

Democratic Services

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Date: 14th March 2014

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

Councillors: Sally Davis, Sarah Bevan, Liz Hardman, David Veale, Loraine Morgan-Brinkhurst MBE and Michael Evans

Co-opted Voting Members: David Williams

Co-opted Non-Voting Members: Chris Batten and Peter Mountstephen

Cabinet Member for Early Years, Children & Youth: Councillor Dine Romero

Chief Executive and other appropriate officers
Press and Public

Dear Member

Early Years, Children and Youth Policy Development and Scrutiny Panel: Monday, 24th March, 2014

You are invited to attend a meeting of the **Early Years, Children and Youth Policy Development and Scrutiny Panel**, to be held on **Monday, 24th March, 2014** at 4.30 pm in the **Council Chamber - Guildhall, Bath**.

The agenda is set out overleaf.

Yours sincerely



Mark Durnford
for Chief Executive

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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:-

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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**

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

**Early Years, Children and Youth Policy Development and Scrutiny Panel - Monday, 24th
March, 2014**

at 4.30 pm in the Council Chamber - 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

At this point in the meeting declarations of interest are received from Members in any of the agenda items under consideration at the meeting. Members are asked to indicate:

(a) The agenda item number in which they have an interest to declare.

(b) The nature of their interest.

(c) Whether their interest is a **disclosable pecuniary interest** or an **other interest**, (as defined in Part 2, A and B of the Code of Conduct and Rules for Registration of Interests)

Any Member who needs to clarify any matters relating to the declaration of interests is recommended to seek advice from the Council's Monitoring Officer or a member of his staff before the meeting to expedite dealing with the item during the meeting.

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. MINUTES - 27TH JANUARY 2014 (Pages 7 - 18)

8. SCHOOL TERM AND HOLIDAY DATES 2015-16 (Pages 19 - 28)

The Panel is asked to consider the School Term and Holiday Dates for the Academic Year 2015-16.

9. PROPOSALS FOR FUTURE REPORTING OF EDUCATION RESULTS TO THE PANEL (Pages 29 - 32)

This report asks if the Panel wishes to receive an annual summary report of education results in addition to its current "early look" at results in September and November.

10. FAMILY INFORMATION SERVICE (Pages 33 - 58)

11. PARENT PARTNERSHIP SERVICE (Pages 59 - 98)

12. LOCAL SAFEGUARDING CHILDREN'S BOARD REPORT (2013 / 14) & WORK PROGRAMME (2014 / 15) (Pages 99 - 118)

This (draft) Annual Report and Work Programme details progress with the work of the Local Safeguarding Children Board (LSCB) and the effectiveness of local arrangements for safeguarding children, and the individual member agencies contributions to this.

13. DIRECTOR OF CHILDREN'S SERVICE - TEST OF ASSURANCE (Pages 119 - 134)

The Statutory Guidance concerning the duties of the Director of Children's Services was revised in summer 2013. The Guidance recommends that where the DCS role is combined with other duties a test of assurance is undertaken. The purpose of the test is to provide assurance to the local authority that the statutory duties relating to Children's Social Care and Education are effectively carried out and that sufficient organisational capacity is available to meet these duties properly.

14. POLICY DEVELOPMENT & SCRUTINY RECOMMENDATIONS - ALCOHOL HARM REDUCTION STRATEGY (Pages 135 - 146)

The Scrutiny Inquiry Day was held on the 10th October 2013. Cabinet members have been asked to consider the recommendations of the scrutiny inquiry day. Their response now returns to each of the respective PDS Panels for the consideration of members.

15. CABINET MEMBER UPDATE

The Cabinet Member will update the Panel on any relevant issues. Panel members may ask questions.

16. PEOPLE AND COMMUNITIES STRATEGIC DIRECTOR'S BRIEFING

The Panel will receive a verbal update on this item from the People and Communities Strategic Director.

17. PANEL WORKPLAN (Pages 147 - 150)

This report presents the latest workplan for the Panel.

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

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BATH AND NORTH EAST SOMERSET COUNCIL

EARLY YEARS, CHILDREN AND YOUTH POLICY DEVELOPMENT AND SCRUTINY PANEL

Monday, 27th January, 2014

Present:- Councillors: Sally Davis (Chair), Sarah Bevan (Vice-Chair), Liz Hardman, David Veale, Loraine Morgan-Brinkhurst MBE, Colin Barrett (In place of Michael Evans) and Manda Rigby

Co-opted Non-voting Members:- Chris Batten

Also in attendance: Ashley Ayre (Strategic Director, People and Communities), Mike Bowden (Divisional Director - Health Commissioning and Strategic Planning), Richard Baldwin (Divisional Director CYP Specialist Services), Deborah Forward (Senior Commissioning Manager - Preventative Services), Helen Hoynes (School Organisation Manager) and Sara Willis (Service Manager 0-11 Outcomes), Sarah Watts (Complaints Procedure Manager) and Stephen Mason (Head of Safeguarding Quality Assurance)

69 WELCOME AND INTRODUCTIONS

The Chair welcomed everyone to the meeting.

70 EMERGENCY EVACUATION PROCEDURE

The Chair drew attention to the emergency evacuation procedure.

71 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

Councillor Michael Evans had sent his apologies to the Panel. Councillor Colin Barrett was present as his substitute for the duration of the meeting.

Apologies were also received from Peter Mountstephen and David Williams who are both Co-opted Members of the Panel

The Liberal Democrat Group currently has a vacancy on the Panel, Councillor Manda Rigby was their representative on this occasion.

72 DECLARATIONS OF INTEREST

Councillor Loraine Morgan-Brinkhurst declared a personal and non-prejudicial interest in agenda items 11 (Children & Young Persons Plan) and 12 (Commissioning Plans) as she is one of the Council's representatives on the Sirona Care & Health Community Interest Company.

73 TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIRMAN

There was none.

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

Councillor Eleanor Jackson had registered to speak in relation to agenda item 11 (Children & Young Persons Plan) and would do so directly before the item was debated by the Panel.

75 MINUTES - 25TH NOVEMBER 2013

The Panel confirmed the minutes of the previous meeting as a true record and they were duly signed by the Chair.

76 RE-STRUCTURING OF THE EARLY YEARS, CHILDREN'S CENTRE AND EARLY HELP (0 - 11 YEARS) SERVICES 2014 - 2016

The Senior Commissioning Manager for Preventative Services gave a presentation to the Panel regarding this item. A copy of it will be available online as an appendix to the minutes and on the Panel's Minute Book, a summary is set out below.

Children's Centres - Current and emerging model

Current Model

11 Children's Centres dispersed across B&NES, 9 provided by the council, 2 by a voluntary sector provider

Currently managed as 4 groups: Bath East, Bath West, Keynsham and Chew Valley, Somer Valley

Models vary but each centre has a co-ordinator (either PT or FT) to manage the building, the staff and coordinate the services.

Who uses the current services

Families with children aged 0-4 who have additional needs. These families are targeted by the services, either because of where they live in the community, or because of a particular need of a child or parent, or both. For instance:

Mums with post natal depression

Children with disabilities

Some families without additional needs can access the more open (universal) groups such as Stay and Play, Bumps and Babes.

Emerging model for Children's Centres

Remodel 4 groups into 2 new groups by centralising and consolidating management support and back office functions, but retain 11 Children's Centres and other venues for delivery.

Group the Children's Centres according to geographical location so the new groups will look as follows:

Bath – 5 centres

North East Somerset – 6 centres

Commission the management and running of the Children Centre buildings separately to the services.

In consolidating management and back office functions, a 'service centre' for each group will be housed in one of the Children's Centres. It's proposed that these are:

Bath – Parkside

North East Somerset - Radstock

Plus two subsidiary 'service centres' at Keynsham and Twerton.

These will be the bases for most Children Centre staff.

Health visitors and other partners can remain in these and other Children's Centres.

The consolidation will not adversely affect the delivery of the service from 11 Children's Centres and other venues.

Outreach Service

An outreach service which is fully targeted, only supporting families and children with additional needs. It will provide:

Home visits to support children and parents. 220 families/children will be supported at any one time.

Groups for children and parents – Capacity to support 44 groups in the Children's Centres and other community venues each week, with up to 22 groups supported by 2 outreach staff and others led by an outreach worker but supported by a volunteer/ other staff.

All groups will continue to be provided in the Children's Centres and other community venues such as Temple Cloud and Fox Hill as they do now.

Opening hours

The two service centres, Parkside and Radstock and the two subsidiaries at Twerton & Keynsham will open full time.

Opening times of the other Children's Centres will be matched to the times when the groups and activities are running.

Groups delivered by other partners and organisations will still be able to use the buildings as they do now.

The additional cost of keeping the other 7 Children's Centres open 9-5 weekdays would be £294,000.

Early Years Foundation Stage Service

Quality Improvement and Moderation

- Business model being developed to charge for non-statutory support and training to generate income to cover costs. Level of service will reduce and visits will be targeted to settings/child-minders where:
 - settings /child-minders need to improve i.e. poor 'Ofsted' rating;
 - there are high number of funded 2 year olds
 - There are concerns about practice and welfare standards
- Moderation is a statutory function and will be retained at the current level

Inclusion Support for children with additional needs

- The service will remain resourced as it is to retain current levels of support and support the delivery of SEND

Impact of the £2.3 m reduction (£500k)

If we had to make a £2.3m reduction we would lose:

- 4 FTE outreach workers in the Children's Centre Service, which would mean 40 less families/children supported.
- Two teachers in the Children's Centre Groups
- The subsidy of Children's Centre nurseries to retain enhanced staffing to support children with additional needs.
- The current level of support the Early Years Foundation Stage team provides to children in pre-school settings with the greatest needs, and our ability to effectively respond to the SEND reforms.

Councillor Liz Hardman asked what would happen to breast feeding support service and the speech and language service provided by Sirona.

The Senior Commissioning Manager for Preventative Services replied that the contract for those services expires in March 2015 and at that point it is proposed to reduce the budget and reshape these types of services through the commissioning process.

Councillor Liz Hardman asked what would happen to the universal services in the future.

The Senior Commissioning Manager for Preventative Services replied that there were currently 13 universal groups, but none of these would be run by Children's Centres staff in the future.

Councillor Liz Hardman asked when the cuts would actually take effect.

The People and Communities Strategic Director replied that a public consultation will take place and following that changes to the service will begin in September 2014 and continue until June 2015.

Councillor Liz Hardman commented that she was concerned about the lack of reception staff at centres in the future and asked if parents would have to pay for them or would volunteer groups provide them.

The Early Years & Extended Services Manager replied that there would still be some support at the centres for volunteers and parents and that payment for venue hire or further staff would be part of the consultation discussion.

Councillor Colin Barrett asked if services were unable to continue at the centre in Weston would the Council help in subsidising the travel costs of parents to access services elsewhere.

The Senior Commissioning Manager for Preventative Services replied that the consolidation process would not affect service delivery and therefore parents should not need to travel any further distance than normal.

Councillor Colin Barrett commented that he was concerned over the possibility of an increase in venue hire as it may seem some groups struggle to continue.

The People and Communities Strategic Director replied that they were looking to implement a more effective charging policy, but stated that nothing had been set down yet. He added that our current rates are quite low.

Councillor Dine Romero, Cabinet Member for Early Years, Children & Youth added that these concerns needed to be raised during the consultation process.

Councillor Manda Rigby commented that she was able to see the rationale behind the separation of the centres and the limit on their opening hours. She added that this message must be clearly explained to the public and the fact that the centres can be used at other times but some degree of a charge will apply.

The People and Communities Strategic Director replied that indeed was the intention to convey to families the services that are available. He added that he saw a role for the Council's Communications team in this.

The Chair wished to thank all the staff concerned in this process so far and said that the Panel were aware of how important these services were. She urged all Councillors to ensure that their residents become aware of the upcoming consultation.

77 CHILDREN'S SERVICE SOCIAL CARE COMPLAINTS ANNUAL REPORT 2012 - 2013

The Complaints Procedure Manager introduced this item to the Panel. She explained that during the year a total of 60 complaints were registered at Stages 1, 2 or 3 of the procedure. Two complaints were received from the Local Government Ombudsman. 31 compliments or letters of thanks were recorded.

The People & Communities Strategic Director wished to thank the Complaints Procedure Manager and her team for all their work in this area.

Councillor Colin Barrett asked if any reason could be given for the increase in complaints.

She said there had been a gradual rise in the number of complaints over recent years but the increase was more marked this year. She added that it was difficult to pinpoint the exact reason for the increase in the number of complaints; however, it

had coincided with the increase in the level of service activity such as the number of children with a child protection plan.

The Head of Safeguarding Assurance for Children and Young People added that the Independent Chairs and Review Officers make sure all parties are aware of the procedure to complain if they feel they have not been listened to.

The Chair thanked them both for the report on behalf of the Panel.

78 PRIMARY AND SECONDARY SCHOOL ORGANISATION PLAN 2013 - 2017

The School Organisation Manager introduced this item to the Panel. She explained that the DfE currently allocate Basic Need capital funding to local authorities in order to provide additional school places where pupils are projected to exceed the number of places available and where the increase is occurring as a result of population growth other than from housing developments supported by Developer Contributions. She informed them that the level of Basic Need Funding provided is calculated on the basis of the Local Authority pupil forecast data submitted to the DfE, which outlines the number of existing places in the Authority, the current number of pupils on roll and a projection of future pupil numbers expected, excluding any pupils supported by Developer Contributions.

She stated that Basic Need funding of £2.6m for years 2013-14 and 2014-15 is committed against the Basic Need schemes that are currently being developed to ensure that the places projected to be required for 2015/16 can be provided.

She said that the DfE had recently announced Basic Need funding for 2015/16 and 2016/17 and this had seen a significant increase in funding to £13m approximately. This reflects the projected growth in pupil numbers shown in the Council's pupil place return to the DfE. Officers are assessing options and priorities for this funding.

She stated that in general, existing secondary school provision was expected to be sufficient for future pupil numbers arising from underlying population growth and future house building. She added that Secondary pupil numbers were expected to be lower over the next few years as the smaller numbers of pupils in the older year groups of primary school reach secondary school age and then to pick up again with admissions into Year 7 in 2018 onwards when the current younger primary age pupils who entered Reception in 2011 reach secondary school age.

She said that should a future proposed new housing development in a particular area be projected to result in a shortfall of secondary school places, the Authority would seek contributions from developers to provide additional places. This is highly likely to be delivered via the expansion of existing schools rather than by building new schools.

She informed the Panel that the future need for primary school places was expected to be affected by levels of underlying population growth coupled with pupils generated from new housing developments in line with the Revised Core Strategy and Strategic Housing Land Availability Assessment (SHLAA).

Councillor Liz Hardman asked what would happen if the developers say they cannot contribute.

The School Organisation Manager replied that a viability assessment would then be carried out to show what the impact of that situation would be.

The People & Communities Strategic Director added that the work of the Core Strategy and the Placemaking Plan were critical to the future of the Council. He said that the Council needed to create sustainable communities and that the concept statements for this future work had been tested vigorously.

Councillor Liz Hardman asked when is a Primary School deemed to be too large and what were the chances of the schools within B&NES having many empty desks.

The School Organisation Manager replied that there is no maximum limit set down for the size of a Primary School and that the risk of empty desks within B&NES was very slight.

Councillor Liz Hardman asked for further information on plans for a school within the Bath Western Riverside Development.

The School Organisation Manager replied that the new primary school to serve the development at Bath Western Riverside (BWR) has an estimated delivery date of 2017/2018, based on the latest build programme for the development. The school will have a capacity of 210.

Councillor Colin Barrett asked what impact the new development in Weston would have on the expansion plans for Weston All Saints Primary School.

The School Organisation Manager replied that Weston All Saints Primary School (WASPS) would be a three form entry school as previously agreed by Cabinet and as WASPS would take most of the pupils from the new development there would be expected to be a re-distribution of pupils across the area.

Councillor Loraine Morgan-Brinkhurst commented that she was concerned over the capacity of the local Roman Catholic schools as the figures for pupils attending these schools were increasing.

Councillor David Veale commented that he was aware of planned developments for the villages of High Littleton and Clutton and said he was concerned that the local schools would not be able to cope with the increase in numbers.

The School Organisation Manager replied that the department had been consulted on the planning applications and that Developer Contributions may be sought as part of the process.

The Chair thanked her and all the officers associated for producing the Plan.

The Panel **RESOLVED** to:

- i) Note the proposed strategy for the provision of school places within the 2013 – 2017 plan period
- ii) Note the proposed strategy for the provision of school places over the longer term within the Core Strategy Plan Period.

79 CHILDREN & YOUNG PERSONS PLAN

Councillor Eleanor Jackson addressed the Panel. She spoke of the need to build confidence in young people and to promote a 'Can Do' attitude. She also highlighted the requirement to have a safety net of services available. She wished to commend the report to the Panel especially for the way in which it addressed obesity and physical fitness.

The Divisional Director for Children & Young People Specialist Services introduced the report to the Panel. He explained that the Children Trust Board and B&NES had jointly agreed to the development of a new CYPP 2014-2017. He added that it clearly defined the priorities which will directly influence the future commissioning intentions for the delivery of services.

He said that the 3 key priorities that had been identified were: -

- **Children and Young People are Safe**
- **Children and Young People are Healthy**
- **Children and Young People have Equal Life Chances**

Councillor Liz Hardman said she was concerned over the figures in relation to alcohol misuse and asked what the Council could do to help on this issue.

The Divisional Director for Children & Young People Specialist Services replied that the intention was to continue to visit schools and to talk to pupils at an early stage to highlight the dangers of misuse to them. He also called for vigilance in licensing establishments.

The People & Communities Strategic Director added that the figures in the latest SHEU survey showed a decline in numbers and that the CCG had put in place an Alcohol Liaison Worker at the Royal United Hospital, Accident and Emergency department.

Councillor Liz Hardman commented that she felt that some people were bound to be missed through a lack of universal services.

The Divisional Director for Children & Young People Specialist Services replied that information regarding services was to be made available in a variety of ways and therefore the numbers would be minimal.

The Panel **RESOLVED** to note the draft Children and Young People's Plan (CYPP) 2014-2017.

80 COMMISSIONING PLANS

The Deputy Director for Children & Young People, Strategy and Commissioning gave a presentation to the Panel regarding this item. A copy of it will be available online as an appendix to the minutes and on the Panel's Minute Book, a summary is set out below.

Emerging Priorities for the CYPP 2014/7 to influence commissioning intentions:

- Recognising and managing risk
- Improved emotional well-being and resilience for children and young people
- Reduced rates of alcohol/substance misuse
- Improved support to families with complex needs
- Support for children and young people with SEN, disabilities and lifelong conditions (SEND)
- Reduced educational inequalities for key groups of children/young people:
 - Children in need/protection/care and care leavers
 - Children on free school meals
 - BME
 - Young Carers
 - SEN

Opportunities for integrated commissioning in 2015/6

Specialist commissioning

- Advocacy for children in need
- Young Peoples substance misuse
- Adoption support services
- PCAMHS/CAMHS services
- Community Health services

Preventative Commissioning

- Community Play services
- Children Centres and Early Support Services
- 0-11 preventative services for children missing education
- Youth Service
- Autistic Spectrum Disorder Support Service
- Behaviour Support and alternative education service

Public Health Commissioning

- Public Protection/Health Improvement Service
- Director of Public Healthy Settings (early years/schools/colleges)
- Passport to health Community Activities/Food in education settings
- Healthy Lifestyles Services

Adult services commissioning

- Opportunities for improved commissioning against the pathways, integration, value for money and improved outcomes

Councillor Sarah Bevan asked if the profile of Mentoring Plus needed to be raised at all.

The Deputy Director for Children & Young People, Strategy and Commissioning replied that he believed the service was reaching the people required.

The People & Communities Strategic Director replied that he believed the group were aware of the need for further marketing.

The Chair thanked him for the presentation on behalf of the Panel.

81 CABINET MEMBER UPDATE

Councillor Dine Romero, Cabinet Member for Early Years, Children & Youth addressed the Panel. She wished to inform the Panel of some upcoming events.

UK Youth Parliament Elections – Thursday 30th January

Primary Parliament – Thursday 12th June, Guildhall

Youth Parliament – Thursday 26th June, Chew Valley School

She complimented Mike Gorman, Headteacher of B&NES Virtual School for Children In Care for his work on the In Care In School DVD which had been widely commended.

On the subject of Alcohol Harm Reduction she commented that peer led support would also be sought.

She said she had attended the 10 in 100 celebration event and wanted to highlight the success of 'Reading between the lines' which was sponsored by Mentoring Plus. She added that idea behind it is to enable volunteer reading mentors to work with children in complex families.

The Chair thanked her on behalf of the Panel for the update.

82 PEOPLE AND COMMUNITIES STRATEGIC DIRECTOR'S BRIEFING

The People and Communities Strategic Director addressed the Panel. He informed them that the first stage of the Assurance Test relating to the role of the Children's Services Director had been carried out and that they would receive a report in March on the matter.

He explained that the Council's Health & Wellbeing Board was currently undergoing a Peer Review and wondered if the Panel may wish to receive a report on it in the future.

He informed them of the rise in Pupil Premium. Children in Secondary School will receive £935, Primary School children will receive £1,300 and Looked After children will receive £1,900. He added that work was underway to track the impact of this funding.

He also wished to commend the work of Mike Gorman and Paul Hamnett for their work on the In Care In School DVD and Reading between the lines (10 in 100 project) respectively.

Councillor Loraine Morgan-Brinkhurst asked for the Panel's thanks to be passed back to the officers also.

Councillor Liz Hardman said she would welcome a report on the impact of the Pupil Premium and asked if Academies could also be tracked on this.

The People and Communities Strategic Director replied that the Council could ask them for that information and felt that most would be willing to share it.

The Chair thanked him on behalf of the Panel for the update.

83 PANEL WORKPLAN

The Chair introduced this item to the Panel. She proposed that a report on the Pupil Premium be added to the list of future items following earlier brief discussion on the matter.

The Deputy Director for Children & Young People – Strategy and Commissioning proposed that a report on the Family Information Service be added to the list of future items.

The Panel **RESOLVED** to agree with both of these proposals.

The meeting ended at 7.00 pm

Chair(person)

Date Confirmed and Signed

Prepared by Democratic Services

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Bath & North East Somerset Council		
MEETING/ DECISION MAKER:	Early Years Children and Youth Policy Development & Scrutiny Panel	
MEETING/ DECISION DATE:	24 March 2014	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	School Term and Holiday Dates 2015-16	
WARD:	All	
AN OPEN PUBLIC ITEM		
<p>List of attachments to this report:</p> <p>Appendix A Proposed Term Dates 190 day model</p> <p>Appendix B Proposed Term Dates 195 day model</p> <p>Appendix C Proposed Term Dates 195 day model [following consultation].</p>		

1 THE ISSUE

1.1 To consider the School Term and Holiday Dates for the Academic Year 2015-16.

2 RECOMMENDATION

2.1 To decide a preferred set of School Term and Holiday dates for the Academic Year 2015-16 for recommendation to the Cabinet Member for Early Years, Children and Youth.

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

3.1 The standard academic year is based on 195 school days. Schools are open for 190 days and 5 days are used for in-service training. The Home to School transport budget is based on the financial year and is adjusted annually depending on the number of days which schools are open in the financial year. There will normally be 190 school days when we provide transport. However depending on when the Easter Holiday falls this can vary slightly from year to

year. If the Easter holiday means the number of days increase in one year this is usually compensated by a fall in the following year and vice versa.

- 3.2 If as a result of a school adopting their own dates there is an increase in Home to School Transport costs the Council will recover the additional cost from the school.

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

- 4.1 The Education [Schools and Further Education] Regulations indicate that in each academic year a school shall be open to receive pupils for not less than 380 sessions or 190 days. These proposed dates satisfy those requirements.
- 4.2 Currently the Local Authority determines dates for Community and Voluntary Controlled Schools. Academy, Free, Foundation and Voluntary Aided Schools have the power to set their own dates.
- 4.3 The Draft Deregulation Bill currently progressing through the House of Commons proposes to give the Governing Body of all schools the power to set their own term dates.
- 4.4 To try and achieve consistency in dates across all schools the Local Authority will recommend a set of dates for approval by individual Governing Bodies.

5 THE REPORT

- 5.1 Before the 2014-15 Academic year the calendar was based on a 195 day model with 5 in-service days being taken within these dates.
- 5.2 For the 2014-15 Academic Year the Cabinet agreed to set a calendar based on a 190 day model with 5 in-service days being taken outside of these dates.
- 5.3 This decision has not been universally popular with schools and as a result for 2015-16 the Local authority consulted on a 190 and 195 day model. These are attached as Appendices A&B.
- 5.4 The 190 day model allows parents to know exactly which days their children will be in school. However it gives schools less flexibility in determining in-service days particularly if schools wish to send staff to other schools while they are operational and restricts schools to setting days at the beginning and end of terms. Training suppliers and visiting speakers will be restricted to those dates making it harder to book the best ones. Schools like the flexibility to plan days in the school year which they find most useful.
- 5.5 The 195 day Appendix B model means parents will not always know the exact days their children will be in school. This can prove difficult for working parents or parents who have children in different schools. It does give schools greater flexibility over selecting in-service days. This model has terms 4 and 5 of equal length. However there is a 4 day period after Easter Monday where schools return before a 2 week break. There is a possibility attendance may fall during this period.
- 5.6 A total of 11 schools responded in favour of a 195 day model. A joint response on behalf of the Norton Radstock Schools also favoured the 195 day model. A number of schools suggested bringing the holiday in the 195 day model at the end of term 4 forward a week so it follows on from the two public holidays at

Easter. These dates are attached as Appendix C. Two schools responded in favour of the 190 day model.

