

CHILDREN & YOUNG PEOPLE SCRUTINY COMMITTEE

Minutes of a meeting of the Children and Young People Scrutiny Committee held on Tuesday, 26th November 2013 at 6.00pm in Room E201, Telford College of Arts & Technology, Haybridge Road, Wellington, Telford TF1 2NP.

PRESENT: Councillors M. Ion (Chair), G. Green, T. Hope, A. Mackenzie, J. Pinter, C. Turley and Co-optees R. Aveley, S. Harris and M. Ward.

Attending: Bev Jackson, Assistant Principal – Learner Services, TCAT; Cllr. S. Davies; K. Callis, Assistant Director Development, Business & Employment; S. Marston, Skills Service Delivery Manager; A. Cooke, Achievement & Standards Service Delivery Manager; A Mason, Chair Local Children Safeguarding Board; S. Jones, Scrutiny Officer.

CYPSC-19 MINUTES

RESOLVED – that the minutes of the meeting of the Children & Young People Scrutiny Committee held on 23rd September 2013 be confirmed and signed by the Chair.

CYPSC-20 APOLOGIES FOR ABSENCE

Cllr. J. Loveridge and Co-optees S. Ali, A. Atkinson and S. Rayner.

CYPSC-21 DECLARATIONS OF INTEREST

None

CYPSC-22 TACKLING YOUTH UNEMPLOYMENT AND NEEDS

At the invitation of the Chair, Bev Jackson, Assistant Principal – Learner Services, opened with a presentation about Telford College of Arts and Technology (TCAT) which highlighted the following:

- The size of the budget (£32.6m in 2012/13) and establishment (largest in Shropshire, 637 staff of which 335 lecturers and assessors, 20 apprentices)
- The ethos as a college in the community “Where Great Futures Begin, Every Learner Matters”
- The number and types of learners (430 14-16, 1350 16-18, 5300 apprentices, 14 subject sectors, full-time, part-time, short courses, top-ups)
- Examples of training and programmes to improve employability and help bridge the gap between qualification and work mindset e.g. Positive Pathways focused on 17 year olds at risk of becoming NEET; employer-led qualifications for Balfour Beatty; the retail academy developed in conjunction with the Council; a pilot programme with REED to deliver bespoke support packages and access to client

vacancies.

The Chair thanked Ms. Jackson for the informative presentation and remarked on the significance of TCAT as an institution with the size of budget and number of learners and staff, and as a key partner to the Council. He recapped progress on work programme:

- a) The review of the Children in Care Placement Strategy had been concluded and recommendations were being monitored
- b) The review of arrangements for the Planning and Provision of Primary Places was underway and would be drawn to a conclusion after the next meeting in December.
- c) Attention would now turn to the next in-depth review on the Youth Offer, focussing today on youth unemployment. The Cabinet Member and officers had been invited to set the scene by setting out the level and nature of the challenge in the borough and how the Council was supporting young people aged 16-24 looking for education, employment or training. Over the coming months the Committee would be looking at what was being done and the impact, what was being planned, and what else should be done. Scrutiny's role was to check whether resources were having an impact and benefitting young people, or if the money could be better spent in other ways.

Cllr. Davies made the following opening points:

- He had been appointed as Cabinet member with responsibility for employment and skills. Telford and Wrekin was above national and regional averages in terms of youth unemployment and he wanted to understand why when there was nothing wrong with young people in Telford and Wrekin. The skills team had been moved from education (under Jim Collins) to development and business support (under Kate Callis) to correlate skills development with business need. The advantage was in knowing what investment was coming into the borough so that skills development programmes could be planned to match demand – for example the retail academy had been set up to help fill vacancies in the Southwater development.
- The Council was running some really successful programmes. The Job Junctions were performing better than the national Work Programme for a fraction of the cost and if the government gave 1% of the national funding to the Council they could make an enormous difference.
- Detailed data had been compiled and broken down by ward. This showed youth unemployment was not just an issue in areas traditionally associated with higher levels of unemployment but also affected other areas where there had not been a problem in the past. The Chair asked how the data had been compiled and Cllr. Davies said it had been challenging. ONS data had a +/- 9% margin of error and Jobcentre Plus would not share information because of data protection issues. The only way around this had been to second an officer from DWP to the Council to allow data to be shared but this had cost £50k. It meant that the Council now had the names and addresses of over 300 young people who could be targeted directly, but this situation clearly showed the pressing need to break down national barriers to sharing information. The ward data would be forwarded to members

following the meeting.

- He was very proud of the team at Telford & Wrekin which had received a national award, but financial support was needed to tackle the issue. Youth unemployment was increasing when unemployment was reducing and there had to be more that could be done by working together to benefit young people. His aspiration was to be able to guarantee a job or training offer to all young people.

The Skills Manager and Assistant Director gave a presentation on Youth Unemployment in Telford & Wrekin. In addition to the information in the slides, the following information was provided:

- **Update on unemployment levels within the borough**
 - Data showed the unemployment rate at 10.7% and youth unemployment rate (16-24 year olds) at 32.1% were above regional and national rates. 22% of JSA claimants aged 18-24 had been signing on for over 12 months which was an issue because the longer a person signs on the further away they get from the job market and the more likely they are to suffer from mental health problems or be involved in anti-social behaviour.
 - In July 2013, 6.8% (368) of young people aged 16-19 were not in education and training (i.e. NEET) from a cohort of around 6000. The data set and way of reporting changed in September when the age of participation (i.e. in education/training/employment with training) increased to 17. NEETs are still reported as those who were not engaged at all, but participation data would report on those who were engaged in activity that met certain criteria e.g. if you are in a job without training this is not counted as participating.
- **Understanding the youth unemployment data**
 - There were data collection and tracking issues especially post-19. The 32.1% rate of 18-24 year old employed equated to 3,700 young people. Local authorities have a statutory duty to track young people to age 19 – the team constantly keep in touch up to age 19 and are confident they know who is in this set. They are less confident about the post-19s where there is no statutory duty to track.
 - The secondment from DWP had been useful for identifying the 1400 18-24 year olds who were signing on. They had been contacted to ask permission to share their data so that the Council and partners could start working with them to support them back into education/employment. There was a resource issue with tracking everybody so the approach was to focus activity on those closest to the labour market first to move them into employment and then move on to people who needed more intervention to enable them to be job ready.
 - Work had been done to identify barriers to employment –the top 4 barriers were no qualifications, poor educational experience, no work history and no confidence. Resources would be targeted at removing these barriers.
 - Work had been done to understand why job-ready young people were unemployed. Many had become totally disengaged and the approach would be to re-engage them by providing one on one support - knocking on their door, making contact and offering support. By understanding the reasons for youth unemployment better, better interventions could be put in place.

- **Employer's views on skills and young people**

The rationale for moving the service was to align skills with business need. A lot of businesses were cynical about young people and their skills and these businesses needed to be engaged or we would fail. An employer skills survey had been done in January 2013 – the key findings were:

- Skills are top of the investor shopping list – the Invest in Telford campaign focussed on the central location and connectivity but more had to be done to link potential investors to the local workforce with the right skills. This was essential to win investment and jobs.
- Only 20% saw apprenticeships as a way to fill vacancies. A number of reasons were cited; it was too complicated, employers don't know how they work, there was too much paperwork. This highlighted the need to streamline the process and remove administrative burdens, especially for SMEs with less resource. One option being looked at was shared apprenticeship schemes. There was also a need to demonstrate the long term success of apprenticeships.
- Lack of basic employability skills was a recurring theme – the lack of soft skills (punctuality, personal presentation, being able to work with a team, being engaged with tasks) was a key gripe. There was a huge amount of work to do to support some young people.
- A lot of businesses use agencies even though there is a cost which limits the recruitment pool and a lot has to be done to educate businesses.

- **Current interventions for young people**

A massive amount of work had been done historically to address issues. The slide listed the range of providers, programmes and interventions which had grown up over time. There was so much happening that it was confusing for young people and for businesses and the offer needed to be made easy and coherent. The Council had a lead role to play as an employer (e.g. developing the apprenticeship programme) and as a facilitator and broker bringing partners together to bring coherence to the picture.

