presentation
- » Verbal briefing/update
- » Q&A session/interview
- » In-depth investigation

### » By who?

- Cabinet members,
- Member champions,
- Council officers,
- “partner” organisations, such as NHS, Police, and local organisations,
- residents/community groups ,
- young people (DAFBY, Youth Parliament)
- and others?

## Planning

### » **Medium to longer term**

- Medium to longer term: 12 – 24 months
- later stages can be more about “sketching in” regular items, outcomes of planned reviews/following up items etc

### » **Flexibility – room for planned and reactive work**

- Planning = good; don't forget to add the regular work, such as budget/service plans
- but also leave space and flexibility for issues arising

## Setting Boundaries

### » **Self discipline: time, energy, capacity**

Be self-disciplined – don't say yes to everything suggested !!

- As a Panel, do you have the time, energy, capacity? This is where planning over a longer timescale can help
- Not all Panel members can be at all meetings, involved in reviews, sitting on a policy development group – need to share and schedule who's involved and when
- Identify the timescale (even if roughly) for when something is to be examined/ reviewed - Members can identify in advance where and when they can best be individually involved
- Check: is officer support available? For example: an investigation that needs lots of financial info during March may not be easy to support.

### » **Challenge yourselves**

Be a “critical friend” to your own plans.....

- Is this the best use of our time?
- What could we influence or change? Is it the right time to do it?
- Could we be duplicating work already underway (eg: through the audit or change programme)?

### » **Avoid “for information” or “to note” as much as possible**

Could this be done another way -

- E-mailed document or link to the intranet (CIS) (save paper and server capacity?)
- A separate dedicated briefing from officers?
- Could 1 or 2 Councillors be commissioned to look into something report back to the Panel at the next work planning session?

### » **Key question: does OS “add value”? Can it make a difference?**

- Are you going to influence change/improvement?
- Can you have a tangible effect via your observations, comments, recommendations.....and subsequent changes?

Making a difference can also be through holding public discussions -

- clarifying reasons – the what, why and how,
- enabling community views to be heard,
- bringing together a range of involved organisations that may not have met before in the right forum,
- exploding myths and misunderstandings?

## **In-depth Investigations**

### **Methods:**

#### Review/projects

- structured projects that take place over several months, with a sub-section of the Panel forming a Steering Group;
- use a range of processes and tools to gather evidence about the subject
- produce a final report about the project culminating in the strongly evidenced conclusions and recommendations
- Cabinet response to agree/defer/reject recommendations then brought to Panel

#### Scrutiny Inquiry Days

- Recent development in B&NES, although used in other Councils.
- A participative, consultative way of working
- Range of organisations interested in a certain issue (eg: Trade Waste collections) invited to meet informally with the Panel
- main part is a type of “workshop” or facilitated sessions
- develop shared “Action Plan” that all organisations sign up to
- report of day taken to formal Panel meeting, to agree any recommendations that are to be made to Cabinet.

*These types of investigation are supported by high standard established project management processes provided by the Policy Development & Scrutiny Team*



## Service-led policy review & development

*This is a potential new way of working, based on the Councillor involvement model recently used in work on the Local Development Framework. Details are still to be discussed and finalised, but based on previous practice, this could involve ;*

- A sub-group of Panel members meet and work with service officers on a review or development of policy
- Members provide comments and suggestions at regular intervals during the process
- Different to a project/review (as above) as its an on-going overview of the development of the policy, rather than a more objective Panel-led and directed investigation,
- Needs to be included in workplan to ensure Panel capacity
- It has not yet been identified how the Members report back to Panel on how they've "added value" by their involvement in the policy development process.

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**BATH AND NORTH EAST SOMERSET COUNCIL  
POLICY DEVELOPMENT & SCRUTINY PANEL:  
WORK PLAN SUGGESTION FORM**

Your name: \_\_\_\_\_

Suggested Workplan item: \_\_\_\_\_

Which Panel: \_\_\_\_\_

**Topic Outline:** Please include a brief outline about the topic you are suggesting and any reasons for it to be prioritised.

You may want to consider including information about whether your topic

- impacts on more than one section of society, or multiple wards in B&NES,
- is an issue of public concern,
- has any particular timescales to be carried out or completed by
- is a poor performing/overspending service area, and
- what you think can be achieved from scrutiny involvement.

**Type of Topic:** Do you think your item should be

- A) Agenda item at a future panel meeting (When? \_\_\_\_\_)  
or  
B) An In-depth investigation
- a. Project/review
  - b. Single Inquiry Day
  - c. Service-led policy review & development

Please return completed forms to [scrutiny@bathnes.gov.uk](mailto:scrutiny@bathnes.gov.uk)

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