5.7 The 195 Appendix C Model means term 4 is just short of 5 weeks and term 5 is 7 weeks in length. However the holiday does follow on immediately from Easter Monday which should remove the possible fall in attendance.

6 RATIONALE

6.1 The three possible sets of dates included in this report all try and ensure where possible terms are of equal length which improves learning opportunities for children and young people.

7 OTHER OPTIONS CONSIDERED

7.1 None.

8 CONSULTATION

8.1 Consultation took place with all schools in Bath and North East Somerset during January 2014.

8.2 Consultation has also taken place with neighbouring authorities who are also proposing to recommend a set of dates to their schools.

8.3 The dates will also be considered by the Joint Consultative Forum before the final decision is taken by Cabinet.

9 RISK MANAGEMENT

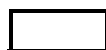

9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

Contact person	Kevin Amos Tel 01225395202 E Mail: Kevin_Amos@bathnes.gov.uk
Background papers	
Please contact the report author if you need to access this report in an alternative format	

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School Term and Holiday Dates – 2015/16

AUGUST 2015						SEPTEMBER 2015					OCTOBER 2015							
M		3	10	17	24	31	M		7	14	21	28	M		5	12	19	26
T		4	11	18	25		T	1	8	15	22	29	T		6	13	20	27
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 = SCHOOL TERM DATES
 = SCHOOL HOLIDAY DATES

TERM 1

Start: Wednesday 2 September 2015 [36 days]
Finish: Wednesday 21 October 2015

TERM 2

Start: Monday 2 November 2015 [35 days]
Finish: Friday 18 December 2015

TERM 3

Start: Monday 4 January 2016 [30 days]
Finish: Friday 12 February 2016

TERM 4

Start: Monday 22 February 2016 [28 days]
Finish: Friday 1 April 2016

TERM 5

Start: Monday 18 April 2016 [29 days]
Finish: Friday 27 May 2016

TERM 6

Start: Monday 6 June 2016 [32 days]
Finish: Tuesday 19 July 2016

PUBLIC HOLIDAYS:



25 December 2015	Christmas Day
26 December 2015	Boxing Day
01 January 2016	New Year's Holiday
25 March 2016	Good Friday
28 March 2016	Easter Monday
02 May 2016	May Day Bank Holiday
30 May 2016	Spring Bank Holiday

NB

The calendar is based on 190 days. Schools need to have 5 in service days outside of these dates.

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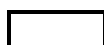

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Bath & North East Somerset Council		
MEETING	Early Years, Children & Youth Policy Development & Scrutiny Panel	
MEETING DATE:	24 March 2014	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	Proposals for future reporting of education results to the Panel	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
None		

1 THE ISSUE

- 1.1 This report asks if the Panel wishes to receive an annual summary report of education results in addition to its current “early look” at results in September and November.
- 1.2 This report in March, would be a summary of key results for the year, including those of vulnerable groups such as those eligible for free school meals. The report would highlight key successes and key issues. This year’s report is suggested for the next Panel meeting, in May.

2 RECOMMENDATION

- 2.1 The Panel to receive a report annually summarising the main results of the previous academic year. Key successes and key issues would be highlighted.
- 2.2 The report would cover education attainment and progress for all pupils and for vulnerable groups including:
 - (1) attainment in the Early Years Foundation Stage Profile
 - (2) attainment and progress at Key Stages 2 and 4
 - (3) attainment at Key Stage 5
 - (4) attainment of looked after children
- 2.3 The Panel to receive the first of these reports at its May 2014 meeting.

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

3.1 Within existing resources.

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

4.1 The Council has a general duty to promote high standards and fulfilment by every child of their educational potential as set out in section 13A of the Education Act 1996.

4.2 On 1 June 2013 Ofsted introduced new inspection arrangements for the school improvement function of local authorities. Inspections will occur where there are concerns about performance.

5 THE REPORT

5.1 In September 2013 the Panel received a verbal update on the provisional education results. This was followed by a report in November. At that time of year some of the data on attainment and progress for vulnerable groups of pupils was not available, particularly for Key Stage 4 results.

5.2 By May 2014 all results will be available. It is therefore a good time for the Panel to receive a summary of the most important attainment and progress measures from the 2013 results, with key successes and key issues identified.

5.3 This report proposes that this happens annually at Panel meetings, in March or later, as a key part of performance management arrangements for the Council's education functions.

6 RATIONALE

6.1 Many results for all pupils are excellent. It is often when looking at results for specific groups that areas requiring improvement become apparent.

6.2 The reports in November are too early to include all of the main measures for vulnerable groups. For example, the following were not available in the November 2013 report:

- (1) Achievement at Key Stage 4 of those eligible for free school meals compared with that of all pupils.
- (2) Achievement at Key Stage 4 of those with statements of special educational needs compared with that of all pupils.
- (3) Achievement at Key Stage 4 for specific ethnic groups compared with that of all pupils.

6.3 By mid-February each year almost all of the final results are available and there is a clearer picture of successes and issues. This is in time for reporting to Panel meetings from mid March onwards.

7 OTHER OPTIONS CONSIDERED

- 7.1 A report on all headline results at all stages and with a breakdown for all of the different pupil groups would be very long. This length would reduce its usefulness as a summary of the year's results.
- 7.2 A report only on areas of concern, without listing successes, would give a negative picture of the area's results when in fact there are many very good results and successes.

8 CONSULTATION

9 RISK MANAGEMENT

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

Contact person	<i>Mike Bowden, Deputy Director for Children & Young People – Strategy & Commissioning, 01225 395610</i>
Background papers	<i>None</i>
Please contact the report author if you need to access this report in an alternative format	

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Family Information Service

2012 – 2013 Annual Report



*“I would like to say thank you for your help you gave me. You were very quick to see me which I was very grateful for as i didn't allow much time to be seen to before my due date.”
Information & Advice Officer feedback*



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3. What information customers requested and how they engaged	Page 6
4. New initiatives	Page 7
5. How customers rated the FIS service	Page 8
6. Customer ethnicity	Page 9
7. How customers heard about FIS	Page 9
8. Measurable Targets: Business Plan 2012 – 2013	Page 10
9. Evaluation of performance	Page 11
10. 2013-14 Service delivery plan	Page 12
11. Conclusions and challenges	Page 15

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3. Outreach Worker Report - How the SEND Reform will impact FIS	Page 20
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1. BACKGROUND & CONTEXT TO THE FAMILY INFORMATION SERVICE

The Family Information Service was developed to address Section 12 of the Childcare Act 2006; to provide information, advice and assistance to parents and to ensure parents and prospective parents can access the full range of information they may need to support their children physically, emotionally and socially.

The ethos of our Service is both proactive in reaching those parents who might otherwise have difficulty accessing information and inclusive; targeting parents and prospective parents including fathers, mothers, absent parents, foster parents and others caring for a child.

Previously the Service remit extended up to a young person's 20th birthday. However due to new legislation currently being implemented around the funding of disabled children and young people and those with special educational needs (SEN provision), the remit of FIS is due to be extended. This will mean the remit of FIS will include a wider demographic; from birth to 25 years old and there will also be an additional requirement to provide information around areas such as education, health and social care, which will need to be considered when developing the Local Offer. This new Government approach aims to enable parents and young people to see more clearly what services are available in their area and how to access them; thus giving more autonomy regarding how their funding is spent.

It is likely that Government will require local authorities to produce a set of guidelines, which have been termed the 'Local Offer'. Children, young people, parents, carers and a variety of local services such as schools, colleges and health and social care agencies will be involved with its development. Included in the local offer should be a framework for educational, social care and health provision, which were previously provided directly by local authorities.

This changing landscape presents particular challenges to the Family Information Service not least because there are so many unknowns at this time. However, what is certain is that as the Councils specialist advisory service, we will have a pivotal role in disseminating information and guidelines to families who are concerned about the changes and need some support in negotiating this new legislation. For further information regarding the SEND Reform, please refer to Appendix 2 and 3 on pages 19-20.)

2. ENQUIRY HANDLING & CUSTOMER CONTACT



During 2012/13, FIS recorded **30,682** contacts from members of the public. This figure has risen significantly since 2011/12 where the team logged 25,248 contacts, representing a 21.5% increase in the number of contacts within the last financial year compared to the previous year's figures. Furthermore on a more qualitative basis, members of the FIS reported that there was a significantly higher number of 'complex cases' which demand more time and expertise.

To illustrate the gravity of this figure, the 2011 Census population estimates of England and Wales, Bath & North East Somerset had a total population of 176,016, with under 20 years olds estimated at 40,788 (or 23.2% of the total population).

A logged contact is:

- anyone who contacts the service for information via telephone, email, text or in person
 - anyone who requests information at an outreach event, meeting or forum
 - anyone who attends and receives information at an outreach event (e.g. information pack) or as part of a promotional event
- **2489** Helpline, email, telephone and text contacts including quick calls (up from 2144 in 2011/12)
 - **26563** Outreach level 1 & 2 enquiries and contacts (up from 22425 in 2011/12)
 - **1630** Outreach (including Information and Advice and Support for Families with a Disabled child) level 3 & 4 enquiries (up from 679 in 2011/12)

As mentioned in last year's report, we have developed a more consistent recording methodology and reporting ethos within the team, which has enabled us to effectively compare last year's figures to this financial year. This has helped identify areas of 'growth' and also where the team could further develop.

Research produced by the Citizens Advice Bureau suggests that individuals and families on lower incomes are less likely to have access to a landline. As such, this year we advertised our local rate phone number alongside our 0800 number to encourage those who would like to contact us by mobile phone to do so.

FIS Online

Handling contacts combines work from the Outreach team, Development Worker for disabled children and the Information and Advice Officer along with direct support from the Information Team. In addition to dealing with customer contacts and queries, we have also had a significant increase in the number of people accessing information directly

through the web. This year, in addition to 1Big Database, the Rainbow Resource and the FIS Bath & North East Somerset web pages, we have also developed a significant Facebook presence, which we have used to advertise family and child-centered initiatives and gain feedback from members who have viewed the Family Information Service's profile and signed up to receiving updates and alerts from the Service.



During the last financial year the Bath & North East Somerset Council website went through some considerable redesign, which meant we were unable to accurately record web activity during this period. With the new website now in place (which is more user-friendly and also more accessible to new technology, smart phones and tablets) and with the help of Google analytics, we have established that in 2012/13 we achieved an average of almost 3,000 hits per month (a decline of 70% in a two-year period).

In the last three months of the financial year our Facebook profile achieved almost **50,000 hits**. Additionally we also received in excess of **20,000 visits per month** to the Bath & North East Somerset maintained section of the **1 Big Database website (1BD)** during 2012/13. This represents a rise of 4,000 visits per month since 2011/12 and an incredible rise of over 12,000 hits per month since 2010/11. (For further information on our Facebook initiative, please refer to section 4, 'New initiatives' on page 7.)

Following the success of 1BD, an inclusion portal called the Rainbow Resource was developed specifically to provide information to families with disabled children. Since its development in December 2012, we have received over 3,330 visits, averaging over 1,000 visits per month. The development of this 'inclusion portal' also involved improved search functionality and the design of a 'smart phone' view for 1 Big Database and Rainbow Resource, which resulted from customer feedback.

In line with last year's figures, of the total logged contacts to FIS, **62% of the contact was directly from a family member**, **25%** was via a professional or intermediary (last year accounted for 23%) and **13%** was recorded as 'other' (last year this came to 15%) During the last financial year, the Family Information Service has carried out considerable work with professionals who work with families; offering support and advice and strengthening our professional network, which may explain some increase in this area.

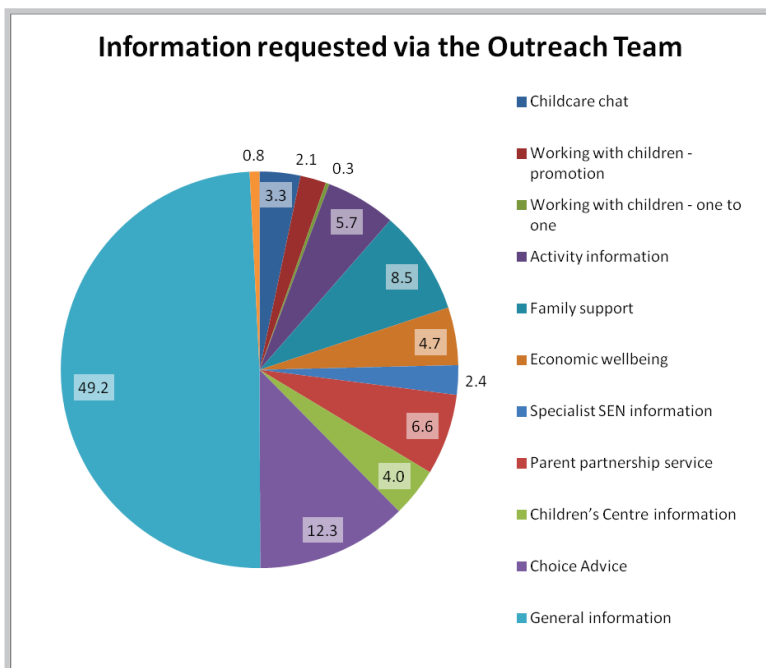
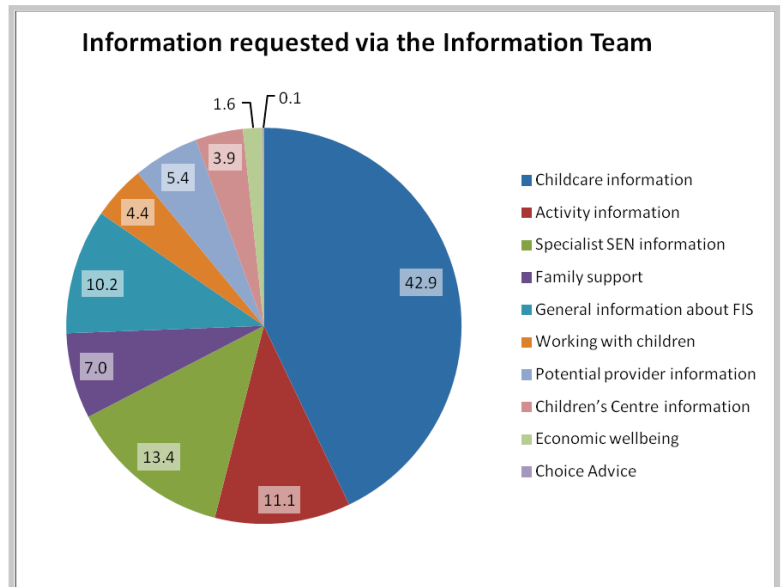
3. WHAT INFORMATION CUSTOMERS REQUESTED & HOW THEY ENGAGED WITH FIS

Information requested directly by families and intermediaries through the Information Team was broken down in the following way. The Information Team pie charts below illustrates that although childcare information still features as the most popular request, there is also a good spread of information delivery – a package of ‘general information’ leaflets and web links is the universal offer.

From the Information Team:

(inc. % increase/decrease since 2011/12)

Childcare	42.9% (-1.2%)
Activity information	11.1% (-3%)
Specialist SEN information	13.4% (+2.9%)
General information	10.2% (+2.2%)
Family support	7.0% (-0.7%)
Working with children	4.4% (-2.3%)
Children’s Centre information	3.9% (-0.2%)
Potential Provider	5.4% (+1.7%)
Economic wellbeing	1.6% (+0.7%)
Choice Advice	0.1% (-0.5%)



From the Outreach Team:

(inc. % increase/decrease since 2011/12)

Childcare chat	3.3% (+0.8%)
Working with children	2.4% (-0.1%)
Activity information	5.7% (-10.5%)
Family support	8.5% (+0.8%)
Economic wellbeing	4.7% (+1.6%)
Specialist SEN information	2.4% (-0.1%)
Parent Partnership	6.6% (+6.6%)
General information	49.2% (-10.1%)
Children’s Centre info.	4.0% (-0.1%)
Choice Advice	12.3% (+10.7%)
Info. & advice sessions	0.8% (+0.2%)

4. NEW INITIATIVES



Increasing our web presence through Facebook has been pivotal in enabling the service to mass advertise events and initiatives to a wider audience, which long-term could potentially save time and money by limiting the amount of printing needed and therefore also postal costs. Facebook has already and will continue to enable FIS to further develop links with local and national organisations by linking to their campaigns and events; initiatives such as those currently being spearheaded by the NSPCC, the National Autistic Society or the Citizens advice Bureau (CAB) for example. These links will ultimately benefit local residents who have chosen to 'like' our Facebook pages and will therefore have access to the information being disseminated by the Service.

Initiatives that appear to have sparked particular interest over the last financial year include the summer activities booklet (119 'likes') the SEN Autistic Social Group (284 'likes'), the Keynsham Town Council Graffiti Project (222 'likes') and the Incredible Years Success (174 'likes').

The additional benefit of developing a Facebook presence in addition to the B&NES Council web pages is the increased opportunity Facebook offers to interact with the public; providing a direct line to parents and the potential to receive feedback on services and projects. There is a significant amount of analytics available related to our Facebook page that we intend to utilise further over the coming year, which could help direct which events and initiatives that we choose to advertise further.

The Special Education Needs and Disability (SEND) Reform presents a number of challenges for families and for the Family Information Service, which is discussed further in Appendix 2 and 3 on pages 19-20. As the information need from this sector of the public will undoubtedly increase, so should the methods that we use to engage families. Facebook offers an excellent opportunity for this demographic to be able to interact with FIS and with other families and as such, could be extremely beneficial.



5. HOW CUSTOMERS RATED THE FIS SERVICE



Enquirers are encouraged to offer feedback and evaluation on our service; on average 7% of evaluations were completed and returned. However, a further 234 email responses were received thanking FIS for the usefulness of information and its promptness. In total:

- 99.7% of the replies rated the FIS service well
- 0.3% of the replies rated the service as less than satisfactory (*this equates to 1 response out of 302*)

Of the customers who responded with a formal evaluation 100% felt they were fairly treated in their dealings with FIS

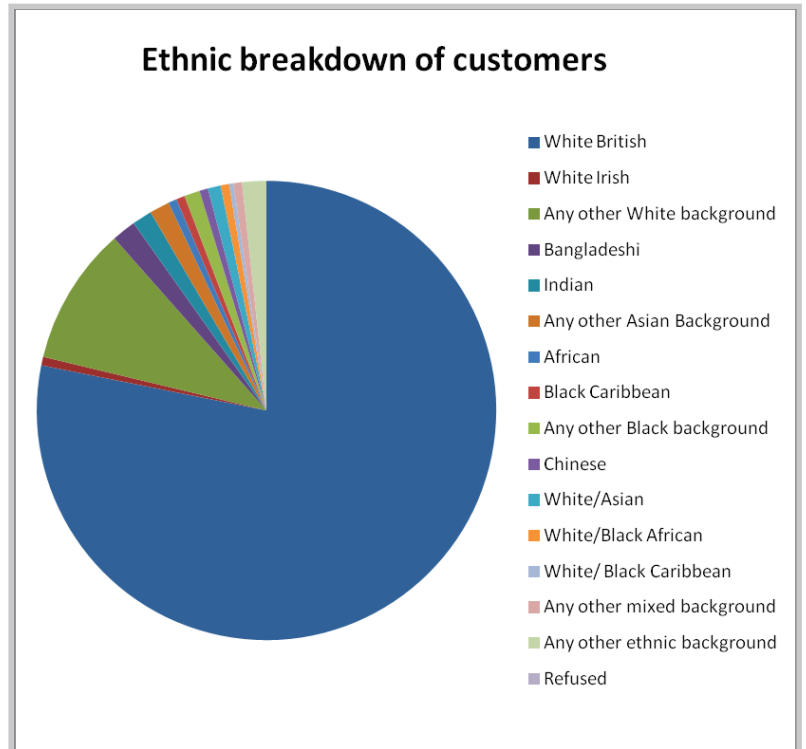
This is an improvement since last year where during the summer of 2011, a short service evaluation was sent to professionals asking them about their experiences of FIS. There was an 8% return rate. Of these responses, 90% stated they had been able to contact FIS easily. 88% of responses said FIS replies were useful, clear and timely.

To overcome the difficulty in gaining feedback from customers, this financial year we focused on targeting the opinions of new parents through a 'New Parents Survey' (please refer to appendix 3.). Based on the packs that are provided to them by FIS, in the future we would like to involve Health Visitor Assistants gathering information about whether they received the new parent packs, how helpful they were and how they could be improved for example. This initiative could also potentially incorporate Facebook and Twitter as a means to respond thus linking with other current endeavors being pursued by FIS and the wider Council.

6. CUSTOMER ETHNICITY

The following graph is an ethnic breakdown of the customers who contacted FIS in 2012/13. This demonstrates that the demographic of our customers is more diverse than the Bath & North East Somerset Demographic as a whole as in 2009 'White British' accounted for 88.1% of the Bath & North East Somerset population. (Sourced from ONS mid-year population estimates, 2010)

• White British	78%
• White Irish	0.6%
• Any other White Background	9.7%
• Bangladeshi	1.7%
• Indian	1.4%
• Any other Asian Background	1.4%
• African	0.6%
• Black Caribbean	0.6%
• Any other Black Background	1.1%
• Chinese	0.6%
• White/Asian	0.9%
• White/Black African	0.6%
• White/Black Caribbean	0.3%
• Any other Mixed Background	0.6%
• Any other Ethnic Background	1.7%
• Refused	0.3%



7. HOW CUSTOMERS HEARD ABOUT FIS

Customers heard about us in a variety of ways – the most popular ways recorded were:

- Repeat callers who had previously used the service
- Website (Council, 1 Big D, internet)
- Outreach via a children's centre, community or school event
- Local Authority (including FIS promotion)
- Health contact
- Word of mouth
- Childcare Provider
- Job Centre Plus



8. MEASURABLE TARGETS: BUSINESS PLAN 2012-13



1. Number of logged contacts to the helpline to exceed average of 250pcm – Not met. An average 207 contacts p/month received. However there has been a noticeable trend towards much more complex calls requiring additional time and expertise. (Please refer to Appendix 6, the 'Information Officer case study').
2. Number of logged contacts to BME groups to exceed average of 5 pcm – Exceeded. An average of 6.5 BME individuals/ groups per month were logged.
3. 99% of customer satisfaction evaluations received to rate FIS at Satisfactory or above – Exceeded. During the last year we received 100% positive feedback from respondents.
4. Number of Level 3 and 4 Outreach contacts to exceed average 50 pcm – Exceeded. An average of 136 sessions p/month completed despite cases becoming increasingly complex. (Please see Appendix 5, 'Outreach Development Worker Case Studies' by Karen Stephenson for further detail.)
5. Number of Information and Advice contacts to exceed 40 pcm – Not met. An average of 25 p/month achieved. However it is acknowledged that information and advice sessions are becoming ever more complex due to the effects of the benefit changes. (Please see Appendix 4, the 'Information and Advice Service Report' by Rowan Tanner.)
6. Number of SEN and Disability contacts to exceed 75 pcm - Met. Furthermore it's anticipated that this number will rise exponentially with the introduction of the SEND Reform.
7. Number of 1 Big D visits to exceed average 12,500 pcm – Exceeded. We have received an average of over 20,000 visits per month to 1BD.
8. Number of visits to Rainbow Resource on line to exceed 100 pcm – Exceeded. Between December 2012 and March 2013 we received 3,330 visits to the Rainbow Resource, averaging over 1,000 visits per month.
9. 2012/13 project – Target new parents through the 'New Parents Survey' – Target met. A useful piece of work in that the information received by new parents was evaluated to identify whether there was any duplication. It was established that the information was different than that provided by the hospital and all feedback (apart from one) was overwhelmingly positive. (Please see Appendix 3, the 'New Parents Pack Survey' for further detail.)
10. Discussion with 'Worklessness Programme' and Community Sustainability to be involved in local employer support – Not met due to staff illness.