- **Suggestions for scrutiny support**

The AD suggested three areas where a scrutiny review could add value: why youth unemployment in the borough is so high; best practice in other areas; working with external partners.

Members then discussed the information presented and asked questions as follows:

- Mrs. Ward asked how a young person under 18 actively looking for work and not signing on would know where to go to tap into help and how their parents would know where to go. Cllr. Davies agreed this was an issue. The Council had set up one-stop-shops for businesses and for Town and Parish Councils, and there needed to be a one-stop-shop for young people with cross-referrals between partners. The message also needed to get out to young people that there is help for them. Ms. Ward asked how they would know now which door to knock on and Cllr. Davies said this was exactly the problem. There are young people leaving school at 16 or 18 who are known not to be going to college, university or into work

and they are tracked until 19 but then disappear off the radar and providers need to take responsibility for tracking young people through to age 24. There is a practical issue with resources – the Department for Education (DfE) cut the funding for the Connexions service, there is no duty to track 20-24 year olds unless they have learning difficulties or disabilities, responsibility is on colleges and other post 16 providers to move young people on to a positive destination. The Council launched the FutureFocus service to replace Connexions and has allocated funding to track young people to 19 when they move over to the national careers service. The AD said it was also critical to dispel myths around career pathways – some people think just getting a qualification will secure employment but that is not necessarily the case and there needs to be pathways and routes into work.

- Mr. Aveley commented on the use of agencies by young people and was concerned that they do not offer the right training as a route to careers and this could deter people.
- Cllr. Mackenzie questioned the process for getting accurate information from schools about excluded pupils. Cllr. Davies assured him that if a young person was excluded they may no longer be the responsibility of the school but they are still a young person in Telford and Wrekin and the Council has a duty to care for that young person and no one would be written off. The Achievements & Standards Manager clarified that all schools sign-up to an Access Protocol under which they agree not to suggest to parents the removal of a child, but to bring cases to the Access Panel to put measures in place to support the child. If as a last resort a child is excluded, there is a Pupil Referral Unit based at TCAT which supports the child and provides opportunities for them to take vocational programmes to stop them becoming NEET.
- Cllr. Davies said he had spoken to employers on the Telford Business Board who said young people do not always know how to behave, for example shaking hands. Sometimes this was a straightforward matter of business etiquette which could easily be addressed but other problems were not so straightforward.
- Another issue raised is that Jobcentre Plus (JCP) requires people to show they are actively seeking work and requires people to attend interviews even if they do not want or are not suitable for the job otherwise their benefit will be sanctioned. This wastes employers' time and means people are turned down when they were not suitable for the job in the first place and this knocks their confidence. Cllr. Pinter asked whether JCP were still mandating people to attend training (e.g. with a provider in Halesfield) and the Skills Manager said JCP mandate people to training or other elements of the work programme or their benefit is sanctioned. A lot of young people do not sign on because JCP rules make it too difficult, but they are still looking for work.
- Cllr. Green asked whether public transport was a barrier to employment and what happens if a young person is offered a job that they cannot get to on public transport. She wondered whether a minibus service to the retail parks was needed. The AD replied that the team had done a lot of work to look at the

barriers to jobs. 29 possible barriers had been identified but transport was low down the list and only cited as an issue once a job was secured. The Skills team work with transport officers to help young people with transport problems e.g. with shared journey schemes, bicycles etc. Cllr. Davies pointed out that there were no buses into Hortonwood for night shifts and the jobs were too low wage for taxi fares and he felt that transport in the borough was not good in terms of helping people into jobs. Cllr. Green suggested that groups of companies could get together to look at the option of a shared minibus. Cllr. Turley raised a specific issue about a company offering jobs but expecting people to travel a long way for only a few hours work and Cllr. Davies said he was aware of the issue and that they could try to work with companies (or colleges with a similar issue) but he repeated that the young people had not identified travel as a particular issue.

- Cllr. Pinter raised the issue of agencies offering zero hours contracts. Cllr. Davies agreed this was an issue for people claiming JSA who cannot work one day on and one day off and these kinds of contracts offered no incentive to come off benefits. The Assistant Principal emphasised that there were a lot of reputable agencies and a lot of young people use them to access work and it is important to work with the reputable agencies. She also brought members' attention to the fact that some apprentices only earn £90 per week but unlike people in education they are not eligible for bus passes.
- The Chair remarked that there were no surprises in the results of the employer survey. He questioned what accounted for the high youth unemployment rate in the borough – the differential in the unemployment rate in Telford and Wrekin compared to regional and national rates was relatively small but the differential in youth unemployment was high and he was struggling to understand why. He also wanted to know, of all the current interventions, which were having the greatest impact and which had the least impact. Cllr. Davies said the underlying reasons for youth unemployment were a European issue - the current 16-24 generation was most likely to be out of work and worse off than their parents and this presented huge structural problems. Locally, there was very good support for unemployed people. The Job Junction was a really good model and Cllr. Davies said if he had more money to invest, he would put it into the Job Junctions. They were walk-in centres for local people, based in non-traditional settings in local communities i.e. not schools or places of authority. A list could be provided to scrutiny. In Brookside, a cleaning company needed staff and people were trained up for one week to NVQ L1 in return for a guaranteed interview and the trainees were offered jobs. This was an example of how the Job Junctions worked by offering tailored support. If the Council had a fraction of DWP funding, they could really make a dent in the figures. The challenge is how to make Job Junctions appeal to more young people as they are for all ages.
- The Chair asked about the outcomes of the other programmes. Cllr. Davies said they were all good but very targeted. FutureFocus focuses on engaging and turning around NEETs. There was a nationally funded bid for youth engagement activity but this was limited in what could be delivered by its funding rules. Job Junctions have limited staff. Four staff provide intensive support to a small caseload of ALD. So there are some very good programmes but they need more

resource. The Chair asked if resources are limited whether we should do more of one thing and less of another to have greater impact. The Skills Manager said the thing that has the greatest impact is one-to-one support but they have to bid for resources and cannot deliver everything. The AD agreed that with limited resources it was a priority to make sure they were getting it right and a report was being prepared for Cabinet with some new and innovative proposals based on what the young people said they want. The problem is that funding comes from different external sources and is ring-fenced for particular activities so they cannot just stop some programmes and start others because the flow of funding doesn't work in that way. Cllr. Davies said local authorities have a statutory duty for young people and DWP should realise that JCP is not the only department who can help.

- Mr. Mason picked up the issue raised by businesses about the lack of soft business skills (for example eye contact, handshaking) and wanted to know if there were any low cost ways of addressing this and whether schools across the board offered this kind of training. Cllr. Davies said there was no across the piece offer and it was up to individual schools but their priority would be GCSE results and Ofsted inspections.

When there were no further questions the Chair thanked Cllr. Davies and the officers for an informative presentation and they left the meeting.

CYPSC-23 UPDATE ON INDEPENDENT REVIEWING OFFICER SERVICE

This item was deferred until the next meeting due to the Assistant Director being unavoidably detained in a previous meeting.

CYPSC-24 EDUCATION RESULTS FOR THE BOROUGH

The Achievement & Standards Manager presented the analysis of the 2013 un-validated education results for the borough circulated as Appendix C. The data was un-validated i.e. it was the initial release and open to appeals and re-marking so it was subject to change before final validation in January/February 2014. The government had introduced new measures in education and lot of the indicators were new and could not be compared with previous results.

The following points were highlighted from the report and in response to questions:

- Early Years Foundation Stage (age 5, end of reception year) – 45% in Telford and Wrekin had achieved the good level of development measure, below regional and national averages. This tells us that early development before school, in early years settings and in reception class, is behind peers across the country. This is a new measure so there is no pattern.
- Phonics screening check – this has been run for 2 years for year 1 pupils. 67% had reached the required standard which was a significant improvement over 2012

(51%) and narrowed the gap against national average. This was pleasing and meant there was an improved standard moving into Key Stage 1.

- Key Stage 1 – children are assessed at age 5, 6 and 7 (before children in some countries have even started school!). Children achieving a Level 2 in reading increased from 85% in 2012 to 89% in 2013. Writing improved from 81% in 2012 to 86% in 2013 (1% above the national average). Speaking and listening results had improved by 3% points to 89%, matching the national average. Maths had improved by 2% points to 91%, matching the national average. The results showed Telford and Wrekin closing the gap nationally.
- Key Stage 2 – assessments are done in year 6, age 11. This is a key measure to show how children have progressed over the whole time in primary school. The government had brought in a new measure of reading, writing and maths combined (the previous measure was maths and English combined). English had been broken down into reading and writing and children had to do well in both for the school to do well. This could be a challenge because some children “click” in some subjects but struggle with others so the right support needs to be put in place. Telford and Wrekin was broadly in line with national (1% below) and regional (1% above) averages. Attainment of a Level 4 in reading was 1% below national. In writing children making 2 levels of progress had improved by 2% and was above national. Maths was less good – children attaining Level 4 was 2% below national and children making 2 levels of progress was 3% below national.
- Schools below floor (primary) – the threshold had changed and three schools were below floor. Previously there were no schools below floor. They were looking at how to support the schools which had fallen below. The threshold was: 60% achieving L4+ reading, writing and maths; 90% achieving 2 levels of progress in reading; 94% achieving 2 levels of progress in writing; 91% achieving 2 levels of progress in maths – all had to be met to be above floor. Ladygrove and Wombridge were not far off floor for reading and writing but both were significantly below for maths. One of the schools had just had an Ofsted inspection but the report had not been published. Ofsted has 4 grades: 1 = Outstanding; 2 = Good; 3 = Requires improvement; 4 = Inadequate. Schools judged Inadequate have serious weaknesses or need special measures. The three schools below floor were more likely to fall into grade 3.
- Key Stage 4 – these are secondary school assessments. A key indicator is attainment of 5 A*-C GCSEs including English and Maths. Telford and Wrekin had shown steady improvement over the last four years closing the gap against national averages and last year had been above national. The headline was that the figure had dropped from 61.3% in 2012 to 58.3% in 2013 and had fallen below the national average. The position may improve when the validated data is released. The English results had been hit by the grading change. There was a cohort of students achieving low Level 4s in English trying to convert to GCSE but now the boundary mark had changed they were just falling short and programmes needed to be put in place to help them make the jump. Telford and Wrekin was above the national average for attainment of 5 A*-C GCSEs not including English and Maths, and had been above for some time, which showed that the breadth of

education was good and was opening doors to post-16 provision.

- Schools below floor (secondary) – there were 2 schools below floor. Lakeside was below for the first time and Phoenix was below for the second year. As part of the government’s agenda around academies, both schools had converted under the Multi-Academy Trust alongside Wrokwardine. A lot of work was being put into supporting the Multi-Academy Trust and DfE were due to visit both schools before Christmas and they would need to demonstrate the right interventions were in place. In reply to an observation about failing schools going into a downward spiral as perceptions affect admissions, the Manager said that Phoenix was making good progress and the new building had had a big impact on applications and admissions which had increased.

When there were no further questions the Chair thanked the Manager and said the Committee looked forward to receiving an update when the validated results were out.

CYPSC-25 REPORTS CIRCULATED FOR INFORMATION

An update on the Ofsted Fostering Action Plan and feedback from the children’s care home provider conference had been circulated as Appendix D1 and D2. The Chair asked members if there were any issues they would like to bring to a future meeting. No issues were raised.

A report on the Leaving Care Grant was tabled in response to the Committee’s recommendation to uplift the grant to £2,000 inline with national best practice. The report explained that it was not possible to increase the grant in-year as there was no allocated budget, but a proposal to uplift the grant would come through the budget proposals for implementation in 2014. The Chair welcomed this as a positive step.

The report also stated that it was not possible to provide scrutiny with historic data on spending on the Leaving Care Grant requested at the August meeting due the amount of staff resource it would take to pull the information together. The Chair asked members for their views on this, and it was agreed that scrutiny was prepared to forego the historic data but that an update should come to the next meeting to explain how the grant would be administered in future and how it would be audited. It was agreed the Scrutiny Officer would request this for the next meeting.

CYPSC-26 WORK PROGRAMME AND CHAIR’S UPDATE

The Chair reflected on the joint meeting with the Budget & Finance Scrutiny Committee on 22nd October and the joint recommendation to increase the children in care placement base budget to reflect the priority the Council places on children in care as corporate parents.

The agenda for the next meeting on 13th December would include a presentation on youth offending and services for young people in the youth justice system as part of the review of the Youth Offer. Philip Wood from the National Governors Association

would attend to speak about the role of head teachers and governors in the admission and appeals process. The committee would need to conclude the review of provision of primary places and the aim was to draft a report in January.

The meeting ended at 8.00pm.

Chairman:.....

Date:.....

Analysis of 2013 Data for Scrutiny Committee January 2014

Report compiled by Andy Cooke, Service Delivery Manager, Achievement and Standards

Early Years Foundation Stage

Headlines

- In Telford and Wrekin 45% of children achieved the good level of development measure, 5 percentage points lower than West Midlands (50%) and 7 percentage points lower than England (52%).
- In Telford and Wrekin the average total points score for all pupils was 32.5 points. This is lower than the regionally and nationally, both with an average TPS of 32.8 points.
- In Telford and Wrekin the mean score for the lowest 20% of achievers (inequality gap) was 20.7 points, the same as the West Midlands and 0.9 points lower than for England (21.6 points).
- In Telford and Wrekin the percentage of children achieving at least the expected level in literacy was 55%, compared to 60% in West Midlands and 61% for England.
- In Telford and Wrekin the percentage of children achieving at least the expected level in mathematics was 61%, compared to 64% in West Midlands and 66% for England overall.

Phonics Screening Check

Headlines

- In 2013, the percentage of the Borough's Year 1 pupils reaching the required standard was 67%, below the national (England) average of 69%.
- The 2012 figure was 51% compared to a national average of 58%, so not only has the result in 2013 shown a significant improvement, but it has also significantly narrowed the gap on national.
- By the end of Year 2, 84% of Borough pupils had reached the required standard, compared to 85% nationally.

Key Stage 1

Headlines

- The proportion of students achieving a Level 2 in reading has increased from 85% in 2012 to 88% in 2013 closing the gap on the national average of 89% in 2013.
- In writing the proportion achieving a Level 2 has improved from 81% in 2012 to 86% in 2013 we have moved from being 2 percentage points below national to 1 percentage point above.
- In speaking and listening the 2013 results of 89% show a 3 percentage point improvement on 2012 and now matches national.
- In 2013 the proportion of students achieving a Level 2 in Maths was 91%, an increase of 2 percentage points, this has now closed the gap to equal national averages
- In Science 91% of students achieved a Level 2 in 2013, an increase of 4 percentage points now at least equalling national average.

Key Stage 2

Headlines

- The new anchor measure of Reading, Writing and Maths combined at Level 4 is 1 percentage point below the national average and 1 percentage point above the West Midlands average. At Level 5 this is equal to the national average.
- In Reading, the proportion of students attaining a Level 4 or above is 1 percentage point below national; with 2 Levels of Progress having fallen and now 2 percentage points below national.
- In Writing, the proportion of students making 2 Levels of Progress has improved and is now above national.
- In Grammar, Punctuation and Spelling, the proportion of students attaining a Level 4 or above is 5 percentage points below national.
- In Mathematics, the proportion of students attaining a Level 4 or above is 2 percentage points below national; with 2 Levels of Progress static at 3 percentage points below national.
- **Value Added from Key Stage 1 to Key Stage 2 is 99.5 compared to 100 nationally; this is significantly negative and places T&W in the 80 percentile.**

Schools Below Floor

Centre	Y6 NOR	% Meeting Floor Standard			
		L4+ R/W & Maths (DFE Nat)	2 Levels of Progress Reading (NCER Nat)	2 Levels of Progress Writing (NCER Nat)	2 Levels of Progress Maths (NCER Nat)
National Threshold		60	90	94	91
Dawley Church of England Primary School	17	59	82	82	88
Ladygrove Primary School	40	55	82	92	64
Wombridge Primary School	27	56	89	93	63

Key Stage 4

Headlines

- The headline figure of 5A*-C including English and Maths has fallen from the 2012 figure of 61.3% to 58.3%. Nationally this increased by 1.3 percentage points to 60.4%, so in 2013 the Telford and Wrekin results are now below the national average.
- The proportion of students attaining 5A*-C has increased again to 87.9% and is well above the national figure of 82.7%.
- The proportion of students achieving the 'English Baccalaureate was 22% a big increase from the 16.6% in 2012 and broadly in line with the national average of 22.7%.