10. 2011-12 SERVICE DELIVERY PLAN – NEED 2013/14 TARGETS



Task	Minimum Standard	Measurable Targets
<p>1. To provide an integrated information and advice service to parents, or prospective parents, and for families with children and young people aged 0 – 20 years, including childcare and other family related services and activities.</p>	<ol style="list-style-type: none"> 1. 40 hour helpline, email, text and web information service 2. Information gathering, monitoring, updating and marketing service 3. Maintenance of the FIS resource library – both electronic and manual 4. Updating of provider details on ONE 5. Updating and maintenance of the 1 Big Database, the Rainbow Resource on line and management of the events calendar for B-Active 6. Maintenance and updating of FIS and People and Communities website 7. Monitoring and evaluating the service with clients 	<ol style="list-style-type: none"> 1. Number of logged contacts to the helpline to exceed average of 250pcm 2. Number of level 1 promotion contacts by the Service to exceed 100 pcm 3. 99% of customer satisfaction evaluations received to rate FIS at Satisfactory or above
<p>2. To provide a dedicated Information and Advice Service to support Economic Wellbeing by means of Information and Advice Officers and Outreach support.</p>		<ol style="list-style-type: none"> 4. Number of Level 3 and 4 Outreach contacts to exceed average 50 pcm and number of Information and Advice contacts to exceed 40 pcm 5. Number of logged contacts to BME groups to exceed 5 pcm

Task	Minimum Standard	Measurable Targets
<p>3. To provide an integrated information and advice service for professionals who work with families with children and young people aged 0 – 20 years, including childcare and other family related services and activities.</p>	<ol style="list-style-type: none"> 1. 40 hour helpline, email, text and web information service 2. Information gathering, monitoring, updating and marketing service 3. Updating of provider details on ONE 4. Updating and maintenance of the 1Big Database, Rainbow Resource and contribution to Young People's web pages 5. Maintenance and updating of FIS and People and Communities website 6. Monitoring and evaluating the service with clients 	
<p>4. To provide and maintain a comprehensive and accessible Family Services Directory for Bath and North East Somerset.</p>	<ol style="list-style-type: none"> 1. Development of 1 Big Database and the Rainbow Resource portal 2. Maintenance of 1 Big Database and the Rainbow Resource portal 3. Promotion and Marketing of 1 Big Database and the Rainbow Resource portal 	<p>6. Number of 1 Big D visits to exceed average 15000 pcm</p> <p>8. Number of visits to Rainbow Resource on line to exceed 125 pcm</p>
<p>5. To provide an information and advice service for the parents of disabled children, and children and young people with additional needs. To include childcare choices, family related services, activities and support through the Transition process to Adulthood with young people up to 24 years.</p>	<ol style="list-style-type: none"> 1. 40 hour helpline, email, text and web information service 2. Information gathering, monitoring, updating and marketing service 3. Maintenance of the FIS resource library - both electronic and manual 4. Monitoring and evaluating the service with clients 	<p>9. Number of SEN and disability contacts to exceed 75 pcm</p> <p>10. Number of SEN and disability Information and Advice sessions to exceed 25 pcm</p>
<p>6. To be the first point of contact for potential childcare providers</p>	<ol style="list-style-type: none"> 1. 40 hour helpline, email, text and web information service 2. Maintenance and updating of FIS web site 3. Updating of provider details on ONE 4. Set up of pathway for potential childcare providers 	<p>11. Number of contacts with potential providers to exceed 15 pcm</p>

Task	Minimum Standard	Measurable Targets
6. To provide information and guidance for prospective employees about careers, training and qualifications in the Childcare Sector		12. Number of contacts working with children and childcare sector employees to exceed 10 pcm
7. Communication and Marketing	<ol style="list-style-type: none"> 1. Development and delivery of a Marketing Strategy 2. FIS resource library 3. Maintenance and development of web site 4. Programme of advertising in the media/publications/source databases eg Yellow Pages 5. Press releases on a regular basis 6. Information Helpline with trained and qualified Information Officers. 7. Programme of Outreach per area 	<p>13. Number of Facebook 'likes' to exceed 10 pcm</p> <p>14. Number of Facebook posts to exceed 5 p/week</p> <p>15. all information delivery staff to be qualified at Level 3 Information, Advice and Guidance or above</p>
8. Work with Employers to raise awareness of child related issues and their effect on employment	<ol style="list-style-type: none"> 1. Members of Business West 2. Attendance at events organised through Business West to reach local employers 3. Regular meetings with Job Centre Plus to raise awareness of employment/unemployment new and current initiatives and benefits issues including Universal Credit and Welfare Reform 	

10. CONCLUSIONS AND CHALLENGES



1. Within the next year some focus will be on extending the remit of the service to include young people up to 25 years old (in line with SEN legislation). To be implemented before September 2014.
2. We will need to develop and maintain the 'local offer' (co-production with parents/ carers/ young people) working alongside Charlie Moat. The Manager and Development Worker for Families with a Disabled Child or Young Person will be an integral part of the workstream activity to support SEND Reform.
3. We will need to consider how to effectively signpost to information and alternative provision in reference to raising the school leaving age.
4. Work with "Welfare Reform" and Customer Service Teams to enable all residents to have access to seminars/ benefits etc.



Appendices:

1. Family Information Service background	Page 15
2. Special Education Needs and Disability (SEND) Reform	Page 18
3. Outreach Worker Report - How the SEND Reform will impact FIS	Page 19
4. New Parents Packs Survey	Page 20
5. Information and Advice Service Report	Page 23
6. Outreach Worker case studies	Page 24
7. Information Officer case study	Page 29

Appendix 1: FIS Background

Remit of the Service – meeting the statute

1. Enquiry handling, fulfilment and ‘holding the baton’ for callers to ensure contact with the service they need - delivery to the public and/or professionals; being the first point of contact for enquirers to People and Communities – especially families. The team are contacted by and respond to families in the following ways:

- Telephone helpline (including Freephone and local number)
- Text access
- Email contact
- Face to face through a planned programme of outreach
- Web pages
- Development of Social Networking facility – particular focus on developing a Facebook presence during 2012/13

2. Support for Childcare and Activity Providers – maintenance of accurate care scheme records to enable families to make informed childcare choices and service marketing

3. Maintenance of a comprehensive resource library including 1 Big Database the Family Services Directory, which now includes information for young people previously branded B-Active, and Rainbow Resource the online directory and up-to-date news date for families with disabled children and young people. Production of information packs for professionals distribution e.g. New Parent Packs via Health Visitors

4. Marketing Service for Children's and Young People's Services including voluntary, private and commissioned services. Point of access for information about available parenting support, including universal and targeted activity
5. Contribution to the intelligence for the Childcare Sufficiency Assessment, especially mapping and gapping childcare need as a result of parent/carer contact and experience of accessing appropriate childcare
6. Bespoke information packages for families, offering childcare choices, family support services, sustainable economic wellbeing strategies and appropriate family activities
7. One to one brokerage service for vulnerable parents and carers seeking childcare, family support services, positive activities and access to benefits support
8. Outreach and marketing service – planned programme of outreach to a variety of community locations focussing on the hard to reach and non-engaging community
9. Development Worker to support families with a disabled child or young person to include children and young people with any additional need:

The Development Worker has a role in supporting families from early diagnosis throughout their child and young person's life to early adulthood. The service offers:

- One to one brokerage for families to access appropriate services
- Detailed parent/professional information bulletins
- Support via the helpline or at one to one meetings
- Maintenance of a database of activities, organisations, services and news items
- Informative web pages
- Regular contact with relevant service providers (including voluntary sector)
- Strategic input to service development

10. Information and Advice Service across the Local Authority offering:

The Information and Advice Service is delivered flexibly as a balanced mix of one to one sessions with families, drop in sessions on request and through informal attendance at parents'/carers' groups. The main functions of the service are:

- Acting as a baton holder for local families with a range of needs signposting to, and accessing, a appropriate statutory, private and voluntary run services
- Supporting prospective parents/carers with information about maternity and employment rights and other maternity/paternity benefits
- Providing support to workless households by referring to appropriate work programmes and preparation for employment and training
- Informing families about debt and other financial support including one off grants/social fund applications
- Offering support to increase the take up of registered and formal childcare
- Offering support to increase the take up of Childcare element of WTC
- Offering support to increase the take up of free school meals

11. Choice Advice Service:

- Increased universal awareness raising with families about how and when to access school places: at reception and secondary transition. Including public adverts, targeted leaflet drops and FIS outreach
- One to one sessions for parents and carers who need support in successfully completing the application process

12. Working in the Childcare Sector:

- College and school awareness sessions – Working with Children
- Attendance at careers and options evenings in schools
- One to one bespoke sessions for clients – pathways to training and working with children
- Targeted recruitment campaigns, including advertising and information sessions
- Design and delivery of 6 week Babysitting awareness courses – pre childcare work, valuable work experience for personal statements/cvs and early parenting awareness

13. Short Breaks for Disabled Children and Young People – commissioned delivery of the Information Duty:

- On line portal of services, organisations and events for families with a disabled child or young person (www.rainbowresource.org.uk)
- Detailed parent/professional information and news bulletins
- Helpline support
- Web page support

14. Special Educational Needs (SEND) information responsibility (please see Appendix 2 below for further information on the SEND Reform and how this will impact the Council and the Family Information Service).

Appendix 2: SEND Reform in Bath & North East Somerset

What is SEND Reform?

This reform comes out of the green paper 'Support and Aspiration', published in 2011. This proposed a fundamental reform of education and health support for children and young people with special educational needs (SEN) and disabilities.

The proposals have been included in the Children and Families Bill 2013, which is currently making its way through parliament, with more detail set out in a draft indicative code of practice for SEN published in April 2013. The new laws and code of practice will be finalised for implementation in Sept 2014.

The vision

The intention is to transform support for children and young people with SEN and disabilities based on the following principles –

- **High expectations and aspirations** for what young people can achieve, including employment and independent living
- The aspirations of **young people and their parent carers are central** to everything we do
- Early identification of needs, and **integrated early help**
- **Integrated assessment and planning 0-25**, focused on long term outcomes, bringing together education, health and care support
- **High quality provision** organised with clear pathways and providing choice and control to families
- **Excellent outcomes** achieved through the knowledge, skills and attitude of everyone working with children and young people.

What will the reform look like?

The 'local offer'

We will publish a 'local offer', setting out in one place clear, comprehensive and accessible information about the support and opportunities available. Parent carers and young people will be fully involved in developing the local offer, reviewing and improving it over time. The local offer will include information from early years settings, schools, colleges and other providers about their arrangements for early identification and additional SEN support.

Early help and additional SEN support

Additional SEN support will be provided by early years settings, schools, colleges and other providers based on early identification of needs. This replaces the work currently done under the headings of school action and school action plus. This work will be done with other services as needed, working in an integrated way using the CAF and team around the child. This work will be centred on children, young people and their parent carers, their aspirations and desired outcomes.

Integrated education, health and care plans

Integrated education, health and care plans will replace statements of SEN. Assessments and the resulting plans will be centred on children, young people and their parent carers and focused on their aspirations and outcomes. Assessments will be carried out in an integrated way, reducing duplication and repetition for families. This will bring together education, health, children's and adult care services working on one assessment and plan 0-25.

These integrated plans will offer the same protections as statements do now, naming a school and providing additional resources based on needs. The new plans may now be put in place from birth up to 25 as needed. Plans may now name a college or other provider and provide additional support up to 25.

Joint commissioning and personal budgets

Assessment, planning and support will be jointly commissioned between the local authority and clinical commissioning group. There will be an option for personal budgets for support elements of the plan, but not the funding for a school or college place. This is intended to give families more choice and control over how their plan is delivered.

What are we doing in B&NES?

We are fully committed to the principles of this reform. A steering group has been formed and a project plan is being drawn up. Work has started to engage the wide range of stakeholders who will be involved in making these changes work, including parent carers and young people. We are learning from work that has already been done in 'pathfinder' authorities up and down the country and we are identifying good local work that can be built on.

Appendix 3: Impact of the SEND Reform, Mary-Jane Middlehurst

Mary-Jane Middlehurst is a FIS Outreach Worker for families with children who have special educational needs and/ or disability. In Mary-Jane's opinion the following complexities, some of which are specific to the Bath & North East Somerset locality, need to be considered in light of the SEND Reform:

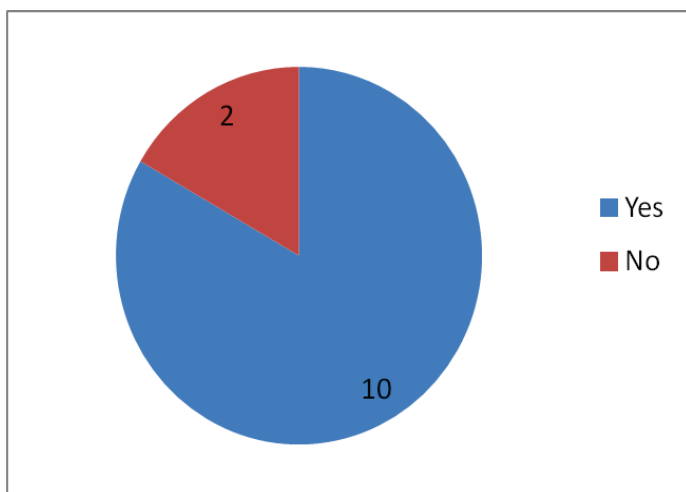
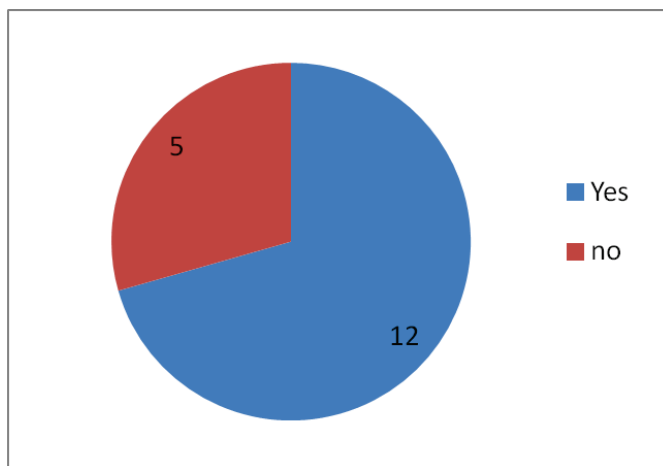
- More children with complex and significant medical problems are surviving after birth; this has been verified by the Council for Disabled Children, and locally we are aware from Early Years settings that there are a number of children and young people with these needs in our LA. This will impact on families who will be looking for 'a caring play environment' during holiday time (under 6's in particular). At the moment there is one play scheme at Fosse Way school that caters for the under 6's with any additional need. In my role I have anticipated this for some time now, and have had discussions with key settings (Children Centres) to flag this up as an unmet need.
- Current benefit changes: the PIP and DLA reassessments. This is ongoing and whilst we handle enquiries on this, most families go to the DWP direct or other charities such as the NAS/SCOPE and the Carers Centre and CAB to get more targeted information to help them complete the forms. I feel that FIS will need to be well informed on these changes, but be aware that we are relatively speaking, generalists (at the moment) and there is specialist info out there for families to access.
- Likewise the changes with the ILF (Independent Living Fund) being dissolved on 31st March 2015. This will affect any young adult from 16 upwards who wishes to access supported housing in the LA. The Central Government funding will be devolved the LAs and is not going to be ring fenced. B&NES/ Sirona Adult Care and other LAs will need to provide accurate information for families who fall into this category. I think we will need to form positive working relationship with Adult Care as our duty will be to provide information up to 25 years. I have considerable information and experience with working with ILF, but I anticipate the local picture may well be complicated.
- Use of Personal Budgets for health needs- I have been following newsfeeds from the CDC, and it would seem that Young Healthwatch could well be key in terms of information and consultation.

Appendix 4: New Parents Pack Survey

152 mixed methodology questionnaires (qualitative and quantitative) were sent out in January 2013 in order to determine whether new parents were receiving the 'new parent packs', how useful they found what was contained within the pack and to ascertain whether the pack and the process could be improved. 17 questionnaires were returned, giving a response rate of 11.2%. Below are the results that were gathered from the responses.

Q1: Did you receive a pack of information for your baby from your Health Visitor?

Of the 17 parents that responded, 12 (or 70.6%) confirmed that they had received the new parent pack.



Q2: Did you find the information useful?

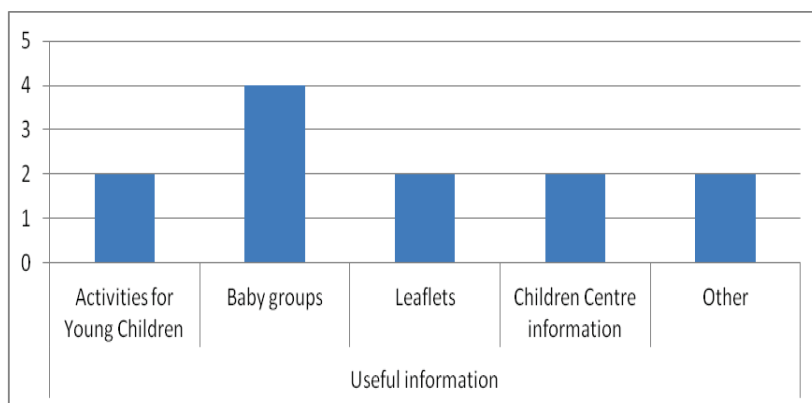
Of the 12 parents that received the pack, 10 (or 83.3%) found the pack to be useful.

Q3a: What information did you find particularly useful?

Some respondents selected more than one answer while others did not answer.

The response to 'Other' is:

"...exercises post birth"
"Times and dates of clinics"



Q3b: When asked **‘Was there anything that you did not use or find useful?’** (3 responses received)

“All except baby groups”

“Repeat of leaflets given in hospital”

“Not useful as this was my second child and I tend to rely on common sense”

Q3c: **Do you feel there was anything missing from the pack?** (3 responses received)

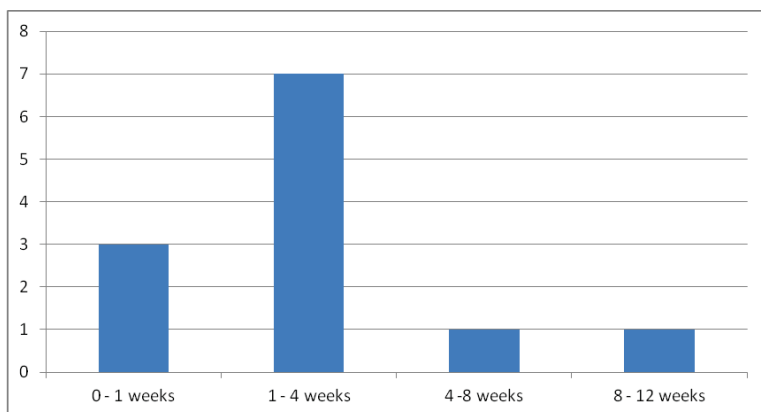
“Information about local nurseries and childminders”

“Mother and Baby swimming sessions”

“Local Health Visitor session details”

Due to the small sample size it is difficult to draw robust conclusions from the responses received. Furthermore, as the responses requested very specific information based on locale and which could date quickly this would be difficult to achieve. The information could however be found by contacting the Family Information Service or the Health Visitor, which we hope to have made clear.

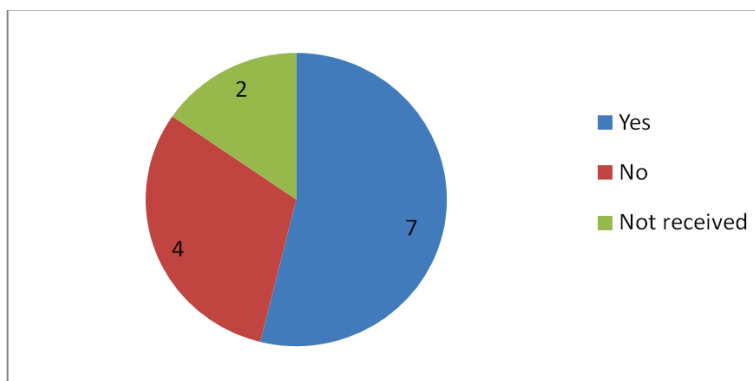
Q4: **How old was your baby when you received the pack?**



The age of the child when the parents received the New Parent Pack ranged from a few days old, to 12 weeks. Although we received a broad range of answers, the above graph demonstrates that the majority of parents surveyed received the New Parent Pack before the baby was one month old.

Q5: **Do you use the thermometer, or did you find it useful?**

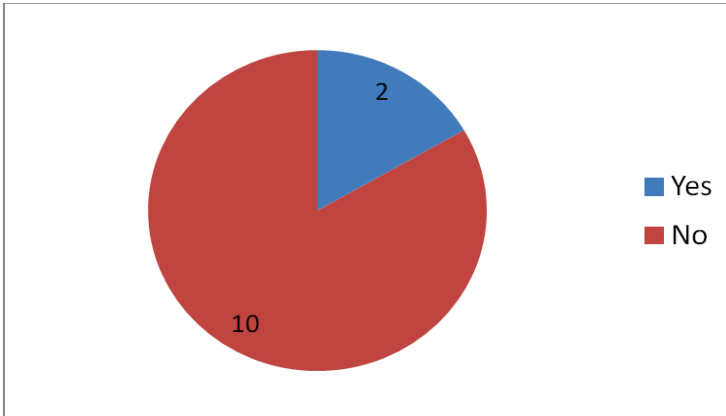
Of the 12 people that received the New Parent Pack, 7 people said they found the thermometer useful. 2 new parents said that they did not receive one.



“still use it”

“Already had a digital one”

“The thermometer is a fantastic little accessory and still has pride of place in my sitting room”



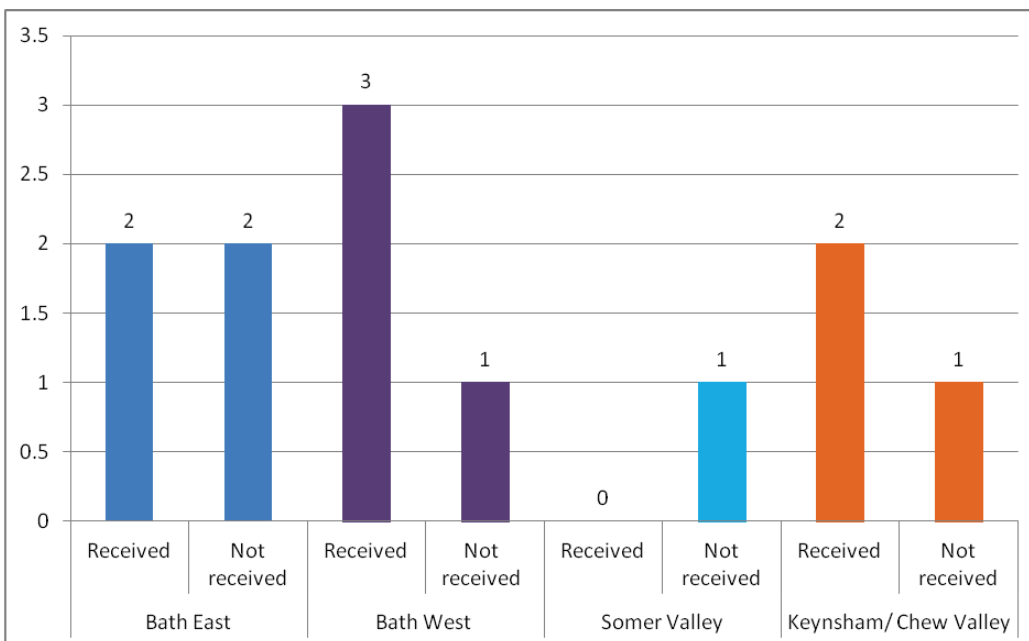
Q6: Have you previously contacted the Family Information Service?

Of the 12 people that received the New Parent Pack, only 2 said they had previously contacted the Family Information Service.

Q7: 'Is there anything else you would like to share with us about the pack of information?' (2 responses received)

"Heavily duplicated with information from RUH"
"Very useful thank you"

Q8: Location of respondents. Below is a graph identifying whether new parents had received a 'New Parent Pack' by Cluster Area.



We can make the following observations based on the responses received.

- Both Bath East and Bath West had 4 respondents; however, Bath West received the most packs.
- Keynsham/ Chew Valley had 3 respondents, with 1 person surveyed having not received a pack.
- Somer Valley only had 1 respondent, who did not receive a pack.
- 5 respondents did not supply their address.

Appendix 5: Information and Advice Service Report (Rowan Tanner)

During the year there was a total of 166 sessions over all the areas. The First Steps reach area and Somer Valley areas continued to be covered from April 2013 and from September 2013 the Keynsham/Chew Valley and Bath East areas cover was added.

Sessions may have been attended by more than one person (sometimes the whole family arrives!), and sometimes tailored information is given to groups such as young parent's ante natal.

General information given in conversation at outreach visits is not counted in these figures, but is logged on the outreach report for that period as a level 2 or 3 enquiry as appropriate.

The Information and Advice Officer is based in various Children's Centre areas throughout the week as following:

Monday – Bath East, based at Parkside CC (except the second Monday of the month when, from January 2013, attends One Stop Shop in Manvers Street

Tuesday/Wednesday – Somer Valley (Radstock CC), Keynsham (Riverside) or Chew Valley (CVCC)

Thursday – First Steps (Woodhouse Rd)

Friday – catch up day, based in Riverside

Sessions are predominantly held at Children's Centres or Council offices but are sometimes via phone and occasionally done purely via email (where it is evident that the customer, or someone working with them, is computer literate so often links to further support agencies are given).

The enquiries have covered a wide range of subjects including:

- Benefits/entitlement to tax credits (including following relationship breakdown)
- Information for a father who doesn't have custody of his children
- Legal aid information
- Support for Child Tax Credit and Child Benefit claims
- Healthy Start information
- Maternity rights/benefits information
- Crisis loan support
- Housing benefit advice
- Child contact information after relationship breakdown
- Childcare options
- Help with childcare costs
- Career/College information
- Risk of homelessness
- Special Guardianship information (confirmation of expected payments etc.)
- Information around rights of property ownership following relationship breakdown
- Identity fraud support for victim
- Awareness raising about spare room subsidies, changes to council tax benefit payments and Universal Credits
- School transport information/policy
- Avenues for help with transport to pre-school for a child who's Mum is disabled
- Free school meals criteria
- Charity application support
- Support options for a hearing impaired family (Mum and children)

Referrals are often made to other support agencies such as Citizen's Advice for debt advice, Carer's Centre for related support (including completion of DLA applications), REACH for housing support advocacy etc.

Some customers need more support and reassurance than others and may need more than one appointment and sometimes this can be to help them complete forms that have been given to them by other agencies such as debt packs from Citizen's Advice (although the vast majority need just one session)

Follow up calls are usually made between one and two months after the appointment when, if there are no further support needs, a few questions are asked to help to evaluate the service offered.

Although outreach does not take priority for the I&A role, on occasion the I&A officer is asked to attend certain groups and will do so as available. However, with a view to raising awareness of FIS and support available in areas where there is no outreach worker, there will be an effort made by the I&A Officer to spend a week visiting as many groups as possible in the area (a different area per quarter)

The last week of January 2013 was dedicated to attending as many groups as possible in the Keynsham/Chew Valley area to publicise and promote FIS, the I&A role and also CC services (support was given by a member of the CC team). This was productive and generated awareness and enquiries.

Appendix 6: Outreach Development Worker Case Studies (Karen Stephenson)

Case Study 1:

Karen met with a lone parent who had been out of employment for a number of years who wanted to gather information about gaining paid employment in childcare and for advice on additional areas such as confidence issues and help with a housing dispute.

In collaboration, Karen and her client firstly developed a Personal Action Plan, which involved contacting Colleges regarding relevant training, contacting childcare settings and applying for roles in her chosen field as well as dealing with the clients housing issues.

In order to gain further work experience, Karen's client undertook voluntary work in several placements whilst being assisted in applying for paid work. Karen aided in the process by helping her client to identify roles and in reviewing her completed applications. Encouraging her to gain feedback following unsuccessful applications and positive reinforcement was also a key in bolstering her confidence.

Following one to one work over seven months, she managed to secure paid employment, working with children. This has also had a significant impact upon her self esteem and therefore also her home-life. She is planning on continuing the positive steps that have been started through this work.

Case Study 2:

Karen met with a lone parent who wanted to gain employment in a school setting to compliment her parenting responsibilities.

Although this client has a number of qualifications and good experience, she needed help with interview technique following some unsuccessful interviews. She was signposted to interview training and to websites where she would find relevant jobs. Advice was also given regarding obtaining feedback following interviews and using this to inform the preparation for future interviews.

Following advice and information, this client gained secure, paid employment in her chosen field. This will also significantly impact upon the economic wellbeing of her child(ren).

Appendix 7: Information Officer case study (Gemma Vittozzi)

GV Case study July 2013

01/07/2013 (10.10am, call lasted 20 minutes)

A member of the public called asking about national policies or legislation for pastoral care in schools. Their spouse died 3 years ago and they feels like their child has had a lack of support from the school, and even penalises them when they has time off school during 'trigger dates'.

(11.30am, 10 minute meeting)

I asked KM if there were any policies the school should be implementing, and for other support that might be available to the child at school.

(4.40pm)

Tried to call person back after they got in from work but I had to leave a voicemail.

02/07/2013 (09.30am, call lasted 35 minutes)

Person called me back, and discussed their issues with the school further, had a little cry and said they felt a little better after. I took her email address and later sent them information I felt would be useful to them and their child. Email took about 30 minutes to compile to ensure the wording was sensitive and all the issues were addressed.

2.55pm (5 minute meeting)

Met with RH from PPS to ask if this case was suitable for them, she was unsure so I will speak to CJ tomorrow.

03/07/2013

Spoke to CJ re support from PPS, she agreed that she could help, so passed persons details along. Called person back to let them know (call lasted 20 minutes).

2.00pm (call lasted 20 minutes)

Person called to say they hadn't heard from PPS, and started crying as they had just heard from the school again. Still crying when we got off the phone.

04/07/2013

Sent anonymous details to DL re complaints made (30 minutes to compile information)



**PARENT PARTNERSHIP SERVICE (PPS)
ANNUAL REPORT
1 September 2012 to 31 August 2013**

CONTENT

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- 2. ACCOUNTABILITY**
- 3. PPS CUSTOMER JOURNEY**
- 4. PERFORMANCE MONITORING**
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Appendix 1: Team Organisation Chart

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Appendix 4: Draft Service Delivery Plan for 2013 – 2014

1. CONTEXT

Bath & North East Somerset Parent Partnership Service fulfils its statutory duty under the Special Educational Needs & Disability Act 2001 and the SEN Code of Practice (2001), to provide parents of children with Special Education Needs with information, advice and support. The service provides advice to all parents of children with additional needs, including those with disabilities, from 0-19 years. This includes children without statements and where parents suspect their children may have additional needs, prior to any assessments being undertaken. The service applies the principles of the Council's policies for equality, diversity and social inclusion as required under Every Child Matters: Change for Children (2004) and the Children Act 2004.

The Service aims to assist school and Children's Service staff to work in partnership with parents with a view to improving children's educational outcomes. Through providing parents with information, advice and support, they will become empowered in their interactions with a range of professionals involved with their children's additional needs and will be more able to make appropriate, informed decisions with respect to their children's education. In compliance with the SEN Code of Practice (2001:16), the service helps parents to:

- Recognise and fulfil their responsibilities as parents and play an active and valued role in their children's education
- Have knowledge of their children's entitlement within Special Educational Needs legislation;
- Make their views known about how their children are educated;
- Have access to information, advice and support during assessment and any related decision-making process about special educational provision.

The Service endeavours to work with schools and governing bodies with a view to developing parent friendly policies and aid effective partnership working with parents through training.

In compliance with the United Nations Convention on the Rights of the Child, Articles 12 and 13, the Service encourages the views of the child to be heard wherever possible.

The Service ensures that parents can access impartial and accurate information and support by accessing the telephone helpline, information leaflets, Council website (Parent Partnership Service section), contact with support groups (local and national), including our own Parents' Forum and through support provided by the team of Independent Parental Supporters.

PPS Team 2013

The Service aims to demonstrate independence, impartiality and neutrality in the information, advice and guidance provided to parents and others. Whenever possible, the Service will act as a conduit through which consultation with parents may take place, in collaboration with other services and agencies, enabling them to consider issues and concerns with respect to local and national policy, with the potential to effect change in policies and procedures. In addition, the Service will work strategically with other agencies with a view to presenting the voice of parents to inform the development and monitoring of services to children and families.

On 1 July 2011 the PPS was restructured and the line management responsibility for PPS was combined with the Family Information Service (FIS). Since the restructure in July 2011 there have been two formal reviews of the service – December 2011 and March 2012.

During the last year the team have supported a significantly increased number of cases compared with previous years. Cases are becoming more complex in nature, they require more 'unpicking', research and time in conversation with the family (whether face to face or by telephone/email) This trend has also been noted at Regional level and is further evidenced by the increased number of requests for support and advice posted daily on the professional e- network forum.

The maintenance of the increased caseload this year has been achieved by temporarily increasing the hours of the paid staff and increasing the demand on the volunteer IPS. Three new IPS have now completed training and will be supporting families in the new academic year and a successful case was made to the Local Authority in August 2013 for an additional part-time Case Officer post to cope with the increase in caseload capacity.

PPS continues to support the parents of permanently excluded children and young people who do not have identified SEN. Some of the parents sought support (see Performance Monitoring for details). This work has continued as a permanent part of the PPS service offer.

The Service aims to demonstrate independence, impartiality and neutrality in the information, advice and guidance provided to parents and others. In addition, the Service works strategically with other agencies with a view to presenting the voice of parents to inform the development and monitoring of services to children and families.

2. ACCOUNTABILITY

The Service has an Advisory Group that has responsibility for ensuring a high quality 'arm's length' service is maintained that is responsive to local needs, whilst taking into consideration best practice on a regional and national level. An independent chair has now been identified for the Advisory Group and there is increased parental attendance and more varied voluntary and third sector representation.

3. THE PPS CUSTOMER JOURNEY

SEN case work is complex, usually involving a number of contacts, including telephone calls, e-mails and meetings which may be in-house or external and may include interaction with a number of multi-agency professionals. A significant amount of time can be spent defining the chronology of the case and then researching educational law and guidance in order to provide parents with accurate information and support.

4. PERFORMANCE MONITORING

The following tables describe the activity undertaken by the staff and volunteers working for the PPS during the last academic year.

Tables 1 and 2 detail the numbers of cases undertaken by the Team, the hours of casework activity and the numbers of new, on-going and closed cases. The tables demonstrate the increase in demand for support by parents compared with previous years as evidenced by the number of individual contacts and time spent on casework by the paid Case Officers and Volunteer Independent Parental Supporters.

There are occasions when a case is deemed closed simply because contact cannot be made with a parent; in all cases three months is allowed to lapse before closure. Should a parent contact the service again after this period, the case is re-opened and reported as such in Performance Monitoring.

Table 1: Note the increased activity and resources allocated to the Service for 2012/13

Performance Monitoring September 2010 - August 2013					
Academic Year 2012-13	Office Hours	Contacts	Number of Cases	IPS	
				Active	Hours
September	37	125	36	1	5
October	43	178	43	1	11
November	48	203	45	1	9
December	32	133	52	1	4
January	49	208	68	1	6
February	51	250	68	1	11
March	47	207	67	1	7
April	59	317	75	1	14
May	58	275	81	2	12
June	92	406	90	4	24
July	99	448	93	1	7
August	2	14	77	0	0
Total:	617	2764			110
Academic Year 2011-12	Office Hours	Contacts	Number of Cases	IPS	
				Active	Hours
September	24	112	47	0	0
October	39	101	43	2	9
November	40	148	43	1	4
December	23	97	51	2	5
January	54	152	45	3	8
February	55	210	53	2	7
March	48	210	58	2	10
April	23	91	54	2	11
May	52	166	62	3	8
June	24	148	56	2	6
July	22	79	44	1	5
August	3	18	41	0	0
Total:	407	1532			73
Academic Year 2010-11	Office Hours	Contacts	Number of Cases	IPS	
				Active	Hours
September	51	183	48	2	11
October	41	176	45	4	11
November	103	359	49	4	16
December	36	119	50	2	9
January	45	190	46	2	4
February	23	97	49	3	10
March	48	217	52	3	20
April	19	73	51	0	0
May	34	172	54	4	14
June	35	150	51	2	25
July	28	113	49	2	18
August	-	-	-	-	-
Total:	463	1849			139
Key:					
Contact: Includes SEN, Non-SEN, Exclusions case work and Enquiries from parents that involve substantial time.					
Number of Cases: Includes SEN, Non-SEN and Exclusions case work.					
IPS: Indicates the number of active volunteers; not necessarily the number that support the service. Hours indicate time spent on case work and do not include time spent on Continuing Professional Development and Supervision.					

Table 2:

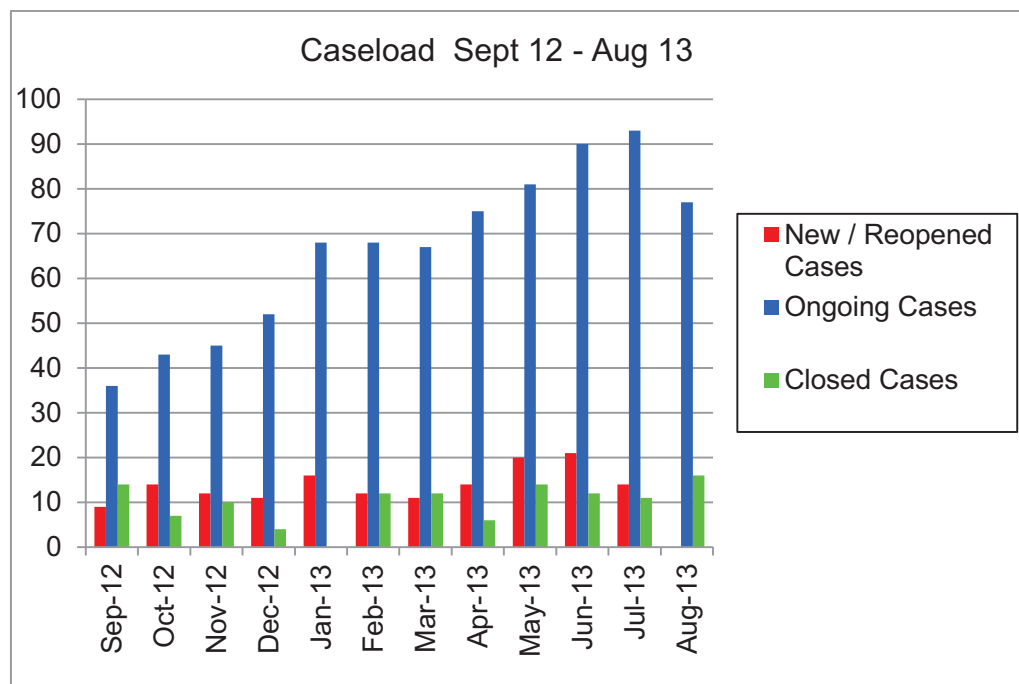


Table 3 details the average telephone calls received by PPS throughout the year and the visits to the PPS pages on the Bath and North East Somerset website. The increase in telephone and electronic contact to the Service is being kept under review.

Table 3:

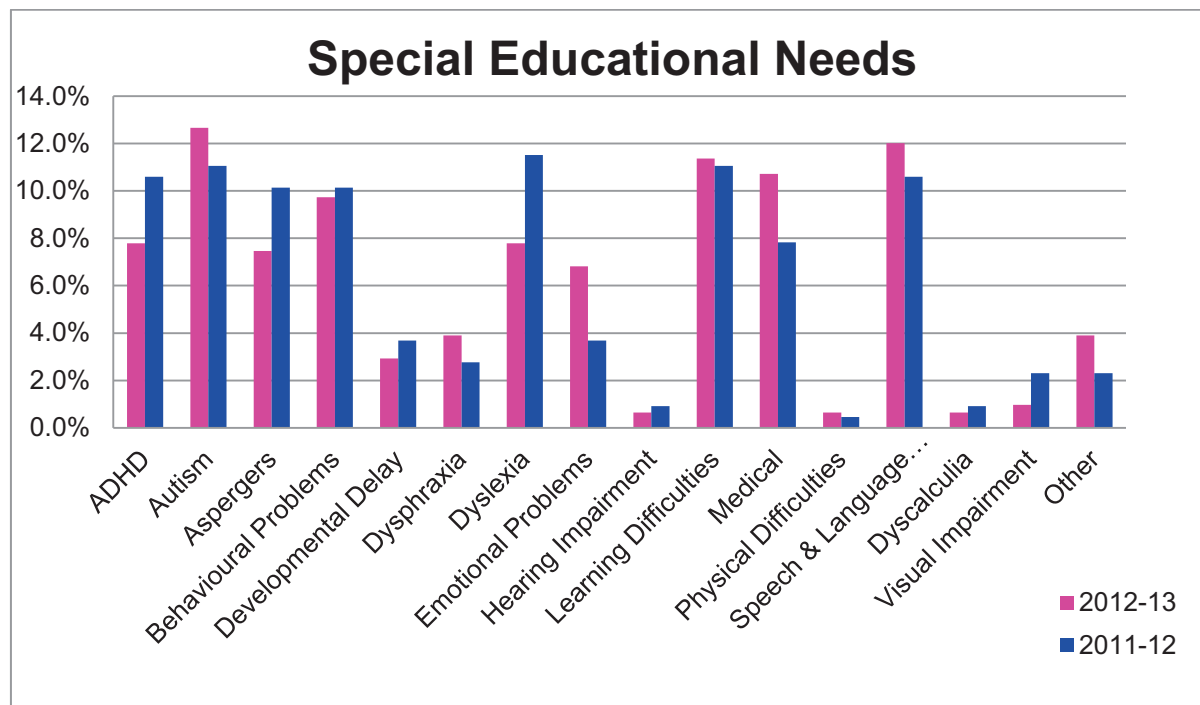
Telephone and Web Activity: September 2012- July 2013		
Incoming Calls		
Average number of calls each month: 95 (an increase of 62.1% from last year)	Lowest number received in a month: 58	Highest number received in a month: 147
Outgoing Calls		
Average number of calls each month: 256 (an increase of 60.2% from last year)	Lowest number made in a month: 141	Highest number made in a month: 387
Note: August is not included due to little activity over the holiday period and to prevent distortion of figures over the academic year.		
Website Hits		
Total number of hits: 621		
Average number of hits each month: 52		

Table 4 identifies the cases worked on by the Team by type including age and gender of the children, and which cases were SEN/Non SEN and/ or Exclusions.

Table 4

Number of Cases by Type				
	Sep 09 – Aug 10	Sep 10 – Aug 11	Sep 11- Aug 12	Sep 12 – Aug 13
No of Boys	91	98	97	118
No of Girls	54	49	52	69
Not Known	3	2	1	2
Age Group				
Pre-School	6	5	8	12
Infant	29	24	26	30
Junior	55	58	43	58
Secondary	51	50	63	79
Post-16	1	4	6	6
Not Known	6	8	4	4
SEN Status				
SEN	129	138	135	166
Non-SEN	17	9	13	15
Other	2	2	2	6
Exclusions				
Fixed Term Exclusions	13	9	16	17
Permanent Exclusions			14	9
Non-Exclusions	135	140	120	163
Casework Total	148	149	150	189

Table 5: This is a more detailed breakdown of the child's additional need where identified by the family



One emerging trend is the increasing number of cases where the child or young person concerned has significant medical issues, including newly identified mental health concerns.

Additional Information from Service Users

Ethnicity

Of those who told us, 96.4% of callers to the Service stated their ethnicity as White British. Of the remaining callers, 1.8% stated their ethnicity as Asian or Asian British and 1.8% Dual Heritage.

Top reasons for contacting the Parent Partnership Service:

The five top reasons callers initially contacted the Parent Partnership Service were regarding:

- Provision (parent considers the school is not meeting their child's needs)
- Relationship with School
- Annual Review of the Statement of Special Educational Need
- Fixed Term Exclusion
- School Placement

Referral route to PPS

Of those who told us, 22% said they had used the Parent Partnership Service before. Other recommendations to make contact with PPS came from:

- School/Pre-school (15%)
- Local Authority Education Service (13.9%)
- Family Information Service (9.2%)
- Other Parent / Friend (9.2%)
- Voluntary Sector (9.2%)
- Health (6.4%)
- Other Bath and North East Somerset Council Service (5.2%)
- Website (5.2%)
- Other (3.5%)
- PPS advert (1.2%)

Note: There has been a significant increase in contact from parents and carers who have used PPS before (6.4% last year)

5 SERVICE ACTIVITIES

a. Parental support

This spans a range of activities that includes simple enquiries, case work, attendance at Parents' Groups, including facilitation of our own Parents' Forum, and offering training through workshops. The majority of parents self-refer to the service while professionals make referrals with parental consent.

Support includes:

- Providing parents with information and advice on all educational matters appertaining to SEN and disabilities.
- Ensuring that the parental voice is heard by schools and local authority staff.
- Advising parents whose children have been Permanently Excluded or received a Fixed-Term Exclusion.
- Providing an informal Mediation Service between schools, parents and the local authority.
- Advising parents of the Disagreement Resolution Service.
- Advising and supporting parents in Appeals to SEND (Special Educational Needs and Disability Tribunal).
- Training for parents.

b. Independent Parent Supporters (Volunteers) professional development, support and networking

During the period of the report 1 fully trained IPS has been available to support parents and carers (see Table 1 for details of activity). Three new volunteers completed their initial training in May 2013. They are now completing a period of shadowing one of the case officers or the experienced volunteer before beginning to support parents on their own. The IPS have attended Child Protection training and training provided by the Advisory Centre for Education (ACE), AFASIC and CAMHS,

Service support, consultation and training sessions including paid staff and Volunteers have been held on a regular basis per the service delivery plan and covered the following topics:

- Exclusions
- Changes to SEN Funding
- Role of the Senior Inclusion Officer Statutory SEN Team
- Data Protections and Freedom of Information

c. Parents Training, Information and Forum Group Meetings

There were 3 Parents' Forum meetings this academic year, the purpose of the forum meetings is to offer information to and consult with parents who have used the PPS or have an interest in PPS and give them the opportunity to network.

This year has seen many requests to be placed on the mailing list for notification of future events. As well as parent/carers, a number of professionals from health and education have also attended and found the meetings of value.

Details of meetings are advertised on Merlin and the PPS website, letters or emails are forwarded to parents on the Parent's Forum mailing list, and posters are mailed to a variety of community venues including Council Connect, libraries, children's centres, sports centres and health contacts. The following parent sessions, including training for parents and professionals, were held during the period of this report:

d. Parent's Forum Meetings Sept 2012 – July 2013

October 2012: What is Dyslexia? – Pam Smith, Dyslexia Action

December 2012: Legal Rights of the Disabled Child - Polly Sweeney & Julie Lewis, Irwin Mitchell Solicitors

March 2013: Changes to SEN Funding – Nigel Harrison, Education Inclusion Service Manager

e. Promotion, Networking Marketing and Training

PPS has been promoted by visiting Strengthening Families Strengthening Communities Groups, ADHD Support Group, SENCO Cluster meetings, Mineral Hospital, Somer Valley Volunteers, Health Visitors, Family Learning Manager – Bath College, Off the Record, B&NES Behaviour and Attendance Area Panels. There has been on-going representation at Anti Bullying Strategy Group, Disabled Childrens Strategy Group, 11-18 Strategy Group, Parenting Practitioners Group, South West Regional PP Network meetings and with the new legislative framework key involvement in scoping out SEND Reform service redesign and planning

Members of the team have attended the SENCO Conference, Early Years Inclusion Conference, Headteacher's Conference, Foster Carers' Education meeting, School Nurse Event, ADHD Conference, SWRPPN Regional Sharing Practice Day and Personalisation Training, AFASIC Conference and Blink of an Eye Conference..

The team have also attended training in NPPN Policy Updates and Level 1 and 2 Legal Training, ACE Training, Attachment Disorder, Recruiting and Managing Volunteers, Safeguarding, Childrens' Service Common Induction, Anxiety Training, Parental Mental Health, Performance and Development Review and Child Protection and the Senior Case Officer has successfully completed the level 3 Diploma in Management

f. Mailouts and outreach:

Universal promotion has been carried out by the Family Information Service PPS has been promoted at Primary Intake events and Secondary School Open Evenings.

Connect Magazine published an article advertising PPS in September and November.

The annual PPS Mail out includes School SENCO's, Early Years SENCO's, Independent Schools, Education Officers, Youth Workers, YOT, Children in Care, 117 Project, Mentoring Plus, Compass, Social Work Teams, Early Years Teams and Childrens Centres.

6. SERVICE EVALUATIONS

a. Summary of Parent & Professional Evaluations

Evaluation forms are sent to Parents/Carers who have been supported by the Service one month after the last contact is made. Support is given to parents in a number of ways, by telephone or email, by meeting, either one-to-one or with other agencies or through letter.

PPS Team 2013

36.7% of evaluations sent to parents were completed and returned.

Parents are asked how helpful they found the support they received from PPS

94.4% of Parent/Carers rated this support as Excellent and **5.6%** as Very Good.

100% reported that they felt more confident to deal with issues following the support from PPS

After receiving advice/support **27.8%** stated the situation was now resolved, **55.6%** stated there was some improvement. Others commented that the situation was still on-going, in progress or that there was a lot of improvement.

100% of those who answered the question considered the Service to be Impartial.

100% of those asked would call the Parent Partnership Service for help again and

100% would recommend the Service to others.

Comments from parents included:

'... Parent Partnership is an excellent service and has been a lifeline in supporting and advising my family.'

'PPS fills in the gaps so you can also do more on your own.'

'Fabulous service. Extremely knowledgeable case workers. Fantastic support. Highly recommended.'

Evaluation Forms are also sent to Professionals who have had contact with PPS whilst PPS is supporting a Parent/Carer. **52.2%** of evaluations sent to professionals were returned. They are asked to rate the Friendliness and approachability of PPS staff. **33.3%** of Professionals rated this as Excellent, **16.7%** Very Good, **41.7%** Good and **8.3%** Satisfactory.