- 67.4% of students made expected progress in English in 2013, an increase of 1.6 percentage points but still below the national average of 70.2%.
- 66.2% of students made expected progress in Maths in 2013, a decrease of 2.8 percentage points and below the national average of 70.6%.
- The average capped point score in 2013 was 348.8 this is above the national average of 341.6.
- **Value Added from Key Stage 2 to Key Stage 4 is 1005.0 compared to 1000 nationally; this is significantly positive and places T&W in the 28th percentile.**

Schools below Floor

	5 A*-C inc. En & Ma	Eng 3LP	Ma 3LP
National Benchmark	40%	70%	70%
Lakeside Academy	34%	44%	49%
Phoenix Academy	36%	39%	57%

Key Stage 5

Headlines

- The proportion of students achieving at least 2 A Levels, or equivalent 'substantial' qualifications, has decrease from 90.7% in 2012 to 88.0% in 2013. This is against a background of a greater decrease nationally, so whilst still below the national rate of 89.8% we are closing the gap.
- The proportion of students achieving 3 A*-A is 9%, whilst this measure has fallen by 2.5 percentage points since 2012, this is 0.5 percentage points above national.
- In 2013, 16.5% of students achieved grades of AAB or better, whilst this measure has fallen from the 2012 figure of 17.3%, this is still 0.2 percentage points above national.
- The proportion of students achieving AAB or better in 'facilitating' subjects in 2013 was 7% this represents a 2 percentage point drop from 2012 and is now below the national rate of 7.4%.

Analysis of the Results for Pupil Groups

National significance tests, where available, are recorded in the tables below using the following:

Red: indicates that the measure is significantly below the national average

Green: indicates that the measure is significantly above the national average

Gender

Key Stage / Measure		Telford and Wrekin	National
Year 1: Phonics Screening	All	67%	69%
	Male	63%	65%
	Female	71%	73%
Key Stage 1: Average Point Score	All	15.8	15.8
	Male	15.3	15.3
	Female	16.3	16.2
Key Stage 2: Average Point Score	All	28.0	28.3
	Male	27.4	28.1
	Female	28.5	28.6
Key Stage 2: Reading, Writing and Maths Combined at Level 4	All	74%	75%
	Male	69%	72%
	Female	78%	79%
Key Stage 4: Capped Average Point Score	All	348.7	338.3
	Male	339.4	326.5
	Female	358.6	350.6
Key Stage 4: 5 A*-C including English and Maths	All	58%	60%
	Male	55%	55%
	Female	62%	65%

Comments

The gender gap is consistent across all Key Stages with girls out performing boys in all measures. The gender gap in Telford and Wrekin is in line with the gender gap nationally except in Key Stage 2 where boys have performed significantly worse than boys nationally.

Free School Meals

Key Stage / Measure		Telford and Wrekin	National
Year 1: Phonics Screening	All	67%	69%
	FSM	55%	57%
	Non FSM	72%	73%
Key Stage 1: Average Point Score	All	15.8	15.8
	FSM	14.4	14.3
	Non FSM	16.4	16.3
Key Stage 2: Average Point Score	All	28.0	28.3
	FSM	26.2	26.7
	Non FSM	29.0	29.1
Key Stage 2: Reading, Writing and Maths Combined at Level 4	All	74%	75%
	FSM	63%	64%
	Non FSM	79%	81%
Key Stage 4: Capped Average Point Score	All	348.7	338.3
	FSM	307.5	304.9
	Non FSM	365.3	350.3
Key Stage 4: 5 A*-C including English and Maths	All	58%	60%
	FSM	37%	41%
	Non FSM	67%	66%

Comments

Those students who have been eligible for Free School Meals over the last 6 years (FSM) have consistently performed at an average level below that of their peers and this is also the picture nationally.

In Telford and Wrekin the gap between FSM students and their peers is wider than the national gap in terms of Average Point Score at Key Stage 2 and for 5A* to C including English and Maths at Key Stage 4.

Children in Care

Key Stage / Measure		Telford and Wrekin	National
Year 1: Phonics Screening	All	67%	69%
	CiC (7)	43%	47%
	Non CiC	67%	69%
Key Stage 1: Average Point Score	All	15.8	15.8
	CiC (6)	16.6	12.9
	Non CiC	15.8	15.8
Key Stage 2: Average Point Score	All	28.0	28.3
	CiC (14)	18.9	24.1
	Non CiC	28.0	28.4
Key Stage 2: Reading, Writing and Maths Combined at Level 4	All	74%	75%
	CiC (14)	7%	45%
	Non CiC	74%	76%
Key Stage 4: Capped Average Point Score	All	348.7	338.3
	CiC (18)	246.8	231.0
	Non CiC	349.5	339.1
Key Stage 4: 5 A*-C including English and Maths	All	58%	60%
	CiC (18)	22%	20%
	Non CiC	59%	60%

Comments

The number of Children in Care in any cohort is not mathematically significant; this varies from 6 students at Key Stage 1 to 18 students at Key Stage 4. With numbers this low there will be significant cohort variation year on year, so if for example there are more Children in Care who have Special Educational Needs in any particular cohort, then this could significantly affect the outcomes.

Whilst generally the average performance for Children in Care is below that of their peers, which reflects the national picture, at Key Stage 1 Children in Care have outperformed their peers. At Key Stage 2 in particular the average performance for Children in Care is well below that of their peers in Telford and Wrekin and well below that of Children in Care nationally.

Ethnicity

Key Stage / Measure		Telford and Wrekin	National
Year 1: Phonics Screening	All	67%	69%
	White British	67%	69%
	White / Black Caribbean	65%	64%
	White / Asian	67%	75%
	Indian	78%	80%
	Pakistani	67%	68%
	Black African	73%	73%
Key Stage 1: Average Point Score	All	15.8	15.8
	White British	15.9	15.9
	White / Black Caribbean	15.9	15.4
	White / Asian	14.8	16.4
	Indian	16.1	16.7
	Pakistani	14.4	15.1
	Black African	16.5	15.5
Key Stage 2: Average Point Score	All	28.0	28.3
	White British	28.1	28.5
	White / Black Caribbean	28.1	27.7
	White / Asian	29.0	29.4
	Indian	29.6	29.6
	Pakistani	24.4	27.6
	Black African	30.5	28.1
Key Stage 2: Reading, Writing and Maths Combined at Level 4	All	74%	75%
	White British	75%	76%
	White / Black Caribbean	79%	72%
	White / Asian	74%	81%
	Indian	89%	83%
	Pakistani	46%	71%
	Black African	91%	75%
Key Stage 4: Capped Average Point Score	All	348.7	338.3
	White British	347.3	340.1
	White / Black Caribbean	339.9	329.5
	White / Asian	352.7	357.7
	Indian	395.3	372.4
	Pakistani	311.4	341.1
	Black African	369.8	340.9
Key Stage 4: 5 A*-C including English and Maths	All	58%	60%
	White British	58%	60%
	White / Black Caribbean	51%	54%
	White / Asian	55%	69%
	Indian	78%	75%
	Pakistani	39%	55%
	Black African	58%	61%

Comments

The six main ethnic groups have been included in this analysis and have been selected to reflect the groups with the highest number of students. As White British is by far the largest group in Telford and Wrekin, their performance matches the main headline performance overall.

For mixed White / Black Caribbean students, the performance at Key Stage 2 is better than all pupils in Telford and Wrekin and better than other students from this group nationally. However, at Key Stage 4 this group is below both the Telford and Wrekin average for all students and the national average for this group of students at 5 A*-C including English and Maths.

For mixed White / Asian students the performance varies with key stage. At Key Stage 1 these students' performance is on average below that of their peers, whereas at Key Stage 2 this is reversed. At Key Stage 4 this group of students are gaining better average point scores than their peers but the 5A*-C including English and Maths is below that of their peers.

Indian students consistently perform better than their peers which reflects the national picture.

Whilst the performance of Pakistani students is in line with that of peers for the Year 1 phonics screening test, in all other indicators this group's performance is below that of their peers. This is particularly evident at Key Stage 2 and Key Stage 4 where this performance is significantly below that of all students and significantly below the performance of Pakistani students nationally.

The performance of Black African students is above the performance for all students in Telford and Wrekin and above the performance of Black African students nationally in all measures except 5A*-C including English and Maths at Key Stage 4 where this is in line with all students.



Conference & Review Unit Annual Report 2012/13

Safeguarding Advisory Service
30 West Road, Wellington, TF1 2BB

This report has been prepared by Tina Knight Principal Officer Child Protection
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1. Foreword

This Annual Report highlights the progress made during 2012/13 in strengthening the IRO role within Telford & Wrekin, whilst acknowledging the challenges faced by the service and recognising the areas for development. It also seeks to celebrate achievements and successes in improving outcomes for children.

The IRO has a duty to fulfil their corporate parent role on behalf of individual children. This involves negotiating best outcomes and at times challenging decision making, timeliness as well as working in partnership with parents. The work of the IRO has been recognised nationally by both young people and carers and national debates continue about how best to ensure IROs are able to fulfil their role to the fullest capacity.

As each IRO in Telford & Wrekin also has responsibilities and duties towards children with child protection plans this report is also an account of the child protection planning activity in Telford & Wrekin and the wider quality assurance management activity set within the context of the operation of the Conference and Reviewing Unit.

The core functions of the Conference & Reviewing Unit can be summarised as follows:

- Chair Child Protection Conferences and Statutory Reviews for children in care.
- Review children's care plans, and promote corporate parenting to enable positive outcomes for children who are looked after by the local authority.
- Carry out short break care reviews of services provided to children with disabilities.
- Ensure that the voice of the child is heard and given appropriate weight within care planning.
- Ensure that the child's care plan and placement is appropriate to their needs.
- Monitor, scrutinise and challenge when necessary the performance by the local authority of their functions in relation to looked after children's individual cases.
- Facilitate the development of outline child protection Plans at Child Protection Conferences.
- Monitor children's child protection plans and cases in between Conferences – offering advice and challenge as required.
- Active involvement in the work of the LSCB including quality assurance and auditing of children's cases with particular attention to the quality assurance of Child Care (CIC) Care Plans.
- Independent oversight and view on all matters relating to children's welfare.

2. Legal Context

The Independent Reviewing Service undertakes the chairing of Child in Care (CIC) Reviews in accordance with section 26 of the Children Act 1989; and Initial Child Protection Conferences and Reviews in accordance with Telford & Wrekin's Safeguarding Children Board procedures, and Working Together 2013.

Section 118 of the Adoption and Children Act 2002 introduced a new statutory role of Independent Reviewing Officer (IRO) with responsibility for the process of reviewing looked after children's cases. Local Authorities are required by regulation to appoint IROs to participate in the review of children's cases; monitor the authority's function in respect of the review; and refer a case to the Children and Families Court Advisory and

Support Service (CAFCASS) if the failure to implement the care plan might be considered to breach the child's human rights. All children looked after, including those in adoptive placements prior to an adoption order being made, are covered by these regulations.

The Children & Young Peoples Act 2008, which came into force April 1 2010, strengthened the role of the IRO, and related guidance contained within the "IRO Handbook" requires the monitoring of the function and performance of the Local Authority in relation to outcomes for children for Looked After Children. The IRO's responsibilities were extended from monitoring the performance of the Local Authority of their functions in relation to a looked after child's review to monitoring the performance by the local authority of their functions in relation to a child's case and ensure that the child's interests are protected throughout the care planning process.

In November 2011 the Family Justice Review reported on the role of the IRO, their findings are as follows:

- The role of the IRO is an important one therefore the priority should be to improve the quality of the function and ensure the effectiveness and visibility.
- It was recommended that Local Authorities review the operation of the IRO Service to ensure that it is effective. In particular they should ensure that they are adhering to guidance regarding case loads of not exceeding a maximum of 70 cases per IRO.
- It was recommended that the Directors of Children's Services and Lead Members for children receive regular reports from the IRO on the work undertaken and its outcomes. LSCBs should also consider such reports. There is further comment about this later in the report.

The Legal Aid, Sentencing and Punishing of Offenders Act (LASPOA) introduced a new framework for youth remand which commenced in December 2012 and stated that all young people who are remanded into the either local authority or youth detention accommodation (YDA) are now looked after children.

3. About the Team

The Conference and Reviewing Unit is located within the Safeguarding Advisory Service based at 30 West Road, Wellington, Telford, TF1 2BB. There is a full time Service Delivery Manager who has overall responsibility for this Service area which also includes being the Safeguarding Children Board Manager.

There are 5.4 WTE (whole time equivalent) IROs of which one full time IRO contract is temporary until March 2014. The IROs are managed by a full time manager (Principal Officer Child Protection) who is also a Local Authority Designated Officer (LADO), Officer of the LSCB and Council lead for Safeguarding in Child Sexual Exploitation. During this reporting period the team has enjoyed stability in terms of staffing and management with no prolonged absence impacting upon service delivery..

In addition to the IROs there are 3.5 WTE note takers for Child Protection Conferences and Secure Accommodation Reviews. The notes of Child in Care Reviews are recorded by the IROs.

The maximum number of children allocated to each IRO should if complying with the Care Planning Regs/IRO Handbook and Family Justice Review not exceed 70. It is reported in the 2011/12 Annual Report that the IROs have an approximate 'caseload' of about 120 - 140 children per full time equivalent and this will consist of a mixture of Child Protection and Children in Care cases as they each work with both groups of children. In order to reduce numbers of children allocated to IROs the additional temporary post along with a newly introduced weighting system has enabled individual IRO during the period 2012/13 to hold a case load of approximately 90 children.

Although the IROs are employed by Telford & Wrekin Council they are not involved in the line management or responsible for case management decision making on any child's case, and are therefore able to achieve a level of independence that allows the IROs to remain objective when reviewing a child's care plan or child protection plan. This independence is viewed as a significant factor to improving the care planning and in undertaking the quality assurance function that is central to the IRO role.

The IRO service has further maintained its independent scrutiny and challenge function through:

- The IRO service being located in a separate building to any of the local operational children's social work teams.
- Having clear protocols for reporting concerns to managers.
- IROs speaking directly to children and young people to ascertain their views, wishes and feelings.
- IRO's speaking directly to parents and caregivers to ascertain their views, wishes and feelings.
- The Safeguarding Advisory Service has an input into the arranging and organising of all Child in Care Reviews and Child Protection Conferences.
- The IRO's are managed by the Conference and Review Unit Manager who is independent from the children social care team managers.
- The Conference and Review Unit is now managed from within the Education & Parenting Service.

A development this year has been the beginning of a transition process for the Unit to become responsible for the provision of an Independent Reviewing Officer who will undertake all of the internal annual foster home reviews. This is seen as a very positive step which can only support the ongoing quality of service for our looked after children. However, this role has so far proved difficult to recruit to.

4. DATA and Performance

4.1 Children subject to Child Protection Plans (see appendix One for data)

From 1st April 2012 to 31st March 2013 the IROs have collectively chaired 484 Child Protection Conferences involving a total of 874 children. This is a 12% decrease in numbers of children being presented overall to Conference compared to last year. Of these, 197 children have been the subject of an Initial Child Protection Conference which compared to last year is a decrease of 27%. There have been 677 children presented at Review Child Protection Conferences this reporting period a decrease of

7% compared to 2011/12 period. When comparing the numbers of children at year end that are subject to a child protection plan this is a 35% decrease to the number of children in the 2011/12 reporting period. Although this is a significant decrease it is in line with our statistical neighbours compared to last year which was notably too high.