They are also asked to rate the PPS representative's knowledge of SEN procedure (if this was demonstrated at the meeting). **16.7%** rated this as Excellent, **33.3%** Very Good, **25%** Good, **8.3%** Satisfactory and **16.7%** said it was not applicable.

100% of Professionals considered the service to be Impartial and **75%** felt that PPS involvement made a difference.

b. Summary of Parent Forum Evaluations

A total of 46 parents/carers attended Parents' Forum meetings. Of those who completed an evaluation form, 41% had attended a Parents' Forum meeting before.

97% stated that they would attend a Parents' Forum again. **91%** considered that we are providing a useful service to parents through the Parents' Forum.

Parents/Carers were asked what their reasons were for attending the Forum, the results were as follows:

- Information / Training (39%)
- Obtaining Advice (10%)
- General interest (30%)
- Meeting other Parents (5%)
- Being consulted on you views (16%)

7. CONCLUSIONS AND CHALLENGES

The agenda for SEND reform comes from the Government's green paper 'Support and Aspiration', published in 2011. The proposals have now been included in the Children and Families Bill 2013, which is currently making its way through parliament and is due to receive Royal Assent in February 2014. The new legislation and code of practice will be finalised for implementation in Sept 2014. The impact of this to the Parent Partnership Service is significant:

- The PPS needs to be actively involved in all work streams associated with the Reform
- The PPS has a responsibility to contribute to the LA redesign and redefinition of services/processes/protocols
- The PPS has a responsibility to inform parents and carers of changes and developments in the legislation and LA practice.
- The PPS has been involved in Governor awareness training around the Reform – this will continue
- The PPS has a responsibility to ensure that parents and carers have a voice in the LA services redesign
- The role of the PPS is changing (per the draft code) and there will be a need to review service delivery to meet the revised statute

and then there is the day job.....

SEND Reform and associated publicity, changes in school funding and governance of academy/free schools appears to have resulted in increased levels of parental anxiety and some confusion – all has certainly contributed to the increased activity in PPS.

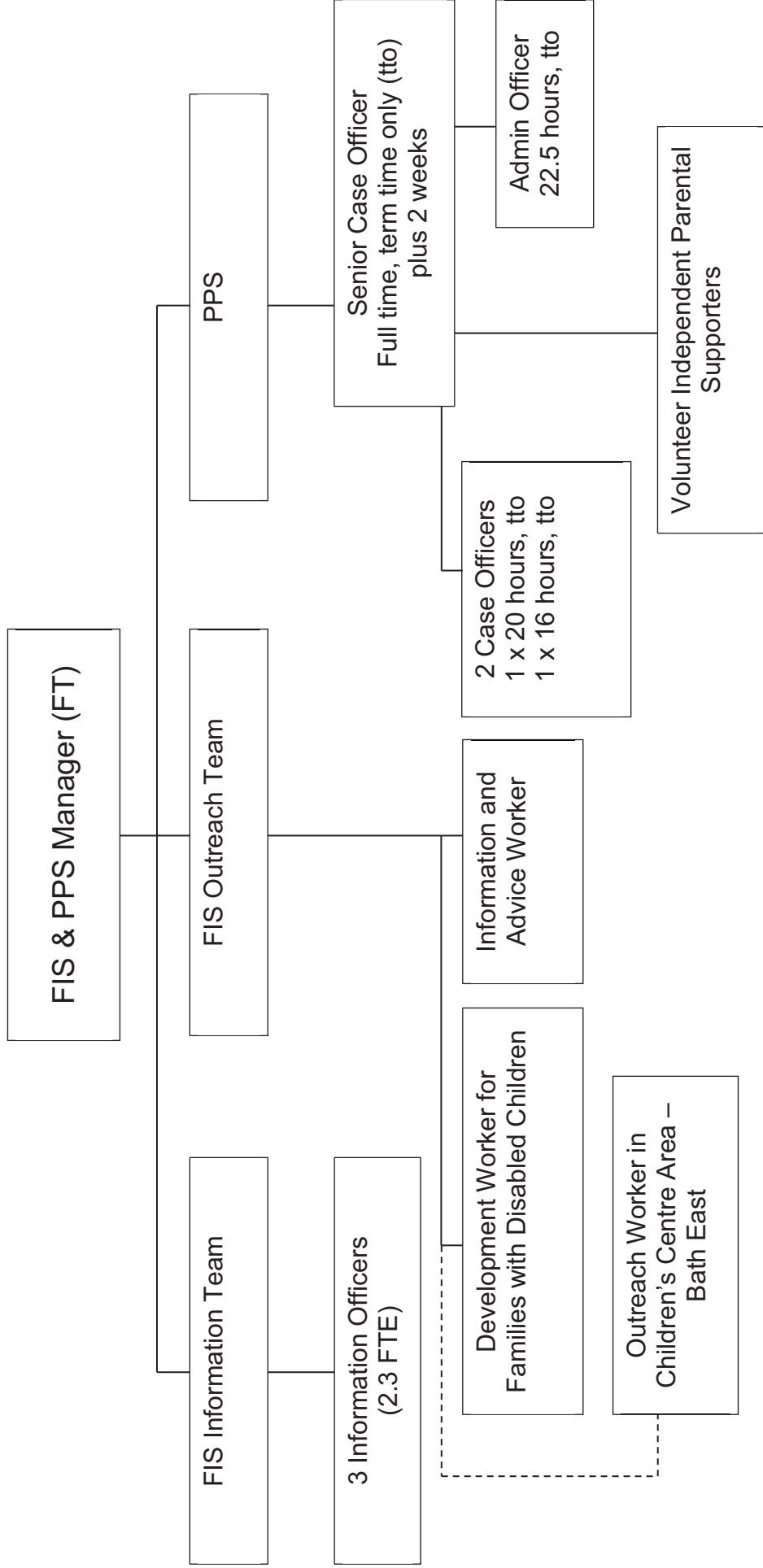
As a result of evidencing the significant increase in casework over the past year the PPS has been able to secure a fixed term additional part time Case Officer post and the successful recruit will start work early September. The staff complement now includes two part-time fixed term posts until 31 August 2014 in addition to the permanent Senior Case Officer.

The challenge for PPS over this next academic year is capacity.

The LA has embraced the PPS as a point of reference and expertise and to that end both Manager and Senior Case officer are involved in all aspects of the Reform (though not together!) - this is a resource hungry task. Case work shows no signs of decreasing and work needs to happen around the review of the PPS to be able to deliver the new offer.

Appendix 1: Team Organisation Chart

**TEAM ORGANISATION CHART
FAMILY INFORMATION (FIS) & PARENT PARTNERSHIP (PPS) SERVICES**



Appendix 2: Resume of PPS performance against National Service Standards

	Exemplifications	Best Practice	Good Practice	Non Compliant
1	Working with parents			
1a	Access to IPS		✓	
1b	Monitoring and supervision of IPS		✓	
1c	PPS provision of the full range of services and practical support for parents		✓	
1d	Published confidentiality policy	✓		
1e	Access to support in preparing for SENDIST		✓	
1f	Support and empowerment in challenging Local Authority policy and practice		✓	
1g	Collaboration with other services to ensure that the views of children and young people with SEN are considered	✓		
1h	Seeking parents' views on PPS confidentiality and impartiality		✓	
2	Information and publicity			
2a	Published policy on impartiality	✓		
2b	Provision of a comprehensive range of impartial information for parents	✓		
2c	PPS Service identity	✓		
2d	Arrangements for reviewing the impartiality of information and materials		✓	
2e	Access via direct line, email and website	✓		
2f	PPS website		✓	
2g	Provision of information in community language		✓	

3	Training, advice and support			
3a	PPS staff training, including legal training	✓		
3b	Identification of the training needs of PPS staff		✓	
3c	PPS provision of training for LA staff, schools, parents and other groups	✓		
3d	Involvement of parent representatives/groups in delivery of training by PPS		✓	
3e	Provision of materials and information other than those developed by the PPS		✓	
3f	Use made of PPS as a source of information and advice on SEN and disability law		✓	
4	Networking and Collaboration			
4a	Impartiality policy impact on engagement with networks and organisations		✓	
4b	PPS involvement in national, regional and local networks		✓	
4c	LA support for the involvement of the PPS in networking and collaboration		✓	
4d	PPS provision of information, support and training for schools complies with SEN framework and impartiality policy		✓	
5	Informing and shaping local policy and practice			
5a	Training and support for parents' participation in policy development and review		✓	
5b	Informing the Local Authority when statutory obligations are not met		✓	
5c	Arrangements to review the impact of PPS participation on Local Authority policy and practice		✓	
5d	Steering/Management Group review of PPS policy and practice		✓	

6	Management of the PPS			
6a	Budget and staffing levels influenced by priorities		✓	
6b	Extent to which the budget is delegated and enables to PPS to fulfil its role		✓	
6c	PPS Steering/Management Group terms of reference and membership		✓	
6d	Location of PPS		✓	
6e	Expectations set in PPS service level agreement and arrangements for monitoring			

Appendix 3 : PPS Service Development Plan - September 2012 – August 2013

		Evidence	Progress
1.1			
1.1.1	Ensure an accurate, up-to-date description of the service offered by the PPS is agreed, and made available to parents and professionals.	PPS policies were updated by the Advisory Group in November 2012. Policies are: 1) Service Description & Arms Length Policy. 2) Confidentiality Policy. 3) Impartiality Policy. Initial information leaflet accurately reflects the service provided by PPS.	On going review of leaflets and web information as legislative changes impact on service delivery On going
1.1.2	Ensure that early years settings, schools, Children’s Centres, Children’s Services offices, health services, voluntary agencies, parent support groups and other relevant settings have a supply of up to date leaflets about the PPS (the ‘hook leaflet’), which includes contact details for further information.	Leaflets are regularly distributed to a wide range of statutory services including health, social services, education, Children’s Centres, Family Information Service and the voluntary sector. Leaflets distributed at a variety of events	PP Service promotion in September 2013 Completed
1.1.3	Provide information about the range of services available, and contact details, on the Local Authority’s website (or via a link from their site to the PPS’s own website).	PPS web pages on Local Authority website. Link from web pages to 1Big Database. Leaflets can be printed from web site.	On going review of leaflets and web information as legislative changes impact on service delivery On going
1.1.4	Provide a helpline or enquiry point staffed for a minimum of 5 hours per week throughout the year.	Three members of the team ensure the helpline is available . The offer is term time only. Checking of messages/email in	

		Evidence	Progress
		school holidays is carried out by manager or Information and Advice worker	Provided
1.1.5	Provide an answer phone for messages when staff are unavailable.	Answer-phone message is updated during staff absences, detailing return date, option of contacting PPS colleague and email option. Also advises of Helpline operating hours.	Provided
1.1.6	Provide an email enquiry service with a link from the Local Authority's website.	Link on web site and promotional materials	Provided
1.1.7	Respond to all enquiries within 2 working days.	Monitored through Parent Evaluation Forms. Meets with Council service standards	Met
1.1.8	Provide information in a factual and impartial manner, avoiding the use of discriminatory language, graphics and artwork.	Publications produced in line with Local Authority format and ratified by the Advisory Group Evaluations include monitoring of 'impartiality' and fairness	Provided
1.2			
1.2.1	Make arrangements to reach out to parents who might not seek to use the PPS.	Awareness raising with statutory and voluntary services to enable appropriate referrals. PPS sends introductory letters, offering support to parents whose children are being assessed by the SEN team for Statutory Assessment, or had this refused, etc. Advertisement(s) in Connect Magazine distributed to all households in the local authority area.	Planned promotion to Council, voluntary and the independent sector groups. Attendance at key strategic groups to represent PPS Advert In Connect magazine – Sept 2013 and Nov 2013

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		Evidence	Progress
1.2.2	Make available copies of publications in the most common languages used in the area covered by the PPS.	Use of local translation/interpreter service is available when required.	On request
1.2.3	Regularly review the need for publications in languages other than English.	Maintain links with Bath Black Parents Education Support Group. Produce leaflets in other languages upon request.	
1.2.4	Provide access, at no cost to parents, to a translation service for PPS publications that are not available in their own language.	PPS has information on a number of translation services.	On request
2.1			
2.1.1	Provide a range of accurate, impartial information to the parents of children who have, or may have, special educational needs in line with the standards set out in 1.2 above.	Publications may be printed in PDF or word format. Parent and Professional Evaluation Forms measure impartiality and fair treatment	Provided
2.1.2	Provide information (when requested) to the parents of all children about the full range of services available (not only SEN services).	Information available on web site; leaflets and posters are distributed. Parents of PEXED pupils are supported. Service sign-posts to other agencies, including FIS, 1Big Database and national resources and helplines	Provided
2.1.3	Publish the full range of publications recommended by the SW RPPN.	List of publications is available on website; leaflets downloadable.	Provided
2.1.4	Maintain a process to review the need for, and develop new publications and consult with users about their content and layout.	Leaflets are produced according to local need.	On going

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		Evidence	Progress
2.1.5	Review publications regularly, and ensure that information is accurate, neutral and includes the date of publication.	Revisions, reprints and new publications are implemented to reflect needs identified. Publications are dated.	On going
2.1.6	Ensure the PPS is consulted about the range/content of other SEN/disability information provided by LA and other agencies.	PPS reviews publications produced by the Statutory SEN team and is consulted at planning stage.	On going
2.1.7	Ensure that information about the complaints procedure for PPS is readily available.	Council complaints procedure applies	Provided
2.2			
2.2.2.1	Ensure information for parents is available for use by Local Authorities when they write to parents with their decision on whether or not to make a statutory assessment, and at the time a proposed (or amended) statement is issued.	A supply of service leaflets is supplied to SEN team and sent out with letters. Service leaflet published and distributed to schools and other sources annually. The SEN publication, 'A Guide for Parents and Carers' signposts parents to PPS.	Regular discussion with council SEN services. Monitoring through behaviour panels etc to review information sent directly to parents
2.3			
2.3.1	'Signpost' these services in the information pack issued to parents when the LA issues the first assessment letters and at the proposed statement stage.	Parents may be signposted to FIS, national helplines and local services in Bath, MSN, Keynsham and Chew Valley. PPS leaflets supplied to SEN team.	Regular discussion with council SEN services. Monitoring through behaviour panels etc to review information sent directly to parents
2.3.2	Ensure that the role of the PPS, and what it can offer, is signposted in publications produced by Health and	Entry in '11-20 Information to young people booklet', 1 Big Database, NHS Choices website, FIS publications,	

PPS Team 2013

		Evidence	Progress
	other LA services for parents/carers with children with SEN.	delegate training packs at appropriate conferences/meetings and listed under FAQ on council website.	
2.4			
2.4.1	Emphasise in the information published by the PPS the importance of eliciting the views of the child or young person.	PPS leaflets refer to obtaining the views of the child.	On going links with the Council Participation Officer and commissioned services
3.1			
3.1.1	Offer a flexible service to the parents of children (0-20) who have, or may have, special educational needs.	Parents Forum is a source of training, information and advice for parents as well as a networking opportunity and forum for consultation. Parents receive support at the level they need: meetings, help with documentation, advice over the telephone, etc. Outreach offered to schools. Attendance at school Parent Support Groups. Rolling publicity programme. Training through 'Roadshows' and Parents' Forum which has guest speakers on specific topics relating to SEN.	Review of age range in line with revised draft legislation – need to assess impact on service delivery
3.1.2	Develop and provide a range of information and support (when requested) to parents about the full range of services available with a particular focus on those with additional needs.		See Annual Report for activity
3.2			
3.2.1	Make available an Independent Parental Supporter when requested.	1 IPS on Register to support parents. Regular training programmes ensure trained IPS are available. On going PPS CPD and support through Senior Case Officer	Recruitment and Induction Programme planned for April 2013 – 3 new volunteers recruited

		Evidence	Progress
3.2.2	Provide direct support to parents who request it, including preparation for meetings, completing forms, requesting or participating in the statutory assessment process, attending annual reviews or other meetings.	Parent Evaluations.	Provided
4.1			
4.1.1	Provide a rolling programme to recruit sufficient Independent Parental Supporters to meet the area's needs.	The Service continues to use volunteer Independent Parental Supporters to ensure there are sufficient IPS to meet local demand. IPS receive bi-monthly CPD and supervision to improve their knowledge and skills	Recruitment and Induction Programme planned for April 2013 – 3 new volunteers recruited
4.1.2	Provide all IPS access to a pack of up-to-date materials that will assist them to fulfil their role effectively.	IPS receive training manual, IPS Handbook, Handbooks on Data Protection and Health & Safety. In addition, they have bi-monthly updates, a copy of the SEN Code of Practice and Toolkit, plus other publications and handouts as necessary.	Provided
4.1.3	Provide support, supervision and continuing professional development so that IPS are kept fully informed about local and national SEN and disability policies and procedures.	Regular informal support. CPD training and supervision every 6-8 weeks during term time.	Provided by Senior Case Officer and CPD opportunities

	Evidence	Progress
4.2		
4.2.1	Offer training to governors, early years providers, schools, and staff in the local authority and other agencies on partnership working with parents, either in response to specific requests or as part of the LA's training programme.	Training has taken place in respect of Children Service staff, schools and the SENCo Conference. Further input into under-graduate courses at Bath Spa. Training continues to be advertised.
4.2.2	Offer training on a range of topics, either in response to specific requests or as part of the LA's training programme.	Workshops and consultations connected with SEN are offered through the Parents' Forum and occasional workshops offered to school leaders, teaching assistants and parents. Advertised through schools, mailing list and service web pages.
4.3		
4.3.1	Work with school staff, governors, LA staff and others to ensure that information is accessible to parents.	Leaflets available – promotion of service – website/letters/ newsletter/articles etc. Attendance at School Staff and Governors Training
5.1		
5.1.1	Ensure all schools, including non-maintained schools, and relevant LA staff are aware of the service – what is available and how they can access it.	Wide range of promotional activities. Annual mailing includes non-maintained schools.
5.1.2	Ensure that all SENCOs are informed of the role of the service and are kept up to date with developments.	SENCO Forums attended.

Parent Partnership Service
Annual Report 2012-2013

		Evidence	Progress
5.1.3	Undertake networking to develop relationships with statutory agencies.	Membership of the Disabled Children's Strategy, Anti Bullying Strategy Group, Short Breaks Group, Strategic Planning Group – all include health, social care education and voluntary sector.	Membership of all SEND Reform Work stream groups
5.2			
5.2.1	Seek out and participate in local parents' groups.	Attendance at a range of parent groups to promote service. Collaborated approach with FIS	On going - see Annual report
5.2.2	Provide information and literature to voluntary organisations to ensure awareness raising of the Parent Partnership Service occurs and encourage greater promotion of services to parents.	Regular mailing. 1Big Database NHS Choices Council website Rainbow resource on line Advertisement in Connect Magazine and other local magazines/papers.	PP Service promotion September 2013
5.2.3	Link with voluntary organisations in order to develop and support local parent networks.	Attendance at a range of parent groups to promote service. Links with the commissioned Childrens and Young People's Network for the voluntary sector and PCAH	On going- see Annual report
5.2.4	Work in partnership with voluntary organisations, particularly with joint training initiatives and local consultation arrangements.	Voluntary organisations invited to send representatives to PPS training/consultations.	On going- see Annual report

PPS Team 2013

Parent Partnership Service
Annual Report 2012-2013

		Evidence	Progress
5.2.5	Maintain links with any Parent/Carer Forum that informs Local Authority planning or review of services for children with special needs.	PPS Parent Forum has been used for consultation of the SEN Review and PCAH. Links with Parent Participation Group for AHDC at Carers Network.	. On going- see Annual report
6.1			
6.1.1	Work with school staff, governors, LA staff and others to develop parent friendly policies and effective partnerships with parents.	Schools advised through leaflet distribution on how we can work with them. Training offered to schools. Attendance at Governor Training events to promote service.	
6.1.2	Promote the development of a parent/carers forum that enables parent/carers to communicate their views about policy and service provision.	PPS Parent Forum. Meets regularly during school academic year. Forum has been used for consultation on SEN Review and ASD Outreach Commission .	See Annual Report
6.1.3	Ensure that the views of parents inform the development of LA policy and practice.	Parents' Forum has been used for consultation	On going consultations
6.1.4	Ensure that arrangements are in place to seek the views of parents who may not have had contact with the PPS.	Service promoted through schools. PPS/FIS/CC/PSA attendance at Parents' Groups.	On going consultations
6.1.5	Promote and support the participation of parents on policy boards and steering committees whose remit includes services for children and families with special needs or disabilities.	Advisory Group has provision for two parents.	

Parent Partnership Service
Annual Report 2012-2013

		Evidence	Progress
6.1.6	Secure the representation of parents on the PPS Advisory Group.	Parent representatives attend Advisory Group.	Additional representation at SEND Reform groups
6.1.7	Agree an Annual Development Plan which sets out clear targets and is regularly reviewed. It should specify the arrangements for evaluation and quality assurance.	Reported upon through Performance Monitoring in Annual Report.	
6.2			
6.2.1	Maintain a register of IPS and the allocation of parent referrals.	IPS activity recorded on case files and Register. Reported upon monthly through Performance Monitoring.	Produced
6.2.2	Monitor and review the service provided by IPS. Ensure that adequate standards are maintained.	Parent and Professional Evaluations. IPS Supervision. Ongoing IPS supervision to ascertain any unmet training needs.	
6.2.3	Seek feedback on the extent to which service users regard the service as impartial.	Parents and professionals regard service as impartial, as evidenced on Evaluation Forms.	See Annual Report
6.2.4	Provide the PPS Advisory Group with evidence to enable them to review the effectiveness of the service annually.	Senior Case Officer Report. PPS Annual Report.	
6.2.5	Follow the 'Guidance on Monitoring and Self-evaluation of Parent Partnership Services – 2007' endorsed by DCSF, NPPN and NAPPS.	Benchmarking. Monthly performance monitoring. Parent and Professional Evaluation forms assess impact. Annual Report demonstrates compliance. Reported to National Strategies through Head of Inclusion Support.	Completed
6.2.6	Work towards at least an 85% satisfaction rate for the service received.	Evaluation Forms.	Met - see Annual Report

PPS Team 2013

		Evidence	Progress
6.2.7	Ensure that there is a mechanism in place to monitor and evaluate any complaints received about the PPS.	Local Authority Complaints procedure	In place
6.2.8	Share good practice regionally and nationally through participation in the Regional Parent Partnership Network and national benchmarking of PPS's.	Attendance at Regional meetings networking.	
7.1	Have an Advisory Group that has published terms of reference, including responsibility for ensuring the impartiality of the PPS. The Advisory Group will have broad representation, including parents, and an independent Chair.	Service Description and Arms Length Status. Policies on website. Advisory Group Terms of Reference leaflet. Advisory Group agreed to a rotating chair, which will include parents and other agencies.	Ratified
7.2	The Advisory Group publish a joint policy statement with the Local Authority on the impartiality of the service and regularly review the policy.	Service Description and Arms Length Policy ratified by LA Directorate.	Ratified
7.3	The Advisory Group publishes a policy on confidentiality and ensure that all service users are provided with information on the policy.	Confidentiality Policy updated 2012. Published on web site. New service users are advised about how the service operates. They are informed that the policy is on the web site or have the option of receiving a hard copy, if required.	Ratified
7.4	The Advisory Group regularly review information on the effectiveness of the service and use this to inform service development.	Annual report and Senior Case Officer reports to Advisory Group meetings	Independent Chair selected

Parent Partnership Service
Annual Report 2012-2013

		Evidence	Progress
7.5	Include on the PPS's website (or web page) details of the membership of the Advisory Group and how they may be contacted.	Agreement with Advisory Group membership that PPS contact details would be published	Provided
7.6	Publish an Annual Report on the work of the PPS.	Annual report produced each year since 2007. Available on website.	Produced

Appendix 4 : PPS Service Development Plan - September 2013 – August 2014

	Benchmarking Service Standard	Evidence
1.1	Ensure an accurate, up-to-date description of the service offered by the PPS is agreed, and made available to parents and professionals.	Leaflets Web pages General promotion
1.1.1	Ensure that early years settings, schools, Children's Centres, Children's Services offices, health services, voluntary agencies, parent support groups and other relevant settings have a supply of up to date leaflets about the PPS (the 'hook leaflet'), which includes contact details for further information.	Leaflets are regularly distributed to a wide range of statutory services including health, social services, education, Children's Centres, Family Information Service and the voluntary sector. Leaflets distributed at a variety of events
1.1.2	Provide information about the range of services available, and contact details, on the Local Authority's website (or via a link from their site to the PPS's own website).	PPS web pages on Local Authority website. Link from web pages to 1Big Database. Leaflets can be printed from web site.
1.1.3	Provide a helpline or enquiry point staffed for a minimum of 5 hours per week throughout the year.	Three members of the team ensure the helpline is available . The offer is term time only. Checking of messages/email in school holidays is carried out by Manager
1.1.4	Provide an answer phone for messages when staff are unavailable.	Answer-phone message is updated during staff absences, detailing return date, option of contacting PPS colleague and email option. Also advises of Helpline operating hours.
1.1.5	Provide an email enquiry service with a link from the Local Authority's website.	Link on web site and promotional materials
1.1.6	Respond to all enquiries within 2 working days.	Monitored through Parent Evaluation Forms. Meets with Council service standards
1.1.7	Provide information in a factual and impartial manner, avoiding the use of discriminatory language, graphics and artwork.	Publications produced in line with Local Authority format and ratified by the Advisory Group Evaluations include monitoring of 'impartiality' and fairness

	Benchmarking Service Standard	Evidence
1.2		
1.2.1	Make arrangements to reach out to parents who might not seek to use the PPS.	Awareness raising with statutory and voluntary services to enable appropriate referrals. PPS sends introductory letters, offering support to parents whose children are being assessed by the SEN team for Statutory Assessment, or had this refused, etc. Advertisement(s) in Connect Magazine distributed to all households in the local authority area.
1.2.2	Make available copies of publications in the most common languages used in the area covered by the PPS.	Use of local translation/interpreter service is available when required.
1.2.3	Regularly review the need for publications in languages other than English.	Maintain links with Bath Black Parents Education Support Group. Produce leaflets in other languages upon request.
1.2.4	Provide access, at no cost to parents, to a translation service for PPS publications that are not available in their own language.	PPS has information on a number of translation services.
1.2.5	Ensure that information about the range of languages covered and the arrangements for access to the translation service is available to all schools, LA Support Services and those who make enquiries to the PPS.	Information held about Translation Services. Currently produced upon request.
1.2.6	Make available all PPS written publications in large print on request.	Enlarged versions of publications can be produced upon request.
1.2.7	Make available audio versions of all PPS publications on request.	Information held on services that can produce audio materials. Produced upon request.
1.2.8	Ensure that the highest quality presentation is used for all publications and that guidance on appropriate use of colour for those with sensory impairment is followed.	Publications meet local authority corporate guidelines

	Benchmarking Service Standard	Evidence
2.1		
2.1.1	Provide a range of accurate, impartial information to the parents of children who have, or may have, special educational needs in line with the standards set out in 1.2 above.	Publications may be printed in PDF or word format. Parent and Professional Evaluation Forms measure impartiality and fair treatment
2.1.2	Provide information (when requested) to the parents of all children about the full range of services available (not only SEN services).	Information available on web site; leaflets and posters are distributed. Parents of PEXED pupils are supported. Service sign-posts to other agencies, including FIS, 1Big Database and national resources and helplines
2.1.3	Publish the full range of publications recommended by the SW RPPN.	List of publications is available on website; leaflets downloadable.
2.1.4	Maintain a process to review the need for, and develop new publications and consult with users about their content and layout.	Leaflets are produced according to local need.
2.1.5	Review publications regularly, and ensure that information is accurate, neutral and includes the date of publication.	Revisions, reprints and new publications are implemented to reflect needs identified. Publications are dated.
2.1.6	Ensure the PPS is consulted about the range/content of other SEN/disability information provided by LA and other agencies.	PPS reviews publications produced by the Statutory SEN team and is consulted at planning stage.
2.1.7	Ensure that information about the complaints procedure for PPS is readily available.	Council complaints procedure applies

	Benchmarking Service Standard	Evidence
2.2	Ensure information for parents is available for use by Local Authorities when they write to parents with their decision on whether or not to make a statutory assessment, and at the time a proposed (or amended) statement is issued.	A supply of service leaflets is supplied to SEN team and sent out with letters. Service leaflet published and distributed to schools and other sources annually. The SEN publication, 'A Guide for Parents and Carers' signposts parents to PPS.
2.3		
2.3.1	'Signpost' these services in the information pack issued to parents when the LA issues the first assessment letters and at the proposed statement stage.	Parents may be signposted to FIS, national helplines and local services in Bath, MSN, Keynsham and Chew Valley. PPS leaflets supplied to SEN team.
2.3.2	Ensure that the role of the PPS, and what it can offer, is signposted in publications produced by Health and other LA services for parents/carers with children with SEN.	Entry in '11-20 Information to young people booklet', 1 Big Database, NHS Choices website, FIS publications, delegate training packs at appropriate conferences/meetings and listed under FAQ on council website, Involvement in SEND Reform agenda
2.4		
2.4.1	Emphasise in the information published by the PPS the importance of eliciting the views of the child or young person.	PPS leaflets refer to obtaining the views of the child.
3.1		
3.1.1	Offer a flexible service to the parents of children (0-20) who have, or may have, special educational needs.	Parents Forum is a source of training, information and advice for parents as well as a networking opportunity and forum for consultation. Parents receive support at the level they need: meetings, help with documentation, advice over the telephone, etc. Outreach offered to schools. Attendance at school Parent Support Groups.

	Benchmarking Service Standard	Evidence
3.1.2	Develop and provide a range of information and support (when requested) to parents about the full range of services available with a particular focus on those with additional needs.	Rolling publicity programme. Training through 'Roadshows' and Parents' Forum which has guest speakers on specific topics relating to SEN.
3.2		
3.2.1	Make available an Independent Parental Supporter when requested.	3 IPS on Register to support parents. Regular training programmes ensure trained IPS are available. On going PPS CPD and support through Senior Case Officer
3.2.2	Provide direct support to parents who request it, including preparation for meetings, completing forms, requesting or participating in the statutory assessment process, attending annual reviews or other meetings.	Parent Evaluations.
4.1		
4.1.1	Provide a rolling programme to recruit sufficient Independent Parental Supporters to meet the area's needs.	The Service continues to use volunteer Independent Parental Supporters to ensure there are sufficient IPS to meet local demand. IPS receive bi-monthly CPD and supervision to improve their knowledge and skills
4.1.2	Provide all IPS access to a pack of up-to-date materials that will assist them to fulfil their role effectively.	IPS receive training manual, IPS Handbook, Handbooks on Data Protection and Health & Safety. In addition, they have bi-monthly updates, a copy of the SEN Code of Practice and Toolkit, plus other publications and handouts as necessary.
4.1.3	Provide support, supervision and continuing professional development so that IPS are kept fully informed about local and national SEN and disability policies and procedures.	Regular i support. CPD training and supervision every 6-8 weeks during term time.

	Benchmarking Service Standard	Evidence
4.2		
4.2.1	Offer training to governors, early years providers, schools, and staff in the local authority and other agencies on partnership working with parents, either in response to specific requests or as part of the LA's training programme.	Training has taken place in respect of Children Service staff, schools and the SENCo Conference. Training continues to be advertised.
4.2.2	Offer training on a range of topics, either in response to specific requests or as part of the LA's training programme.	Workshops and consultations connected with SEND Reform as well as general training are offered through the Parents' Forum and occasional workshops offered to school leaders, teaching assistants and parents. Advertised through schools, mailing list and service web pages.
4.3		
4.3.1	Work with school staff, governors, LA staff and others to ensure that information is accessible to parents.	Leaflets available – promotion of service – website/letters/newsletter/articles etc. Attendance and training delivered with the LA at School Staff and Governors Meetings
4.5.1		
5.1.1	Ensure all schools, including non-maintained schools, and relevant LA staff are aware of the service – what is available and how they can assess it.	Wide range of promotional activities. Annual mailing includes non-maintained schools.
5.1.2	Ensure that all SENCOs are informed of the role of the service and are kept up to date with developments.	SENCO Forums attended.
5.1.3	Undertake networking to develop relationships with statutory agencies.	Membership of the Disabled Children's Strategy, Anti Bullying Strategy Group , Short Breaks Group, Strategic Planning Group – all include health, social care education and voluntary sector. Annual Attendance at the SENCO and EY Inclusion Conference.
5.2		
5.2.1	Seek out and participate in local parents' groups.	Attendance at a range of parent groups to promote service. Collaborated approach with FIS

	Benchmarking Service Standard	Evidence
5.2.2	Provide information and literature to voluntary organisations to ensure awareness raising of the Parent Partnership Service occurs and encourage greater promotion of services to parents.	Regular mailing. 1Big Database NHS Choices Council website Rainbow Resource on line Advertisement in Connect Magazine and other local magazines/papers.
5.2.3	Link with voluntary organisations in order to develop and support local parent networks.	Attendance at a range of parent groups to promote service. Links with the commissioned Childrens and Young People's Network for the voluntary sector and PCAH
5.2.4	Work in partnership with voluntary organisations, particularly with joint training initiatives and local consultation arrangements.	Voluntary organisations invited to send representatives to PPS training/consultations.
5.2.5	Maintain links with any Parent/Carer Forum that informs Local Authority planning or review of services for children with special needs.	PPS Parent Forum has been used for consultation of the SEN Review and PCAH. Links with Parent Participation Group for AHDC at Carers Network.
6.1		
6.1.1	Work with school staff, governors, LA staff and others to develop parent friendly policies and effective partnerships with parents.	Schools advised through leaflet distribution on how we can work with them. Training offered to schools. Attendance and training provided at Governor Events to promote service.
6.1.2	Promote the development of a parent/carer forum that enables parent/carers to communicate their views about policy and service provision.	PPS Parent Forum. Meets regularly during school academic year. Forum has been used for consultation on SEN Review and ASD Outreach Commission .
6.1.3	Ensure that the views of parents inform the development of LA policy and practice.	Parents' Forum has been used for consultation

	Benchmarking Service Standard	Evidence
6.1.4	Ensure that arrangements are in place to seek the views of parents who may not have had contact with the PPS.	Service promoted through schools. PPS/FIS/CC/PPSA attendance at Parents' Groups.
6.1.5	Promote and support the participation of parents on policy boards and steering committees whose remit includes services for children and families with special needs or disabilities.	Advisory Group has provision for two parents.
6.1.6	Secure the representation of parents on the PPS Advisory Group.	Parent representatives attend Advisory Group.
6.1.7	Agree an Annual Development Plan which is regularly reviewed. It should specify the arrangements for evaluation and quality assurance.	Reported upon through Performance Monitoring in Annual Report.
6.2		
6.2.1	Maintain a register of IPS and the allocation of parent referrals.	IPS activity recorded on case files and Register. Reported upon monthly through Performance Monitoring.
6.2.2	Monitor and review the service provided by IPS. Ensure that adequate standards are maintained.	Parent and Professional Evaluations. IPS Supervision. On going IPS supervision to ascertain any unmet training needs.
6.2.3	Seek feedback on the extent to which service users regard the service as impartial.	Parents and professionals regard service as impartial, as evidenced on Evaluation Forms.
6.2.4	Provide the PPS Advisory Group with evidence to enable them to review the effectiveness of the service annually.	Senior Case Officer Report. PPS Annual Report.
6.2.5	Follow the 'Guidance on Monitoring and Self-evaluation of Parent Partnership Services – 2007' endorsed by DCSF, NPPN and NAPPS.	Benchmarking. Monthly performance monitoring. Parent and Professional Evaluation forms assess impact. Annual Report demonstrates compliance. Reported to National Strategies through Head of Inclusion Support.
6.2.6	Work towards at least an 85% satisfaction rate for the service received.	Evaluation Forms.
6.2.7	Ensure that there is a mechanism in place to monitor and evaluate any complaints received about the PPS.	Local Authority Complaints procedure

	Benchmarking Service Standard	Evidence
6.2.8	Share good practice regionally and nationally through participation in the Regional Parent Partnership Network and national benchmarking of PPS's.	Attendance at Regional meetings networking.
7.1	Have an Advisory Group that has published terms of reference, including responsibility for ensuring the impartiality of the PPS. The Advisory Group will have broad representation, including parents, and an independent Chair.	Service Description and Arm's Length Status. Policies on website. Advisory Group Terms of Reference leaflet. Advisory Group has an independent chair which will include parents and other agencies.
7.2	The Advisory Group publish a joint policy statement with the Local Authority on the impartiality of the service and regularly review the policy.	Service Description and Arm's Length Policy ratified by LA Directorate.
7.3	The Advisory Group publishes a policy on confidentiality and ensure that all service users are provided with information on the policy.	Confidentiality Policy updated 2012. Published on web site. New service users are advised about how the service operates. They are informed that the policy is on the web site or have the option of receiving a hard copy, if required.
7.4	The Advisory Group regularly review information on the effectiveness of the service and use this to inform service development.	Annual report and Senior Case Officer reports to Advisory Group meetings
7.5	Publish an Annual Report on the work of the PPS.	Annual report produced each year since 2007. Available on website.

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Bath & North East Somerset Council	
MEETING/ DECISION MAKER:	Early Years Children and Youth Policy Development and Scrutiny Meeting
MEETING/ DECISION DATE:	24th March 2014
TITLE:	Annual Report 2013-2014 and Work Programme 2014-2015 of the Local Safeguarding Children Board (LSCB)
WARD:	All
AN OPEN PUBLIC ITEM	
List of attachments to this report:	
Draft LSCB Annual Report 2013- 2014 and Work Programme 2014-2015	

1 THE ISSUE

- 1.1 This (draft) Annual Report and Work Programme details progress with the work of the Local Safeguarding Children Board (LSCB) and the effectiveness of local arrangements for safeguarding children, and the individual member agencies contributions to this.

2 RECOMMENDATION

- 2.1 For the Panel to note the report and the proposals within the (draft) Annual Report 2013-2014 and Work Programme 2014-2015 which will determine the work of the LSCB over the coming year.

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 3.1 There are no direct financial implications arising from this report. The work of the LSCB is completed within existing resources.
- 3.2 In line with national guidance, member organisations also provide financial and ‘in kind’ contributions to the running of the LSCB.

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

- 4.1 All LSCB member agencies have a duty to co- operate to safeguard and promote the welfare of children (Under Section 11 of the Children Act 2004)

5 THE REPORT

- 5.1 The Council is required by the Children Act 2004 to have an LSCB in place and to review its effectiveness. The revised Working Together 2013 to Safeguard Children details national guidance for the governance arrangements for LSCB's. The LSCB is the key statutory mechanism for agreeing how the relevant agencies will cooperate to safeguard and promote the welfare of children and for ensuring the effectiveness of what they do.

5.2 The work of the LSCB is taken forward through its Annual Report and Work Programme. This outlines how the LSCB will provide the strategic direction and operational framework needed to ensure that member agencies focus on their responsibilities, with regard to the safeguarding of vulnerable children, young people and their families.

5.3 Although still in draft the Annual Report 2013-2014 and Work Programme 2014-2015 will undergo further revisions by the LSCB and will be published by April 30th 2014.

6 RATIONALE

6.1 By considering this report the Panel is fulfilling duties to ensure, and challenge the effectiveness of the safeguarding arrangements in Bath & North East Somerset

7 OTHER OPTIONS CONSIDERED

7.1 None

8 CONSULTATION –

8.1 Members of the LSCB, any interested stakeholders via Annual Stakeholder Event.

9 RISK MANAGEMENT

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

Contact person	<i>Mike Bowden, Deputy Director Children and Young People, Strategy and Commissioning. Mike_Bowden@bathnes.gov.uk</i>
Background papers	Current Annual Report 2012-2013 and Work Programme 203-2014 http://www.bathnes.gov.uk/sites/default/files/sitedocuments/Children-and-Young-People/ChildProtection/lscb_annual_report_2012-13_and_work_programme_2013-14.pdf
Please contact the report author if you need to access this report in an alternative format	

**Bath & North East
Somerset Council**



**Bath and North East Somerset
Local Safeguarding Children
Board**

DRAFT Annual Report 2013- 2014 and Work Programme 2014- 2015

Foreword – To Challenge and Improve

This is my first report as the Independent Chair of Bath & NE Somerset Local Safeguarding Children Board. During my first few months in this role, I have attended meetings of our Sub Groups, Stakeholders and Development days, the Children's Trust Board, as well as a stakeholder meeting of the Local Safeguarding Adults Board. I have been heartened by the professionalism and commitment of everyone I have met.

Bath and NE Somerset is an attractive place in which to live and work. It remains a popular tourist destination. Overall, children and young people enjoy some of the finest services in the UK and the number of child protection cases both referred and acted upon is amongst the lowest in England, even when compared against statistical neighbours. These facts however, mask some pockets of deprivation comparable with those of inner cities and exacerbated by rural isolation. Children are at particular risk in such circumstances.

It is true that more children are harmed through abuse and neglect caused by their own families than anywhere else. However, high profile media coverage of celebrity prosecutions, the sexual exploitation of young girls, bullying via social media and online child abuse serve to remind us of the miasma of other ways in which children can be harmed. During the next 12 months, B&NES LSCB will improve coordination of the work of partner organisations in response to these risks.

The LSCB has published one Serious Case Review in the past 12 months. The Review has identified a number of opportunities to improve emotional support to young people and in particular, the views of young people have been taken into account when structuring services. Underpinning this work is the important message that safeguarding children and young people is everyone's business, not just that of specialists.

Since the report of last year, some significant changes have been implemented to the operation of B&NES LSCB, not the least of which has been the establishment of a new structure of Sub Groups. It is here that already busy people, whose commitment often goes unrecognised, accomplish the hard and very detailed work of the Board. The work of the Sub Groups has matured very quickly and puts the LSCB in a strong position to take forward further improvements into next year. On behalf of the LSCB I offer our thanks to the Chairs and members of these groups.

These improvements have taken place in the context of shrinking public resources and significant reform, particularly applicable to NHS organisations. The LSCB will carefully monitor the impact of further constraints so that children and young people continue to be safe. A more positive aspect of this context is that it presents the opportunity to seek new ways of achieving the same ends. To improve in this environment, we must be prepared to innovate. One aspect of this is that we will actively seek opportunities to work more closely with other bodies such as the Local Safeguarding Adults Board.

The ambitious LSCB delivery plan for last year and the actions for agencies arising from inspections have been largely fulfilled. There remain some outstanding issues and these will be carried forward. We have reviewed and amended our priorities in the light of what has been achieved.

Whilst the LSCB is functioning well, there will always be room to be better at what we do. In the next year we plan to implement improvements to our structure and methods. These will include better arrangements for engagement with children and young people so that our activities are full informed by those whom we protect. We will also strengthen upon communication, particularly with the public, so that everyone understands their responsibility to keep children safe.

This report includes a summary of progress against the delivery plan for last year, as well as our priorities and work programme for the next 12 months. It should amply demonstrate that we have a shared intention to make a positive difference to the lives of children and young people in Bath and NE Somerset. Above all, the work of the LSCB pivots on two important ingredients. Individually and collectively we must continue to challenge and improve.

Reg Pengelly
Independent Chair

Bath & NE Somerset LSCB

The Statutory Context and Structure of the Local Safeguarding Children Board

A Local Safeguarding Children Board (LSCB) must be established for every local authority area under the requirements of the Children Act 2004. The LSCB has a range of roles and statutory functions including those of developing local safeguarding policy and procedures and scrutiny of local arrangements. The statutory objectives and functions of the LSCB are described in Chapter 3 of the statutory guidance "Working Together to Safeguard Children 2013".

Many local agencies are under a legal duty to participate in the activities of the LSCB. They are also subject to a legal duty to safeguard and promote the welfare of children (Section 11 Children Act 2004). In addition, a number of other organisations that play a significant role in the lives of children are also represented. The LSCB is the key statutory body for agreeing how these partners will co-operate to safeguard and promote the welfare of children in its locality.

The LSCB functions at several levels of operation. At a strategic level, the LSC Board is comprised of representatives who have been nominated by each partner agency and have authority to;

- Speak for their organisation and commit their organization to policies and practices;
- Hold their organisation to account;
- Personally attend at least 75% of all LSCB meetings, with a nominated deputy available when unable to do so;
- Chair a working group;

- Become a nominated work stream lead;
- Facilitate the participation of staff from their agency in the work of the LSCB;
- Contribute to the assessment of performance and report upon improvement activity undertaken by their own agency;
- Provide appropriate challenge to the LSCB and member agencies for the purpose of improving multi – agency safeguarding activity;

Additionally, the LSCB can appoint Associate members, who by reason of their particular expertise are able to make a contribution to the work of the Board. These include Lay / Community members who should provide independent challenge based upon their own local experience. The Chair of the LSCB is appointed by the Local Authority in consultation with partner agencies but should be independent.

In practice the work of the LSCB is supported by a number of Sub – Groups comprised of specialist staff from participating agencies who will develop activities and work streams that meet the objectives of the LSCB. Bath and NE Somerset LSCB currently has the following Sub Groups;

- Training and Workforce Development
- Professional Practice
- Policy Procedures and Performance
- Serious Case Review

In turn, the work of these groups may from time to time be supported by short term working groups.

In addition, the LSCB has a legal responsibility to;

- Undertake a Serious Case Review whenever a child dies or is seriously harmed and the circumstances give rise to doubts over the effectiveness of local safeguarding arrangements.
- Ensure that all child deaths are subject to review by the Child Death Overview Panel, which is a shared resource between several LSCBs in this region.

The outcome of these reviews often results in a substantial amount of improvement activity for all of the partner agencies, and is subject to the governance of the LSCB.

Governance and Accountability

The 2013 revision of “Working Together to Safeguard Children”, introduced some significant alterations to the accountability of LSCBs. In particular, the Independent Chair is now accountable to the Local Authority Chief Executive.

Governance of the LSCB is currently a joint responsibility of the Divisional Director for Children and Young People with the Lead Member for Children & Young People. The work of the LSCB is complementary to and coordinated alongside those of other bodies within the responsibility of Bath & NE Somerset Council including the;

- Children’s Trust Board
- Health & Wellbeing Board
- Local Safeguarding Adults Board
- Community Safety Partnership

With effect from 2014, LSCBs will for the first time, be subject to an inspection regime conducted by OfStEd. Several pilots of the inspection have already taken place and it is clear that very high standards will be applied and that the process will be rigorous.

There is a duty upon LSCBs to publish the full report of any Serious Case Review it undertakes. The Independent Chair is now accountable to a nationally appointed Panel in regard to the quality and publication of these reports.

Linked to this is the requirement for every LSCB to produce a Learning and Improvement Framework. This framework is intended to facilitate how the learning from reviews is embedded into practice and that practice in turn leads to improved outcomes for children and young people.

Moving Forward

Statutory Guidance, particularly Working Together to Safeguard Children 2013, set out a large number of issues affecting children and young people that should be routinely, a matter of scrutiny by the LSCB. Quite easily these issues can form a substantial body of material that dominates the agenda, leaving little room for challenge and innovation.

The LSCB is currently reviewing its arrangements so that the structure of at least half of every meeting provides a focused opportunity to thematically review how organisations work together. This will provide the capacity to;

- Ensure that the LSCB is well informed and equipped to provide appropriate challenge and support to partner agencies;

- Promote high standards and quality in delivery;
- Inspire innovation;
- Promote safeguarding as the business of everyone.

Complementary to this, the Bath & NE Somerset LSCB Learning and Improvement Framework is being holistically developed so that learning from challenge as well as reviews readily becomes the basis of practice. The full achievement of such an ambitious goal is likely to take a full 12 months, with staged implementation during the year.