The lower number of children subject to child protection plans is not due to a higher number of plan cessations in 2012/13. During this period 276 children were de-planned which is 6 children less than last year. What the data clearly highlights is that the numbers of children being presented to Initial Child Protection Conferences has decreased significantly. This may be due to a number of initiatives that have taken place during the year such as:

- Wider discussions taking place between the Manager of the IROs and other Team Managers about whether the criteria for an Initial child protection conference on some cases have been met or whether alternative support mechanisms might be more appropriate.
- A strategy to reduce children having a dual status in 2012/13 - some children who would have previously been made subject to child protection planning have solely become looked after children or subject to Care Proceedings as opposed to having a dual status. In 2011/12 there were 15 children who were accommodated and subject to a child protection plan at year end (dual status) as opposed to only one child in this reporting period.

Of the initial conferences held 97.5 % were held within timescale with 100% of the Review Conferences being completed in timescale. When considering the length of time children are subjected to child protection plans it is of note that a total of 59 children only remained on a child protection plan for a maximum period of three months. The breakdown of categories for these children is:

Emotional abuse	15
Neglect	26
Sexual abuse	8
Physical abuse	10

Further analysis is underway particularly into the neglect and emotional harm categories as this seems a very short time for children to be considered no longer in need of a protection plan due to the very nature of these types of abuse which often prove to be the most complex and difficult to influence positive changes for the children.

In relation to the overall categories of abuse given to children who are subject to child protection plans neglect remains the highest category followed by emotional abuse. The age of children subject to a child protection plan shows a slight increase in the older age group. Gender trends remain fairly static, with a slight increase in boys. This may be linked to numbers of children within families who are subject to child protection plans due to neglect. There is also much more awareness amongst professionals about the significant harm that children may suffer as a consequence of living in families where chronic neglect and/or domestic abuse is present although it is noted that data would suggest that there has been a decrease in the numbers of children with child protection plans who are known to be living in homes where there is domestic abuse occurring.

This Service is currently leading on the development of a new model of working with children and their families where chronic and significant neglect is present. This is discussed further in this report.

The Community Social Work Team presented to Initial Child Protection Conference 25% of the total numbers of children. The majority of which would be due to issues relating to neglect. The percentage and the reasons behind the data requires further exploration as to why this is the case. In addition to this it is well documented in research that the most vulnerable children will be our disabled children however, it is also of note that only 4% of children presented to Initial Child Protection Conference were disabled. This also requires some exploration to understand further the meaning behind this data.

4.2 Children in Care (See Appendix Two for Data)

Telford & Wrekin children in Care numbers remain high and at year end were 320. Whilst the new episodes of care have fallen in the year 2012/13, the overall numbers of children in care has increased overall by 6% which is due to children remaining in care for a longer period. Analysis of the data compared to 2011/12 highlights:

- There were 58% less children returned home within a 3 month period of first being looked after.
- There were 21% children less overall leaving care.
- There was a 19% decrease in children who had been subject to either Police Protection or Emergency Protection Orders returning home.

When considering the overall child in care population 86.6% of children are from a White British ethnicity background and 13.4% of looked after children being from ethnic minority background. This is a slight increase in children from ethnic minorities however, this remains below the all England average.

This reporting period the IROs have collectively chaired 702 Child In Care Reviews of which 98% of children had their review within timescales a slight improvement in performance compared to last year's 97%.

The majority of children in care at year end were between 10-15 years of age and whilst there are more boys than girls in this particular age group, overall genders are evenly split. This is similar to the previous year.

The IRO Service makes an important contribution to good performance against key performance indicators in the National Indicator Set: C63 (participation at Reviews) and N166 (timeliness of Reviews) are prime examples. In addition to this the IROs also contribute to other performance indicators through quality assurance and collection of data or raising issues on cases at appropriate levels to minimise poor outcomes eg drift in care planning, placement stability, educational achievements, health appointments ect. (See Appendix 3) During 1013/14 the IROs will focus on promoting stability of placements for children as this is an area where performance has dipped slightly compared to last year although there was excellent performance in adoptions of children.

4.3 Children & Young People Participation

Children's participation at child in care review. Children over 4 years.	Percentage of children
Child attended & spoke for self	54%
Child attended - gave views non verbally	0.1%
Child attended without contributing	0
Child not attended, advocate briefed with views	29%
Child not attended, views sent	15%
Child did not attend or participate in their review	1.5%

During 2012/13 97% of children and young people participated in their Review, this percentage is the same as the last reporting period. There has been a slight increase in children and young people directly attending their Reviews however, there is more work to be done to encourage children and young people to attend. IROs strive to establish the reasons why individual children and young people choose not to attend their Review. This has been made easier with the additional IRO post enabling case loads to reduce and more capacity to directly engage with children and young people between their Reviews. As highlighted in the 2011/12 report for some children and young people parents due to attend the Review will impact on whether the children and young people attend or not. IROs have on some occasions held the Review as a series of meetings to encourage children to attend and remove known barriers to non attendance.

The IROs are visiting more children and young people between Reviews however; IRO capacity still impacts on their ability to be able to do this for all looked after children. The IROs have to select carefully the children and young people that they target for visits in between Reviews.

There are increased examples where with the support of their IRO children and young people are chairing their own review.

Very few young people have attended Child Protection Conferences. This is an area of on going development. Additional staff have had formal advocacy training to enable an increase of the numbers of people able to support not only the children and young people in care but to also support those young people prior to, during and following Child Protection Case Conferences should they wish to attend.

There are some good practice examples of IROs visiting and/or writing to children and young people following a CIC Review or Child Protection Case Conference to talk to them directly about what took place and what has been agreed. When considering social work practice there is an excellent example of a social worker supporting an 8 year old child to write and produce her own child protection plan for presentation at a Review Conference. Steps are being taken to invite this young person along with others to join the IROs' children and young people participation working group.

4.4 Young People's Feedback

Those children and young people who had a review in March 2013 were sent and invited to complete a review consultation questionnaire. There was a 20% completion and return of this questionnaire. Below is a summary of the findings from the questionnaires.

Question	Yes	No	Sometimes	Comment
Do you go to your review	11	3	1	
If no are you able to share your views some other way	4			<ul style="list-style-type: none"> • Talk to carer and IRO • Text & Phone • Complete the review letter. • I put it in my form and they read it out for me if I'm not there.
Do you have a say about where and when your reviews are held	7	6	1	
Do you have a say about who comes to your review	9	2	1	
Did the people invited attend	10		5	
Do you feel you can talk and say what you want in your review.	11	1	3	
Do you feel listened to	14	1		
Do you know who your IRO is	15			
Do you get to talk to them alone	10	3	1	
Do you get on with your IRO	15			
Do you get a choice of chairing your review	6	10		2x6 say no
Could your review be made better – if yes how	4	8		<ul style="list-style-type: none"> • Don't know • Some nice refreshments –cake ect. • Finding things to help me • Food being available
Do you get a copy of the notes from your review meeting	8	7		
Did the things decided at your last review happen – if not do you know why not.	8	2		<ul style="list-style-type: none"> • Don't know • IRO talked to my social worker about this. • Wanted to see my brother
Do you know what your care plan is	15		Yes and	

			no	
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How do you feel about your reviews?

- Don't like having them (child aged 7yrs PB)
- Happy (child aged 6yrs)
- Happy (child aged 7yrs)
- Happy and excited (child aged 10yrs)
- OK (child aged 15yrs)
- Fine (child aged 15yrs)
- I enjoy my reviews I always have my say and things get done quickly and efficiently. (Young Person aged 17yrs)
- Happy because I get to have my say on how I feel. (child aged 15yrs)
- Happy my chance to talk (child aged 11yrs)
- Happy (child aged 10yrs)
- Really good (child aged 12yrs)
- I feel alright about them but not all the time happy (child aged 10yrs)
- Ok (child aged 10yrs)
- They're alright (child aged 14yrs)

Any comments or questions?

- Request for reviews not to be arranged for days that the young person is due to attend activities.
- I would like to learn to play the piano (child aged 6yrs)

The feedback from the children and young people on the whole was very reassuring that IROs were completing their core duties appropriately and that the children were happy with their Review. It also highlights some of the areas that need to be focussed upon such as making sure that the children are not hungry, that they have a say about where their Review should take place and supporting more children to chair their own Reviews.

Meet Your IRO Day

IROs invited children in care to spend time informally with them this was seen as an opportunity to get to know the children and young people (and for them to get to know the IROs) in a different setting. IROs organised activities for the children. The sessions were very well attended and feedback very positive. There are plans to repeat this periodically throughout the year.

In addition to the work relating to Child in Care Reviews and Child Protection Conferences during the year IROs have also:

- Continued direct involvement with looked after children (Care Council and Hot Shots)
- Assisted with the development of several policies and procedures.
- Contributed to the development of the revised documentation and information pack given to all children and young people admitted into care.

- Provided induction training to new staff on a multiagency basis relating to professional responsibility in Child in Care Reviews and Child Protection Conferences.
- Facilitated interagency training - child protection and Core Group Working.
- Attended a variety of professional meetings relating to collective and individual children.
- Direct involvement in the development of a new model of working with families who neglect their children (Child's daily lived experience) in conjunction with Prof Jan Howarth and Sheffield University.

5. Quality Assurance

5.1 Child in Care Reviews

IROs seek to ensure good outcomes for children. They do this formally through their quality assurance role in Children in Care Reviews by completing a quality assurance document (started June 2012) which for individual children identifies good quality care plans as well as highlighting care plans that require attention. The collation of information enables wider reporting and assists in service and practice development. This quality assurance document also provides a mechanism to monitor the quality and consistency of the work undertaken by the IROs. The IRO makes a judgement as to whether the Care Plan is:

- Green - Considered to be progressing well and any issues arising can be addressed through the usual review process
- Amber - The Review identifies concerns that require priority intervention
- Red - The Review identifies a serious concern and requires immediate action.

Findings are for 2012/13 reporting period:

Care Plan status	Percentage of all RAGs
Green	81%
Amber	15%
Red	4%

Positive practice noted included themes relating to:

- Child/young person having a good relationship with the social worker.
- Young person being fully included and engaged with the Care Plan
- Foster carer fully meeting the needs of the children and young people.
- Comprehensive Core Assessment being available to the Review
- Meeting children's cultural and identity needs.
- Good pathway planning and co working between social work teams.
- Children's health and education needs being met appropriately.

Reasons for Amber ratings:

- Lack of life story work
- Lack of Care Planning Meetings
- Contact issues

- Education issues
- Drift impacting on Care Plan
- Health issues
- Matching issues
- Care Plan not clear
- Decisions from previous review not completed.
- Long term matching issue
- Exit Plan not in place for a young person to leave Secure Unit.

Reasons for Red ratings:

- No allocated social worker from Transition Leaving Care Team at time of the Review.
- Permanence Plan not in place
- Lack of statutory visits.
- Exit Plan not in place for a young person to leave Secure Unit.
- Assessment delay
- Delay in applying to Court for child's current legal status to be revoked.
- Child not seen or consulted with since the previous Review.

All of the above issues IROs have raised with social workers and/or their team managers with a view to issues highlighted being rectified and resolved for the child. There is much evidence that this quality assurance model is now well embedded into the practice of the IRO, having said that this quality assurance model is under continuous development to improve the standard of the IRO role and the impact on outcomes for the children. In addition to the quality assurance that is undertaken following a child in care review IROs also monitor children's cases ongoing.

5.2 IRO challenges

A key component of the IRO role is that they monitor the child's case, Care Plan and Child Protection Plan and that they challenge as necessary. The robustness of this activity is influenced by:

- Capacity to monitor away from the actual meetings. If not monitoring will not be challenging. It is noted during this reporting period that the additional capacity with the temporary IRO post has relieved some caseload pressures enabling IROs to monitor more cases and highlight and challenge as necessary.
- The confidence to challenge. This links to organisational culture and understanding of role and responsibility. If the IRO has been overly involved in care planning activities it becomes very difficult to challenge as have been part of the decision making in the first place. The IRO needs to be confident in knowing that he/she will be supported with this challenge. In Telford & Wrekin the IROs are fully supported by their managers who also will challenge in their own right and on behalf of IROs in various meetings and settings. The IROs are all assertive and confident professionals well able to challenge as

required. IROs are clear about their roles and responsibilities – this is an area that has been developed significantly the past two years.

- The IRO needs to have the skill and experience to know when to challenge on behalf of the child. All of the IROs in Telford & Wrekin are very experienced social work practitioners with most having had management roles within social work. Collectively the IROs are extremely skilled and experienced.

See Appendix 3 for some examples of IRO challenge covering both children in care and children subject to child protection planning.

5.3 Representations and Escalations

Where there are concerns relating to implementation of the Care Plan, resources or poor practice, IROs will initially liaise with the social worker or team manager and seek to resolve things informally. A record of this is added to the child's record using the developed IRO case note facility to enable IRO activity to be visible. There are cases that have required be escalating to Service Delivery Managers and needed to be brought to the attention of the Children's Safeguarding Assistant Director. All have been resolved through discussion which is a very positive statement as Telford & Wrekin is a small authority one would hope that communication would be good between professionals and that issues are able to be resolved swiftly for the children. The response and support for the IRO role from senior managers and the Director of Children's Services is excellent.

There is a Dispute Resolution procedure for escalation of concerns available for use which has been reviewed and updated this year (see appendix 4). Although there has not been the need to progress the Dispute Resolution formally there has been 2 occasions this year where IROs have formally frozen the child's placement as on both occasions the IRO was not satisfied that to move the children was in their best interests. These issues were resolved quickly and both children remain in their respective placements which was the best outcome for them.

5.4 Child Protection Conferences

A quality assurance document is completed by the IRO following each Conference. Any significant individual concern relating to a Conference is addressed immediately by the IRO. The 2012/13 data analysis from this has informed the content of Practice Standards which have been developed which cover child protection activity as well as children in care.

6. Themed audits

A number of themed audits have taken place this reporting year these include:

6.1 Parents invited to Child in Care Reviews (October 2012)

Out of 71 reviews 38 parents were invited with 14 parents actually attending. There were 29 parents who were not invited the reasons given for this was:

- There was a Placement Order in place.
- Children indicated that they did not want their parents to attend.
- Care Plan was Adoption so parents not involved.
- Parents have minimal involvement with the children thus do not attend child in care Reviews.

What was unclear was whether parents were consulted or seen separately from the main review. There is a responsibility upon the local authority to inform parents of their child's progress and whilst there may be a Placement Order in place good practice would involve the IRO making attempts to consult with the parent to both update them and canvas their views.

6.2 Children subject to dual status follow up audit August 2013

The audit completed 2011/12 led to a change in practice in that children if becoming accommodated or being made subject to a Interim Care Order will no longer be subject of a child protection plan. Obviously consideration to this is given on a child by child basis as there may be the exceptional circumstance where a child protection plan is still required.

A follow up audit was completed in August 2013 as numbers of children who were subject to dual status appeared to have increased. The audit revealed a flaw in the authorisation process within the Social Care children's electronic record programme which by default built in a delay preventing the Conference & Reviewing Service from being able to progress the deplaning of children subject to this status. This has since been discussed with managers.

6.3 Children subject to child protection plans due to chronic neglect

Work has progressed on developing a new model of Core Group working and the facilitation of Child Protection Conferences for children who are suffering chronic neglect. IROs are directly involved in this pilot working closely with the LSCB Training Officer and Principal Officer Child Protection. The focus is built around the daily lived experience of the child as mentioned earlier in this report. Children and parents like this approach and the quality of information gained is far superior using this model when working with the family.

7. Quality Assurance/Unit Self Awareness

There are a number of mechanisms in place to quality assure the service of the Conferencing & Reviewing Unit. These include:

1. There has been direct observation of the IROs chairing child protection meetings. IRO chairing and safeguarding practice is evaluated by the Team Manager and Service Delivery Manager and feedback given to the individual IRO. Through this practice of observing child protection conferences improvements to this area of the service have been made.

The Findings:

Positive practice noted included:

- Good preparation of family attending the Conference.
- Care taken to involve parents in the Conference.
- Care taken to involve all participants
- Key missing safeguarding information being picked by the Chairs as new neglect model influences the Chairs line of questioning and focus.