Key priority	Link to other Plans / Ofsted/Boards	Outcomes	Actions	Milestone
1 The LSCB will co-ordinate a multi-agency approach to reduce of risk of CSE (et al) * to Children and Young People <ul style="list-style-type: none"> • *E-Safety 	CYPP 2014-2017 'Children and Young People are Safe' (1a,1b) Health and Well Being Strategy (Theme 3)	<ul style="list-style-type: none"> • Initially an increase in referrals where CSE is identified. • CSE actions are within CP plans • Quantitative and Qualitative information 	1:1 To agree subgroup and reporting structure	Identify member and agree TOR's

	<ul style="list-style-type: none"> • Substance mis-use. • Missing & runaways. • Radicalisation (Prevent and Channel) 	<p>Avon Safe Strategy 2014-2015</p> <p>CSE Strategy (Autumn 2014)</p> <p>SCR Action Plans</p>	<p>and intelligence is evident in service improvements</p> <ul style="list-style-type: none"> • Children’s workforce have a common understanding of issues, language and responses 	1:2 To draft CSE et al strategy and action plan	Strategy and Act plan developed
				1:3 Establish effective measurements that give indicative data of need in regard to: CSE (et al)	(A senior officer identified as the lead)

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				1.4 Increased awareness amongst the workforce that will enable prevention, early recognition and appropriate intervention to reduce the risk to these vulnerable CYP	Identify training
2	Key priority	Link to other Plans / Ofsted/Boards	Outcomes	Actions	Milestone

2	To increase the participation and involvement of children, young people and parents/carers in service improvements and developments both: <ul style="list-style-type: none"> • Experience of current services • Aspirations of new ones 	CYPP 2014-2017 Children and Young People are Safe' (1b) Health and Well Being Strategy (Theme1) Emotional Health and well Being Strategy	<ul style="list-style-type: none"> • Children and Parents feel more engaged in the Child Protection Process • Parents with specific needs are better able to contribute to child protection plans and reduction of risk • Children should be on CP Plans for shorter periods • Less children coming back onto plans • Fewer complaints on CP process 	2:1 Audit of commissioning to and by the LSCB, of participation work already undertaken in the area.	Mapping of current arrangements Gap analysis
				2:2 Reporting schedule on user feedback - learning and change from it	Identify lead for this. Develop framework of reporting structure
				2.3 Children experience good seamless arrangements between services when they have different levels of need/risk	

				2.4 Consider options of young people's participation to inform Board's priorities and ensure they include the key safeguarding issues	Develop YP Share Board and TOR's
				2.5 Establish link and working arrangements with Health Watch (see also 5.3)	
Key priority		Link to other plans / Boards	Outcomes	Actions	Milestone
3	A robust audit tool to be used to determine the quality of safeguarding and compliance with Section 11 across all member agencies required to complete Section 11	CYPP 2014-2017 'Children and Young People are Safe' (1a, 1b)	<ul style="list-style-type: none"> Safeguarding Standards of S11 are embedded across the workforce effectively and ensure that all Commissioning is using the same standards Audit tool is generic to services operating across region. 	3.1 Improvement of Section 11 Form and Development of scoring tool	Draft tool

			<ul style="list-style-type: none"> • Improved number and quality of S11 returns • An analytical report to the board identifying trends and gaps. 	3.2 Evidence Strategy and Action Plans to address concerns with agencies	
Page 113	A 'common' tool to be used across B&NES, Bristol, North Somerset and Somerset for co-terminus agencies working within those authorities.			3.3 Agreed protocol and process with Neighbouring Authorities' LSCB.	Draft protocol to be agreed and further meetings with neighbouring LSCB's
				3.4 Review of Safeguarding Standards in Commissioning	Review standards and develop improved measurements Preparation and roll out to providers
					Implementation and contract variations

					Action Plan
4	Sufficient and Competent Workforce to ensure Children and Young People are 'safe'	CYPP 2014-2017 'Children and Young People are Safe' (1a, 1b)	<ul style="list-style-type: none"> • Evidence of learning across the partnership collectively and individual agencies from the Learning and Improvement Strategy • Staff are trained and developed at appropriate level and knowledge to make them effective in their work to keep children safe • Training Sub group ensure LSCB training meets needs and timescales with single agency training. 	4:1 A strategic and dynamic action plan for training and development that is informed by qualitative and quantitative needs analysis	
				4.2 Develop a process that identifies gap in workforce capacity, knowledge of skills and partnership is able to respond	
				4.3 Promote learning from best practice, SCRs and audits within Learning and Improvement framework see (6.5)	

Key priority		Link to other plans / Boards	Outcomes	Actions	Milestone	
5	Continuous Improvement of LSCB	CYPP 2014-2017 'Children and Young People are Safe' (1b,)	<ul style="list-style-type: none"> LSCB has a high profile and is seen as effective in both quality assurance and driving improvement in Safeguarding Clear, complimentary role and relationship with other strategic boards that increases effectiveness and efficiency 		5.1 Business processes reviewed (structure ,reporting, TOR's, meeting timetable,budgeting etc) to increase efficiency,effectiveness and timeliness.	
					5.2 Improved use of impact measurements and PI's to enable proactive rather than reactive actions.	

					<p>5.3 Clarify and improve relationships with other strategic boards:</p> <ul style="list-style-type: none"> • LSAB • CTB • H&WB • Corporate Parenting Board, • Youth Justice Board, IVASP • Healthwatch <p>and develop or review protocols</p>	<p>Identify and develop actions shared priorities issues e.g., Domestic Violence, Mental Health, Substance misuse and information sharing.</p> <p>Constructive 'challenge' between boards</p>
					<p>5.4 Development of effective Learning and Improvement framework including lessons learnt from SCR's and holding agencies to account on Action Plans</p>	

						5.6 Ensure all core functions and developments meet or exceed OFSTED expectations.	
						5.7 Develop individual peer review system to enable effective board membership and 360 degree feedback for chair.	

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Bath & North East Somerset Council		
MEETING/ DECISION MAKER:	Early Years, Children and Youth Policy Development & Scrutiny Panel	
MEETING/ DECISION DATE:	24 March 2014	
TITLE:	Director of Children’s Service – Test of Assurance	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
Appendix 1 – Specification		
Appendix 2 – Test of Assurance Report		

1 THE ISSUE

1.1 The Statutory Guidance concerning the duties of the Director of Children’s Services was revised in summer 2013. The Guidance recommends that where the DCS role is combined with other duties a test of assurance is undertaken. The purpose of the test is to provide assurance to the local authority that the statutory duties relating to Children’s Social Care and Education are effectively carried out and that sufficient organisational capacity is available to meet these duties properly. The test also looks to ensure that the line of accountability for the safeguarding and protection of children is clear within the local authority services and across the Local Safeguarding Children’s Board partnership.

2 RECOMMENDATION

2.1 The Panel are asked to

- (i) Note the Test of Assurance Report
- (ii) Request the Strategic Director of People and Communities to:
 - Refresh the Scheme of Delegation
 - Develop a Participation and Consultation Strategy
 - Develop a Single Commissioning Strategy

- (iii) Request a second Test of Assurance on partnership and governance arrangements to be completed by March 2015.

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

3.1 None

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

4.1 The Test of Assurance is covered by Statutory Guidance on the role of the Director of Children's Services which is a statutorily determined post under the Children Act (2004) and is a designated Chief Officer post as defined by the Local Government Act (1972).

5 THE REPORT

5.1 This report refers to the Test of Assurance that was commissioned by the Local Authority following the implementation of the new People and Communities Department structure in April 2013. The specification for the test is attached as Appendix 1.

5.2 The Test of Assurance was carried out by Bronwen Lacey a specialist consultant in Children's Services and a former Director of Children's Services for Plymouth Council.

5.3 Ms Lacey undertook a series of individual interviews and focus groups to test out the various assurance parameters identified in the statutory guidance. The full report is attached as Appendix 2. The focus of this work was to provide assurance concerning the effective operation of the new departmental structure in relation to statutory children's services. It is envisaged that a second stage of assurance will be required within the next twelve months to provide assurance about the effectiveness of LSCB partnership working.

5.4 The key assurance parameters are laid out below:

- clarity about how senior management arrangements ensure that the safety and the educational, social and emotional needs of children and young people are given due priority and how they enable staff to help the Local Authority discharge its statutory duties in an integrated and coherent way;
- clarity about how the Local authority intends to discharge its children's services functions and be held accountable for them from political, professional, legal and corporate perspectives (including where, for example, services are commissioned from external providers or mutualised in an arm's length company);
- the seniority of and breadth of responsibilities allocated to individual post holders and how this impacts on their ability to undertake those responsibilities (especially where a local authority is considering allocating any additional functions to the DCS and LMCS posts);
- the involvement and experiences of children and young people in relation to local services;

- clarity about child protection systems, ensuring that professional leadership and practice is robust and can be challenged on a regular basis, including an appropriate focus on offering early help and working with other agencies in doing so; and

- the adequacy and effectiveness of local partnership arrangements (e.g the local authority’s relationship with schools, the courts, children’s trust cooperation arrangements, Community Safety Partnerships, Health and Wellbeing Boards, Youth Offending Team Partnerships, police, probation, Multi-Agency Public Protection arrangements and Multi-Agency Risk Assessment Conferences) and their respective accountabilities.

5.5 The test of assurance reached the overall conclusion that our new structures, systems and lines of accountability are understood and allow the local authority to;

- Fulfil our statutory duties
- Be transparent about accountabilities and responsibilities
- Support effective interagency and partnership working

6 RATIONALE

6.1 Panel are asked to note the findings of the test of assurance in line with statutory guidance.

7 OTHER OPTIONS CONSIDERED

7.1 None

8 CONSULTATION

8.1 The process was consultative as it was based upon staff participation.

9 RISK MANAGEMENT

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

Contact person	<i>Ashley Ayre, Strategic Director People and Communities 01225 394212</i>
Background papers	<i>List here any background papers not included with this report because they are already in the public domain, and where/how they are available for inspection.</i>
Please contact the report author if you need to access this report in an alternative format	

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Test of Assurance-Bath and North East Somerset Council

Brief Specification

Purpose:

To ensure that the new structure for the Children's service element of the People and Communities Department and its organisational arrangements enable the local authority, through the Strategic Director for people and Communities role, to:

- Fulfil their statutory duties towards children and young people effectively (including that children, young people and families receive effective help and benefit from all relevant Council services)
- Be transparent about accountabilities and responsibilities
- Support inter-agency and partnership working

Process:

Lead Officer to carry out a series of individual interviews and a small number of Focus Groups to test out the understanding of new systems, structures and lines of management and accountability.

The interviews and Focus Groups will utilise questions related to each area of assurance as identified in statutory guidance on the role of the DCS. It is noted that some questions will more readily relate to individual interviews whilst others will relate to focus group work. The Lead Officer has discretion to add/amend questions to pursue a line of enquiry.

Each interview or focus group will result in a completed pro-forma which the Lead Officer will compile into a report to be presented initially to the Independent Chair of the LSCB and the Strategic Director for People and Communities.

The Strategic Director for People and Communities will then formally respond to that report to the Independent Chair of the LSCB and a final agreed report including any action plan will then be presented to:

- Dr Jo Farrar, Chief Executive, Bath and North East Somerset Council
- BaNES Local Safeguarding Children's Board
- Early Years, Children and Youth Policy Development and Scrutiny Panel.

Individual Interviews:

Strategic Director-People and Communities
Deputy Director-Children's Strategy and Commissioning
Divisional Director-Targeted and Specialist Services
Principal Social Worker

Service Manager-Safeguarding Outcomes
Service Manager-Care Outcomes
Head of Safeguarding and Assurance
Team Managers (x2)-CFAIT.

Focus Groups:

- “Slice Groups” x two: CFAIT Workers and DTMs
- “Slice Group” x one: CiC/MoT Workers, DTMs and TM
- “Slice Group” x one FPT Workers, DTMs and TM
- IROs and Independent CP Chairs
- “Slice Groups” x two: (i) Early Help/Connecting Families/Early Years
(ii) Youth/YOT/Connecting Families.
- Senior Commissioning Managers (Liz Jones, Stephen Mason, Mary Kearney-Knowles)

Estimated Time Requirement:

10 days

Outputs:

Initial report to Independent Chair/SD People and Communities
Final report

Background Documentation:

Guidance on Director of Children’s Service Statutory Duties
Guidance on Lead Member Duties
Assurance Parameters and Key Questions
Additional Questions for Interviews and Focus Groups.

BANES Local Assurance Test

1. National Context

1.1 Statutory guidance on the roles and responsibilities of the Director of Children's Services and the Lead Member for Children's Services was published by the DFE in March 2013. Local Authorities with responsibilities for Education and Children's Social Care functions must have regard to this guidance and have good reasons for departing from it. The guidance acknowledges that given the breadth and importance of Children's Services functions and the demanding nature of the roles of Director of Children's Services (DCS) and Lead Member for Children's Services (LMCS), Local Authority's (LA's) should give due consideration to protecting the discrete roles and responsibilities before allocating any additional functions to persons performing them. The guidance sets out the expectation that LA's will undertake a local Test of Assurance so that the focus on outcomes for children and young people will not be weakened or diluted as a result of adding other responsibilities to the role of DCS and LMCS. These arrangements should be reviewed regularly to ensure continued effectiveness. The Local Assurance Test (LAT) is intended to support LA's to ensure that organisational arrangements enable them:

- a) to fulfil their Statutory Duties effectively (including ensuring that children, young people and families receive effective help and benefit from high educational standards locally)
- b) to be transparent about responsibilities and accountabilities
- c) to support effective inter agency and partnership working.

1.2 The guidance identifies the following elements as essential in assuring that effective arrangements are in place:

- clarity about how senior management arrangements ensure that the safety and the educational, social and emotional needs of children and young people are given due priority and how they enable staff to help the Local Authority discharge its statutory duties in an integrated and coherent way;
- clarity about how the Local authority intends to discharge its children's services functions and be held accountable for them from political, professional, legal and corporate perspectives (including where, for example, services are commissioned from external providers or mutualised in an arm's length company);
- the seniority of and breadth of responsibilities allocated to individual post holders and how this impacts on their ability to undertake those responsibilities (especially where a local authority is considering allocating any additional functions to the DCS and LMCS posts);
- the involvement and experiences of children and young people in relation to local services;

- clarity about child protection systems, ensuring that professional leadership and practice is robust and can be challenged on a regular basis, including an appropriate focus on offering early help and working with other agencies in doing so; and
- the adequacy and effectiveness of local partnership arrangements (e.g the local authority's relationship with schools, the courts, children's trust cooperation arrangements, Community Safety Partnerships, Health and Wellbeing Boards, Youth Offending Team Partnerships, police, probation, Multi-Agency Public Protection arrangements and Multi-Agency Risk Assessment Conferences) and their respective accountabilities.

1.3 The guidance also covers six aspects of the roles and responsibilities of the DCS and LMCS. They are:

- Leadership and Partnership
- Safeguarding
- Vetting and Barring
- Vulnerable children and young people
- Fair Access to services
- Educational Excellence

1.4 These six assurance parameters and six role and responsibility aspects have formed the basis for the questions within the LAT interview process and provide the structure for this Local Assurance Test report.

2. Local Context

2.1 Bath and North East Somerset Council (BANES) introduced new management arrangements in April 2013 creating a People and Communities Directorate organised on a commissioner/provider structure. The Council adopted design principles to guide the work of the restructure to ensure that the remodelling supported the delivery of improved outcomes for children, young people, vulnerable adults, families and communities. The principles included prioritising capacity at the front line; support for sound governance and partnership working; greater staff engagement; enhancing commissioning capacity and competency and better engagement with the public and clients.

In commissioning this Local Assurance Test (LAT) BANES prepared a specification that set out a process of individual and focus group interviews to test staff understanding of the new systems, structures and lines of management accountability. The LAT was completed in accordance with this specification and will compliment the LA's Self Assessment undertaken in September 2013 when the Directorate did a confidence rating against research findings on features of good practice and signatures of risk, which covered some aspects of the Statutory Guidance.

3. Assurance parameter 1 - Clarity about how senior management arrangements ensure that the safety and the educational, social and emotional

needs of children and young people are given due priority and how they enable staff to help the Local Authority discharge its statutory duties in an integrated and coherent way;

In order to test this parameter questions were framed to check whether:

3.1 Line management and accountability arrangements for safeguarding and the promotion of improved outcomes for children and young people are clear and transparent?

Interview feedback from Managers at all levels in the organisation was clear about the line management and accountability arrangements, which were perceived to be working well. The provider/commissioner split is seen as enabling provider side managers to focus exclusively on operational matters with the additional support of a PSW focused on professional practice. Existing benefits for clients were identified as timescale improvements; single assessments; quality improvements in assessments and plans; and an expectation that the potential to join up services across age groups within People and Communities through co-locating commissioners and joint commissioning would deliver better services in the future.

Interview feedback from some frontline staff revealed pockets of confusion about line management and accountability arrangements, which need to be clarified. The difference in view between managers and frontline staff may be a function of the fact that it was senior and middle management that were most personally affected by the restructure and that it had less impact on front line staff.

3.2 Do staff understand and can they articulate the line of accountability and know where in the management team to go with a concern about safeguarding, unsafe practice and 'whistle blowing'.

All staff interviewed could describe the line of accountability and were clear about where they could take concerns. Moreover, all staff commented on the accessibility and approachability of management and that they felt it was easy to find someone to talk to about concerns if their immediate line manager was unavailable.

3.3 Has the integrity and coherence of the structure been 'tested' to ensure fitness for purpose?

The care taken by the council to develop design principles to guide the restructure has definitely helped to ensure that the new structure has integrity and coherence to fulfil the LA's responsibilities.

Managers are more able to articulate the rationale for the new structure than are frontline staff, perhaps again for the reasons identified above. The ability to focus on vulnerable families; transitions; joint service design with Adults and Public health were all sighted as examples of how the new structure was better fit for purpose.

All relevant interviewees were able to give examples of how they would know if statutory duties were being compromised. Examples of the early warning signs were strong and diverse, but interestingly no one mentioned the Complaints process, which perhaps raises questions about its profile?

Staff in new roles are open about the challenges for them of having new responsibilities and none of the staff interviewed expressed any concern that the new structure impacted negatively on them performing their functions or duties.

3.4 Do the DCS and LMCS cover the key aspects of the roles covered in the Statutory Guidance for Leadership and Partnership?

Yes. The DCS and LMCS work together to provide strong strategic leadership to the partnership of providers. Relationships with schools remain good within an increasingly diverse and autonomous sector. Interviewees identified good examples where schools accepted challenge from the LA.

The partnership is strongly focused on improving the life chances of children and young people and uses the JSNA to influence service provision and prioritisation. The new directorate provides increased opportunity to join up commissioning plans across public health, social care and education, as well as transition to adult services.

4. Assurance parameter 2 - Clarity about how the Local Authority intends to discharge its children's services functions and be held accountable for them from political, professional legal and corporate perspectives (including where, for example, services are commissioned from external providers or mutualised in an arm's length company);

In order to test this parameter questions were framed to check whether:

4.1 The means by which the LA intends to deliver its Children's Services functions are clear and understood by staff, councillors and partners. In particular;

4.2 Are delivery structures clear and coherent?

Structures are clearly understood by almost all interviewees, who were able to accurately describe the relationship between the Divisional Director for Social Care and the Deputy Director. There was a very minimal amount of confusion about where formal DCS responsibility lay in respect of safeguarding children, and the directorate intends to review the Scheme of Delegation in the near future. Most managers felt that ownership of financial responsibilities was widely dispersed, but usually placed final responsibility for Social Care budgets with the Divisional Director for Social Care.

4.3 Are referral systems, threshold criteria etc understood by staff and partners?

The department has recently re-launched its Threshold criteria and is implementing good plans to share it widely with staff and partners to ensure wide understanding and ownership. Examples were described of partner colleagues having opportunities to observe the Duty Team and other arrangements to expand the development of face to face relationships as ways of widening clarity. Plans are in place to ensure schools are in the loop.

4.4 Key relationships and processes for safeguarding, child protection and CIN are understood and implemented effectively

Relationships are clear and well understood by interviewees at all levels of the organisation. There is clarity about roles and responsibilities and a great deal of mutual respect between colleagues. There was positive feedback about the processes for identification of need and CAF and also for managing workflow in Social Care. Case transfer out of the Duty Team was reported as much improved. Staff in the commissioner arm, such as IRO's and Chairs of CP conferences were clear about relationships and processes within Social Care and the wider partnership and the quality assurance contribution they themselves can make to ensuring work is child centred, timely (to avoid drift) and of high quality.

4.5 How children's services functions are reported and held accountable by the corporate organisation and the democratic structure

This aspect was not a major focus within the interviews and the author sees the need for further testing within the next 12 months. There are internal reporting arrangements through Senior Management Team; the Service Performance Group; Council Management Team and Scrutiny processes. The Director has a regular Business Review meeting with the Chief Executive.

4.6 How the LA requirement for safeguarding standards and practices are articulated, evidenced and implemented in commissioned and arms length services

There are robust arrangements in place to assure that commissioned and arms length services are aware of and abide by safeguarding standards and practices. At an early stage in the commissioning process a Safeguarding Standards pack sets out the standards and expectations; providers are checked before contract letting to ensure they can comply with these expectations and regular contract monitoring includes the safeguarding requirements. Any concerns could trigger a review. Large providers are part of the LSCB Section 11 Audit process and there are discussions on-going about whether to extend the scope of this audit to other providers.

5. Assurance parameter 3 - the seniority of and breadth of responsibilities allocated to individual post holders and how this impacts on their ability to undertake those responsibilities (especially where a local authority is considering allocating any additional functions to the DCS and LMCS posts);

In order to test this parameter, questions were framed to check;

5.1 Does the management structure recognise and allocate capacity to the key functions of the DCS/LMCS to ensure these can be effectively managed?

There is a clear management structure which deploys capacity to all the key functions of the role of DCS/LMCS. The interview sessions confirmed that roles and responsibilities are largely well understood by staff and that relationships are working well.

5.2 Where key functions are delegated, is the scope of delegation clear and does the relevant post holder hold the appropriate level of seniority both for the department and corporately?

As noted at 4.2 the Directorate intends reviewing the Scheme of Delegation, which provides an opportunity to clarify some minor level confusion identified through the interview discussions.

6. Assurance parameter 4 - the involvement and experiences of children and young people in relation to local services;

In order to test this parameter, questions were framed to check whether:

6.1 The voices of children, young people and families inform and influence policy-making and priorities?

The interview process identified that this area requires much further development and the Senior Management Team have acknowledged this in the Self Assessment undertaken in September 2013. This does not mean that there is little going on with regards to the voice of service users, there is. Across the department there are initiatives to increase participation at a strategic level, user participation groups, for example and involvement with appointment processes. There is more to do to demonstrate a comprehensive and coherent approach across the whole partnership; building on the existing Participation Strategy. Interviewees were able to give only a limited range of examples of consulting young people and families about their views. Ideally examples need to cover both strategic feedback and case level feedback and demonstrate that the feedback has had an impact on service redesign, policy formation and prioritisation as well as demonstrate an understanding of the experiences of children, for example what it is like to be a child in the care of BANES?

Strong mechanisms need to be established to gather this information systematically. A simple report which describes all the ways in which staff gather this evidence will also help them better evidence the impact of their work.

6.2 Does the DCS meet young people?

The wider role of the Director for People and Communities has had the inevitable impact on time pressures for the postholder, who is concerned at the limited time available to meet individual young people, but he works hard to maximise the opportunities provided by school visits and other visits to groups of youngsters and is actively pursuing ways of having meaningful interaction with individual young people in the care of the LA.

7. Assurance parameter 5 - clarity about child protection systems, ensuring that professional leadership and practice is robust and can be challenged on a regular basis, including an appropriate focus on offering early help and working with other agencies in doing so;

In order to test this parameter questions were framed to check whether:

7.1 Operational practice and management systems are clear understood and implemented, for example- Are Timescales adhered to?

The Senior Management Team have ensured that there has been a sharp focus on improving the timeliness of assessments and meeting reporting timescales. Timeliness has improved, although sometimes the department struggles to maintain consistently high performance. Pleasingly, audits are identifying improvements in both the quality and timeliness of assessments and reports. There was wide acknowledgement of the role played by the Data and Performance team in supporting Social Care Managers in their drive for performance improvement.

7.2 Is supervision effective?

Staff interviewed were universally positive about their own experience of supervision, both the giving and receiving of it, believing it to be effective and providing impact on their next actions to deliver meaningful work with young people and families. The general view was though that supervision for frontline social care staff was more inconsistent in its quality. The Principal Social Worker is seeking to combat this inconsistency, particularly with newly qualified staff. The Department may need to streamline some of the supervision arrangements to avoid overload and ensure coherence.

The Social Care Improvement Plan includes actions to tackle the variable quality of supervision, introducing workshops on reflective supervision, audits of supervision practice; skillset assessments and opportunities for peer mentoring.

7.3 Is there routine line management and quality assurance of practice and decision making?

Whilst the department has some good examples of observing practice in early years, this is not yet well established in social care although the Principal Social Worker has begun systematic observation of NQSW's. This needs to become normal practice for social care managers.

Within the provider arm of Children's Social Care audits have been undertaken; the commissioner has undertaken audits and the LSCB also implements auditing. There is a need to align this audit activity, increasingly move to multi agency approaches to thematic audit, and ensure that this influences supervision, training and induction programmes.

7.4 Are there effective off line assurance and audit systems in place?

As described above BANES already had established processes for audit and the new structure has resulted in further levels of challenge in the system. For example, the new PSW role is making an impact on the provider side. The Head of Safeguarding and the wider commissioner side of the organisation is seeking to give more coherence to off line quality assurance and challenge by establishing routines to ensure that audits are increasingly multi agency and that audit findings feed back into induction, supervision, training and development to impact on practice. On a day to day level IRO's and Chairs of Child Protection conferences demonstrated high levels of understanding of the role they must play in challenging practice and decision-making. The annual IRO report and six monthly report is reviewed by the Directorate Leadership team.

7.5 Is there a clear offer of early help?

Interviewees provided evidence of how early help arrangements are increasingly well aligned and organised. Early Years, commissioned services, youth services, YOT and Connecting Families all identify children, young people and families needing additional support and a range of integrated panel processes ensure that appropriate pathways of support are implemented. Children's Centres are now part of the provider arm of the organisation. This has meant closer working with the Social Care Duty team, including opportunities for Children's Centre managers to spend time in the Duty Team and gain a greater understanding of how threshold criteria are applied. A particularly positive impact has been made by the creation of a post within the Duty Team that specifically interfaces with partners including schools. The Connecting Families team are a valued early help resource. CAF has been repositioned and is now part of the early help offer. Staff demonstrated confidence in identifying early warning of issues of concern with vulnerable families and the way the majority of panels exist to support this.

7.6 Is the CAF effectively implemented?

As mentioned above the repositioning of the CAF within the early help offer has raised its profile and the department has worked hard to promote its use with partners. Staff expressed confidence in the system and the support offered to partners to manage CAF processes. Numbers of CAF's have increased and there is a process for checking their quality.

7.7 How do other services contribute to early help and do they understand and operate the relevant systems?

The department can demonstrate that currently there is an appropriate range of services contributing to the early help offer, either as part of the provider arm or as a commissioned service. There is good support offered to ensure that systems and processes are understood and officers have identified a need to focus on ensuring that the 11-19 integrated pathway is properly understood and applied.

8. Assurance parameter 6 - the adequacy and effectiveness of local partnership arrangements (e.g the local authority's relationship with schools, the courts, children's trust cooperation arrangements, Community Safety Partnerships, Health and Wellbeing Boards, Youth Offending Team Partnerships, police, probation, Multi-Agency Public Protection arrangements and Multi-Agency Risk Assessment Conferences) and their respective accountabilities.

In order to test this parameter questions were framed to test:

8.1 Is the LSCB effective and authoritative with structures that are fit for purpose including effective sub committees, performance management, audit and QA arrangements

The LSCB operates effectively to provide strategic leadership and oversight of safeguarding standards and requirements. As might be anticipated the appointment of a new Independent Chair and a new Head of Safeguarding has provided "a fresh pair of eyes". The business plan is going through its annual refresh and sub committees are being streamlined to provide greater prioritisation and leadership. Next steps will include an emphasis on audit and QA arrangements including more multi agency thematic audits that will influence the multi agency learning and development

programmes. The Head of Safeguarding delivers quarterly Safeguarding Forums to schools and these are well attended.

Increasingly, opportunities are being sought to align the agenda setting of the LSCB and the LSAB in order to identify shared areas of concern and where appropriate to influence joint policy development and joint commissioning of services. The chairs of both Boards meet, as do officers.

8.2 Do statutory and voluntary sector agencies contribute sufficient professional time and resource to LSCB and sub committees?

All interviewees spoke positively about appropriate levels of engagement by partners in the LSCB and its sub committees.

8.3 How does LSCB report on its work and findings to the LA and statutory agencies?

The Chair of the LSCB presents an Annual Report to the Children's Trust which officers feel includes appropriate challenge to statutory agencies.

8.4 How effectively does LSCB link to other partnerships including the YOT and others?

The author is aware of positive feedback from a recent thematic audit, but this aspect was not a focus of the interviews and should be part of the suggested further test of governance arrangements in the next twelve months.

8.5 How are Children's Services involved in MAPPA and MARAC?

The Local Authority is represented appropriately on the MAPPA Management Board and attend MAPPA level 3 meetings and MARAC meetings.

8.6 How are partnership arrangements led and developed to ensure focus and coherence?

This was not tested during the interview process and should be tested in the next twelve months.

Information was shared that coherence with YOT business is achieved by the two Divisional Directors having quarterly meetings with the YOT Management Board and by the YOT Manager being an active member of the LSCB. Also that at an operational level the Integrated Working team are supporting step up/step down arrangements across the sector as appropriate. There are regular meetings with the CCG and Adult Service managers via the integrated Senior Management team.

8.6 Adequacy of partnership arrangements?

The partnership arrangements are monitored and overseen by the Children's Trust Board. The Schools Forum and Director's meeting with Headteachers support safeguarding practice. Interviewees were very positive about the wide range of partnership arrangements and felt that the level of professional engagement by partners was appropriate. Many good examples of partnership responses were offered, with an acknowledgment from LA staff that good personal relationships were a major contributor to this, along with a tight geographical boundary.

Concern was raised in respect of Mental Health partnership work – questioning whether this was driving better service provision for adults who are parents of

vulnerable children (those in need and with care plans) and with young people directly. The department is aware of these issues and acknowledges that further work is required with both Mental Health partnerships.

9. Overall Conclusion

In the view of the author the Local Assurance Test has found much evidence to confirm that the new systems, structures and lines of management accountability are understood by staff and enables the Local Authority:

- a) to fulfil their Statutory Duties effectively (including ensuring that children, young people and families receive effective help and benefit from high educational standards locally)
- b) to be transparent about responsibilities and accountabilities
- c) to support effective inter agency and partnership working (although this requires further testing within the next twelve months.

10. Recommendations

- a) Use the opportunity provided by the refresh of the formal Scheme of Delegation to clarify the minor level of confusion about lines of management accountability
- b) Introduce robust mechanisms for gathering all the information about the views of children, young people and families to demonstrate i) the impact this has on service design and delivery and ii) that young people have a voice in decisions that impact on their lives
- c) in order to maximize the opportunities provided by the wider Directorate, bring the commissioning intentions documents in to one coherent workplan across adults/children/public health, and
- d) Undertake a further test of partnership and governance arrangements in the next twelve months to assure the council that the requirement at 9c above is adequately fulfilled.

Bronwen Lacey
Independent Reviewer
January 2014

Bath & North East Somerset Council		
MEETING:	Early Years, Children and Youth Policy Development and Scrutiny Panel	
MEETING DATE:	24th March 2014	EXECUTIVE FORWARD PLAN REFERENCE:
		E 2566
TITLE:	Alcohol Harm Reduction Scrutiny Inquiry Day	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
Appendix 1 Recommendations Response table		

1 THE ISSUE

1.1 In March 2012, the Government launched its Alcohol Strategy that included new powers for local authorities from April 2012. Licensing and health bodies became responsible authorities under the Licensing Act 2003. They are now notified of applications or reviews; and can instigate a review of a licence. From Oct 2012, local authorities' were given powers to introduce Early Morning Restriction Orders (to restrict alcohol sales if a problem) and the Late Night Levy (from businesses to cover the cost of policing and local authority action).

1.2 In April 2012, the cabinet adopted the refreshed B&NES Alcohol Harm Reduction Strategy. The key themes were: health & treatment, community safety, crime and disorder, children and young people as well as partnership working. A steering group was tasked with responsibility for implementation.

1.3 The purpose of the Scrutiny Inquiry Day ('SID') was to provide the opportunity to formulate policy approaches with relevant experts and stakeholders on:

- (1) The B&NES Alcohol Harm Reduction Strategy (with a view to refreshing its desired outcomes); and
- (2) To consider the new powers being introduced through the Government's Alcohol Strategy.

The SID was held on the 10th October 2013.

1.4 Cllr Brett, Vice Chair of the Planning, Transport & Environment (PTE) Panel led a steering group with councillors representing four PDS panels: Early Years,

Children & Youth (EYCY), Planning, Transport & Environment (PTE), Economic & Community Development (ECD) and Wellbeing.

- 1.5 The Early Years, Children and Youth Policy PDS Panel may be aware that the Health and Wellbeing Board previously identified alcohol as a key priority within the Joint Health and Wellbeing Strategy (that was agreed by Council on 14th November 2013).
- 1.6 Members of all four relevant PDS Panels were invited to attend the Wellbeing Policy Development & Scrutiny Panel on the 22nd December 2013 to comment on the draft report, recommendations and equalities impact assessment. Minor amendments were made to refresh the report and recommendations table.
- 1.7 Cabinet members have been asked to consider the recommendations of the scrutiny inquiry day. Their response now returns to each of the respective PDS Panels for the consideration of members.

2 RECOMMENDATION

At the Early Years, Children & Youth Policy Development and Scrutiny Panel on the 24th March 2014, the Panel are asked to:-

- 2.1 Consider the recommendations response table completed by the Cabinet Member for Wellbeing, Simon Allen; Cabinet Member for Community Resources, David Bellotti; Cabinet Member for Sustainable Development, Ben Stevens; Cabinet Member for Neighbourhoods, David Dixon and the Cabinet Member for Early Years, Children & Youth, Dine Romero as detailed in Appendix 1 to this report. To discuss in particular the recommendations flagged as falling within the Early Years, Children & Youth PDS Panel's remit.

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 3.1 The review was completed within the resources available to the four Policy Development and Scrutiny Panels involved in this joint scrutiny work; namely Early Years, children & Youth (EYCY), Planning, Transport & Environment (PTE), Economic & Community Development (ECD) and Wellbeing.
- 3.2 A key consideration for the Cabinet members in determining their response to the recommendations has been resource requirements, in particular financial implications.

Where relevant, resource implications are acknowledged in the responses in two main ways:

- (1) where a recommendation is accepted and there is a recognised resource requirement, the potential impact of this requirement and/or the potential solution has been included in the response
- (2) where a recommendation is deferred or rejected due to (at least in part) resource issues, the barrier to delivery is explained.

The work to be carried out as a result of accepted recommendations will be undertaken within existing resources and there will be no financial impact.

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

4.1 Equalities issues were considered by the Panel as part of their work in formulating the scope of this proposed investigation and further equalities work was undertaken during the course of consultation. For the full Equalities Impact Assessment for this work see the link in Background papers below.

4.2 The Council has a statutory duty to promote the health & wellbeing of the inhabitants of its area and reduce inequalities amongst its population. This PDS scrutiny work seeks to present evidence of how alcohol harm impacts local communities. The work also seeks to identify those initiatives that would help reduce alcohol harm.

4.3 Under the Crime & Disorder Act 1998, the Council has to have regard to the need to reduce crime and disorder in exercising any of its functions. In seeking to reduce the impact of alcohol harm, the Council will be meeting this obligation.

5 THE REPORT

5.1 The full report for this review can be found through the link in the background papers below.

6 RATIONALE

6.1 Appendix 1 provides the Recommendations Response Table for this work

7 OTHER OPTIONS CONSIDERED

7.1 None

8 CONSULTATION

8.1 Ward Councillors; Cabinet Member; Parish Councils; Town Councils; Policy Development and Scrutiny Panels; Staff; Other B&NES Services; Local Residents; Community Interest Groups; Stakeholders/Partners; Other Public Sector Bodies; Section 151 Finance Officer; Chief Executive; Monitoring Officer

8.2 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.

9 RISK MANAGEMENT

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

Contact person	Emma Bagley/ Liz Richardson ext: 6410 / 6053
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<p>Background papers</p>	<p>Scrutiny Inquiry Day Report: http://democracy.bathnes.gov.uk/documents/s28027/App%201%20Alcohol%20SID%20Report%20041113.pdf</p> <p>Equalities Impact Assessment http://democracy.bathnes.gov.uk/documents/s28029/App%203%20EIA%20Alcohol%20SID%20041113.pdf</p> <p>Minutes of Wellbeing PDS Panel meeting 22nd November 2014: http://democracy.bathnes.gov.uk/ieListDocuments.aspx?CId=460&MId=3329&Ver=4</p>
<p>Please contact the report author if you need to access this report in an alternative format</p>	

Review Title: Alcohol Harm Reduction

Policy Development & Scrutiny Panel: A joint review by ECD, EYCY, PTE and Wellbeing PDS Panels led by Cllr Brett, and reporting to Wellbeing PDS Panel

Panel Chair and Vice Chair: Cllr Pritchard and Cllr Beath

Policy Development & Scrutiny Project Officer: Emma Bagley / Liz Richardson

Supporting Service Officer: Cathy McMahon, Sue Dicks, Andrew Jones and Kate Murphy

Process for Tracking PD&S Recommendations - Guidance note for Cabinet Members

The enclosed table lists all the recommendations arising from the above Policy Development & Scrutiny Review. Individual recommendations are referred to the relevant named Cabinet Members (or whole Cabinet in the case of a whole Cabinet referral) as listed in the '**Cabinet Member**' column of the table. Cabinet members are requested to seek help from your relevant service Officers within your portfolio to help complete the Rationale for your response. A copy of this has also been forwarded to your appropriate Lead Officer. In order to provide the PD&S Panel with a Cabinet response on each recommendation, the named Cabinet member (or whole Cabinet) is asked to complete the last 3 columns of the table as follows:

Decision Response

The Cabinet has the following options:

- **Accept** the Panel's recommendation
- **Reject** the Panel's recommendation
- **Defer** a decision on the recommendation because a response cannot be given at this time. This could be because the recommendation needs to be considered in light of a future Cabinet decision, imminent legislation, relevant strategy development or budget considerations, etc.

Implementation Date

- For 'Accept' decision responses, give the date that the recommendation will be implemented.
- For 'Defer' decision responses, give the date that the recommendation will be reconsidered.
- For 'Reject' decisions this is not applicable so write n/a

Rationale

Use this space to explain the rationale for your decision response and implementation date. For accepted recommendations, please give details of how they will be implemented.

<p>d. parents by public health working together with schools. (EYCY / Wellbeing)</p>		<p>d. Accept</p>	<p>Ongoing</p>	<p>currently commissioned as the mechanism for engaging with workplaces on health issues. Proposal for Council to pilot this approach to promoting staff wellbeing. In addition campaigns to promote sensible drinking amongst adults and training for professionals will be co-ordinated via Alcohol Harm Reduction Steering Group within existing resource.</p> <p>To be discussed and planned at Young People's Substance Misuse Group</p>
<p><u>Improved and more frequent alcohol screening mechanisms</u></p> <p>2 (A) Develop and implement a quick screening method within front line services (including primary care such as pharmacies and waiting rooms - although potential scope for acute settings too). (B) Build on the existing AUDIT tool by exploring a potential 'app', scratch cards, themed bar mats or self-assessment pro-forma. (Wellbeing)</p>	<p>Cllr Allen</p>	<p>(A) Defer</p> <p>(B) Accept</p>	<p>Nov 14</p>	<p>(A) Business case to be drawn up for further investment in primary care /pharmacy to undertake screening for target populations</p> <p>(B) Increased social marketing around alcohol issues will support Rec 1c above. Align launch with Alcohol Awareness Week Nov 14</p>
<p><u>Targeted interventions that deal with adverse effects of alcohol</u></p> <p>3.1 Build on in-situ interventions and street treatments in order to tackle isolated instances of inebriation in the night time economy. Support the ACPO initiative of 'drunk-tanks', and express an interest in hosting a pilot service in B&NES. (Wellbeing)</p> <p>3.2 To provide 'wet house' supported</p>	<p>Cllr Allen</p>	<p>3.1 Reject</p> <p>3.2 Defer</p>	<p>March 15</p>	<p>Current evidence regarding incidents in the NTE does not support need for drunk tanks. Approach does not encourage individual responsibility or culture change. We will continue to monitor local NTE data and national initiatives.</p> <p>B&NES Council Public Health & Drug and Alcohol team are currently working</p>

<p>accommodation for patients requiring longer term health and social care rehabilitation or interventions. This recommendation to be implemented where there is the demand and an evidence base for this (Wellbeing)</p> <p>4 Encourage improved workplace health by developing a simple toolkit that local employers can use in the workplace. This initiative seeks to raise awareness about alcohol use in employees and colleagues. (Wellbeing)</p>		<p>4. Accept</p>	<p>Ongoing</p>	<p>with Alcohol Concern and other partnerships across the country to explore approaches to working with ‘treatment resistant drinkers’. This work will provide a range of options for working with this group that partners can consider, some of which may be suitable for new funding models like Social Impact Bonds.</p> <p>See 1c above re; Workplace Wellbeing Charter model</p>
<p><u>Greater emphasis on prevention of alcohol harm through national policy</u></p> <p>5 Health to be embedded as an alcohol licensing objective. The government to be lobbied about incorporating this into licensing legislation via the LGA. (PTE)</p>	<p>Cllr Dixon</p>	<p>Accept</p>	<p>March 2014</p>	<p>Cllr Dixon accepts this recommendation. Licensing will work with Public Health to draft submission for the leader to send.</p>
<p><u>A local licensing policy that considers a broader range of issues and impacts</u></p> <p>6 Refresh the B&NES licensing policy to acknowledge prevention of alcohol harm with such inclusions as:</p> <p>a. Incorporate health into licensing policy at a local level;</p>	<p>Cllr Dixon</p>	<p>a) Accept</p>	<p>July 2014</p>	<p>a) Yes – could be included in consultation on new policy (Spring 2014). Licensing Officers already researching other areas of good practice.</p>

<p>b. A vision of what B&NES' night time economy will look like (including an overview of cultural expectations). This high-level vision to be supplemented by district level aspirations (such as Bath, Keynsham, Midsomer Norton, Radstock etc.);</p> <p>c. Early Morning Restriction Orders in areas based on resident demand;</p> <p>d. Appraisal of Cumulative Impact (CI) zones;</p> <p>e. Consideration of 'dry streets' where a community wishes to exclude licensed alcohol traders completely; and</p> <p>f. The option of including a condition in a license around minimum unit pricing, high strength alcohol restrictions and/or irresponsible promotions where the evidence suggests this would be appropriate. (PTE/ ECD)</p>		<p>b) Accept</p> <p>c) Reject</p> <p>d) Accept</p> <p>e) Reject</p> <p>f) Accept</p>	<p>New Policy on forward plan. Currently July 2014.</p> <p>d) No details on timescales yet.</p> <p>f) July 2014</p>	<p>b) Key elements would fit in strategy and could certainly be supported in an introduction to policy. Suggest area/district aspirations should be treated in a similar manner. Clear links between strategy and policy to be re-inforced through this. Date of Policy to Council may slip owing to consultation length</p> <p>c) Requires an evidence base to progress and formal consultation process. There is a very clear statutory requirement to demonstrate the need. (Likely resource requirement 1 x 1.0 FTE for 6 months).</p> <p>d) Already in train Jon Poole and Natalia Urry (Policy and Strategy) are researching.</p> <p>e) Insufficient information and evidence.</p> <p>f) Yes – could be included in consultation on new policy. Could be based on Newcastle and/or Wakefield model.</p>
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<p><u>More accessible training that emphasises issues and effects of alcohol harm</u></p> <p>7.1 Establish and deliver a local Best Bar None training scheme for trade staff. (PTE)</p> <p>7.2 B&NES to express an interest in applying a business rate rebate to those premises successfully participating in the Best Bar None scheme. (PTE)</p>	<p>Cllr Dixon</p> <p>Cllr Bellotti</p>	<p>7.1 Defer (Resource required)</p> <p>Reject</p>		<p>Model exists. Would need resource to take forward. Likely to require 1 x 1.0 FTE for 6 months and thereafter 1 day per week.</p> <p>All local authorities were given discretionary powers to remit business rates in the Localism Act. A rebate should be in the interest of local council tax payers. It would be wholly funded by the council.</p> <p>There would be some administrative costs depending on the nature of the scheme as there would need to be manual reports and inputs. There are 382 properties which could be effected and this does not include any shops. A 5% discount on business rates would cost the Council £558k per annum.</p> <p>The suggestion is therefore rejected on grounds of loss of income to the Council, administrative costs and it would be selecting one business sector for special treatment above others.</p>
<p><u>Improved engagement at local level though more positive and proactive information sharing and publicity</u></p> <p>8 Improve the information available to residents about making complaints and contributing to licensing reviews.</p>	<p>Cllr Dixon</p>	<p>8) Accept</p>	<p>Sept 2014</p>	<p>a) Recommend becomes part of Customer Services workstream project (improving information for customers).</p>

<p>Refresh existing information about licensing contacts and processes in the B&NES Connect magazine and on the B&NES website.</p> <p>Consider a 24hr answerphone line to gather evidence from residents about licensing concerns. Promote a direct telephone line within licenced premises if a customer wants to raise a concern or report issues. (PTE)</p>		<p>Accept</p> <p>Defer</p>	<p>Sept 2014</p>	<p>b) As above</p> <p>Needs consideration as to whether this is part of the wider “report it” customer services workstream which is aiming to simplify the reporting process and reduce telephone lines into Council for customer contacts. Not just an issue for licensed premises – applies to other issues.</p>
<p><u>Communities that are safer from alcohol harm</u></p> <p>9.1 Build on existing work to prevent anti -social behaviour. Contain early issues through strong and clear enforcement presence in B&NES. Continue existing measures such as street marshals and police presence in ‘hot spots’; as well as appropriate licensing enforcement action. Encourage greater information sharing between the police and council (e.g.101 and street marshal data) to guide enforcement. (PTE/ECD)</p> <p>9.2 Extend existing initiatives, or foster new approaches in encouraging collective working between all alcohol traders (both on and off-trade). Encourage communication between businesses to allow them to work together optimally and, take a firm approach on sale of alcohol to people inebriated (legislation places licensees responsible for selling alcohol in this manner). (PTE/ECD)</p>	<p>Cllr Dixon</p> <p>Cllr Dixon / Cllr Stevens</p>	<p>Reject</p> <p>Defer</p>		<p>Refer to Police Crime Commissioner</p> <p>Links to Best Bar None initiative and training for Licencees and staff. Resource implications.</p>

<p><u>Communities that are safer from outcomes of alcohol harm</u></p> <p>10.1 Encourage more integrated community safety work by rolling out further Community Alcohol Partnerships (CAPs) where underage drinking is a problem and residents want a CAP. (ECD)</p> <p>10.2 Tackle alcohol-fuelled domestic violence and abuse by exploring ways of introducing a CAP style model of integrated working across B&NES.</p> <p>To develop existing work by the council as part of the public service transformation network. Funding could potentially be earmarked through the community budget that covers this area of work. (ECD)</p>	<p>Cllr Dixon</p>	<p>Reject</p> <p>Reject</p> <p>Reject</p>		<p>Community Safety is now a role for the Police Crime Commissioner.</p> <p>Models already in place via the Multi-agency risk assessment conference (MARAC) ,safeguarding board and connecting families. Integrated Victim Service (PCC) includes domestic violence.</p> <p>There is now a twice yearly meeting being set up of the AG/LSAB/LSBC/HWB and Police and Crime Commissioner to ensure that Strategy of all the above groups is aligned</p> <p>DV Community Budget work is underway led by Andy Thomas through the PSTN and H&W</p>
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EARLY YEARS, CHILDREN AND YOUTH PDS FORWARD PLAN

This Forward Plan lists all the items coming to the Panel over the next few months.

Inevitably, some of the published information may change; Government guidance recognises that the plan is a best assessment, at the time of publication, of anticipated decision making. The online Forward Plan is updated regularly and can be seen on the Council's website at:

<http://democracy.bathnes.gov.uk/mgPlansHome.aspx?bcr=1>

The Forward Plan demonstrates the Council's commitment to openness and participation in decision making. It assists the Panel in planning their input to policy formulation and development, and in reviewing the work of the Cabinet.

Should you wish to make representations, please contact the report author or Mark Dumford, Democratic Services (01225 394458). A formal agenda will be issued 5 clear working days before the meeting.

Agenda papers can be inspected on the Council's website and at the Guildhall (Bath), Hollies (Midsomer Norton), Riverside (Keynsham) and at Bath Central, Keynsham and Midsomer Norton public libraries.

Early Years, Children and Youth PDS Forward Plan

Bath & North East Somerset Council

Anticipated business at future Panel meetings

Ref Date	Decision Maker/s	Title	Report Author Contact	Strategic Director Lead
EARLY YEARS, CHILDREN & YOUTH POLICY DEVELOPMENT AND SCRUTINY PANEL - 24TH MARCH 2014				
24 Mar 2014	EYCY PDS			
14 May 2014 E2632	Cabinet	School Term and Holiday Dates 2015-16	Kevin Amos Tel: 01225 395202	Ashley Ayre
24 Mar 2014	EYCY PDS	School Examination Results Delivery	Joe Duncan Tel: 01225 395156	Ashley Ayre
24 Mar 2014	EYCY PDS	Family Information Service	Jackie Fielder Tel: 01225 395344	Ashley Ayre
24 Mar 2014	EYCY PDS	Parent Partnership Service	Jackie Fielder Tel: 01225 395344	Ashley Ayre
24 Mar 2014	EYCY PDS	Local Safeguarding Children's Board Report (2013 / 14) & Work Programme (2014 / 15)	Mike Bowden Tel: 01225 395610	Ashley Ayre
24 Mar 2014	EYCY PDS	The Role of the Children's Services and Director of Children's Services Assurance Test	Ashley Ayre Tel: 01225 394200	Ashley Ayre

Ref Date	Decision Maker/s	Title	Report Author Contact	Strategic Director Lead
Before 14 Feb 2014	Cllr David Dixon, Cllr Dine Romero, Cllr Simon Allen	Policy Development and Scrutiny recommendations - Alcohol Harm Reduction Review	Emma Bagley, Councillor Vic Pritchard Tel: 01225 396410,	Ashley Ayre
4 Mar 2014	PTE PDS			Louise Fradd
13 Mar 2014	ECD PDS			
21 Mar 2014	Wellbeing PDS			
24 Mar 2014	EYCY PDS			
EARLY YEARS, CHILDREN & YOUTH POLICY DEVELOPMENT AND SCRUTINY PANEL - 19TH MAY 2014				
19 May 2014	EYCY PDS	Pupil Premium	Michael Gorman, Jen Southall Tel: 01225 39 6932, Tel: 01225 394103	Ashley Ayre
19 May 2014	EYCY PDS	School Meals Services		Ashley Ayre
EARLY YEARS, CHILDREN & YOUTH POLICY DEVELOPMENT AND SCRUTINY PANEL - 14TH JULY 2014				
14 Jul 2014	EYCY PDS	School Admissions 2014 / 15	Kevin Amos Tel: 01225 395202	Ashley Ayre
FUTURE ITEMS				

Ref Date	Decision Maker/s	Title	Report Author Contact	Strategic Director Lead
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