Key area for development included:

- More IRO challenge at review conferences in relation to lack of progress of key tasks within the child protection plan.
 - More focus on the review of child protection plan.
2. Child in Care reports and Child Protection notes have been sample audited by the Team Manger and Service Delivery Manager with feedback provided to individual IROs. In addition to this changes have been made to both Child Protection Conference note templates and the Child in Care report template. Currently the newly developed Child in Care template is being piloted with the focus being placed on capturing the child's voice and ensuring identify needs are being discussed thoroughly.
 3. In addition to this colleagues from our Corporate Parenting Team have also audited a random selection of 30 Child in Care Reports. This audit was undertaken by the Children in Care's Designated Nurse and the Virtual Head Teacher. The purpose of this audit was to consider the quality and quantity of health information recorded and to also ensure that the children's health needs are being met.

The findings:

- In all cases health was considered
- Content varied in terms of quantity of information.
- Most reviews focused on general questions about health
- It was clearly noted when a young person refused any health assessment.

- Not always clear whether health professional attended the review
- Little evidence of direct reference to the content of the last health assessment.

A number of recommendations were made to assist the IROs improve upon the quality of the child's review. IROs have found this helpful.

4. Performance data is used to inform quality assurance for example if there is a rise in numbers of children who became subject to child protection plans the Team Manger and Service Delivery Manger would consider investigating the reasons for this. Individual and collective team performance data is scrutinised and used to highlight and resolve any barriers as well as being used to celebrate good practice.
5. There is a dedicated quality assurance computer programme in place where IROs record and store all RAG documentation (the quality assurance documents that are completed by the IRO following each child's Child in Care Review.) These RAG documents are sample audited or/and theme audited as part of the ongoing Service Quality Assurance Framework. IRO threshold is visible and enables this to be reviewed and consistent in approach to that agreed by the Team.
6. Feedback from others

Team Managers and Social Workers have been asked for their views about the Conferencing & Reviewing Service. Some felt that IROs were informal in their approach, equally there were comments that the IROs were very challenging and some professionals find this difficult to deal with. What is apparent is that this service area requires promotion to enable all professionals to understand the role and responsibilities of the IRO as set out in the Care Planning Regs and IRO Handbook.

The Named Nurse for Safeguarding representing Health Visitors and School Nurses felt that everything was fine and had no developmental comments to make.

The Police representative made comments relating to the organisation of Conferences for example concurrent meetings result in no police attendance at some Child Protection Conferences. This issue has already been addressed successfully.

Business Support Officers had some very useful and constructive comments relating to the organisation of Conferences which have been taken forward.

8. Service Review

A service review has been undertaken as requested by Ofsted in their Inspection Report August 2012. The Service Review also was required due to this being a recommendation from the Family Justice Report as mentioned previously.

The Service Review Report has been presented to the Council's Senior Leadership Team and all of the recommendations made have been accepted. The recommendations:

1. Consideration is given to relocating the management responsibility of the IRO Conference and Review Service from Safeguarding to Education and Skills. This would enable a more robust and independent quality assurance role to be established whilst still being accountable to the Director of Children & Families. Therefore meeting the requirements of Working Together 2013.
 - **Key Update**
This Recommendation has been achieved as from 1st July 2013.
- 2 IROs retain a mixed caseload of children in Care and children subject to child protection planning
 - **Key Update**
This recommendation has been accepted IROs continue to retain a mixed caseload of children in Care and children subject to child protection planning.
- 3 Consideration is given to funding on a permanent basis one additional IRO post to enable caseloads to reduce for individual IROs. This will not result in caseloads of the upper level (70) as stated in the IRO Handbook however, in combination with other capacity maximising initiatives it may be suffice to enable the IRO Team to complete their duties.
 - **Key Update**
There continues to be one additional IRO post above base staffing levels. The visible impact is that along with a case load weighting system IROs' caseloads have reduced approximately by 25% to 90 children per IRO. This enables IROs to provide a better quality service to the children and young people looked after by the LA and those living at home supported by a Child Protection Plan.
- 4 Consideration is given to using differently existing resources in terms of BSO support to the IROs in the form of CIC Review note taking which will form the CIC Report. It may be more productive to remove or support an area of responsibility that clearly is responsible for using a high proportion of IRO time.
 - **Key Update**
There are in place a number of different activities involving the BSOs supporting IROs in their work. There is the option for IROs to request BSO support in note taking for complex CIC Reviews.
- 5 The Lean event is completed with representation from all service areas involved in the process of Child Protection Conferences and Child in Care Reviews and those professionals take forward in a timely manner agreed changes identified at the Event.
 - **Key Update**

Service changes involving BSOs have taken place therefore this exercise needs to be repeated.

- 6 Practice standards have been agreed for IRO activity within Child Protection and Children in Care. Consideration is given to widening out these practice standards to include operational social work staff and their supporting BSO. This would then enable all concerned to be very clear about expectation and detail of role.
 - **Key Update**
It has been agreed that Practice Standards will include operational social work staff and their BSOs
- 7 The IRO Handbook and Care Planning Regulations are promoted within social work teams.
- 8 The current Dispute Resolution process is reviewed and updated so that it is a robust functional process that works with the main Care Plan quality assurance document and tool (RAG Document) once reviewed the Dispute Resolution process under goes refreshed implementation and embedding across the LSCB Partnership.
 - **Key Update**
The Dispute Resolution process has been agreed.
9. A training programme is made available tailored to the training needs of the Telford & Wrekin IROs with the focus being on all aspects of their dual child protection and child in care roles and responsibilities. Particular emphasis and focus on the challenge aspect of the IRO role both within Children in Care Activities and Child Protection Conferences activity.
 - **Key Update**
IROs have completed this training in relation to a bespoke training event on Child Protection Conference. There is a similar event planned for Children in Care training. IROs will also be invited to submit application forms January 2014 to enrol on a IRO module and qualification being facilitated by Birmingham University.
- 10 Following the Family Justice Review 2011 there will be the implementation of a new Public Law Outline (PLO) in October 2013. This along side the changes in organisation and roles within the CAFCAS Service particularly in relation to a Child's Care Plan the current protocol that is in place between the IRO Service and CAFCASS is to be reviewed and updated in readiness for these changes.
 - **Key Update**
The Protocol with CAFCASS has been updated.

9. Complaints Received 2012 -2013

There has been one formal complaint received during this period. The complaint formed part of a larger wider complaint involving children's social care and was investigated

under Children Act 1989 by an independent professional who had been commissioned to do so by Telford & Wrekin's Customer Services.

- a) The complainant held the view that incorrect information was presented to the Child Protection Conference resulting in his children becoming subject to Child Protection Plans.

Finding:

This element of the complaint was not upheld.

- b) The parents left the Conference prior to it concluding. The complainant held the view that fabricated information was presented in his absence.

Finding:

This element of the complaint was not upheld

- c) The complaint said that the Conference Chair misrepresented the family's position and was not prepared to listen to them.

Finding:

This element of the complaint was not upheld.

- d) The children were de planned at the 3 month review the investigating officer raised this as an issue due to the short time frame in which significant neglect was assessed as having reduced sufficiently for the children not to require child protection plans. The complainant was of the view nothing for his children had changed.

This element was upheld with a recommendation that the practice of de planning after 3 months children who were subject to neglect was reviewed.

10. Key Successes in 2011/12 have been:

- IRO capacity has been increased which has had a positive impact for the children as the IROs have been able to monitor and take action as required in supporting the children during and in between their Reviews.
- Retained a full and stable team of IROs providing consistency for the children.
- The embedding of a quality assurance framework used for Children in Care Reviews and Child Protection Conferences. This has also developed working relationships between social care team managers and IROs.
- The development of regular reporting meetings with the Director of Children's Services.
- The development of a new model of working to reduce neglectful parenting and environments for children.
- The development and implementation of the Social Work report for child in care reviews. This assists greatly in the quality of the child's meeting.
- Outline Child Protection Planning which takes place at the Conference has been developed using a format that enables clear understanding for the family and professionals attending exactly what this outline plan contains, what outcome is needed, what exactly needs to be done, who is to do it and in what timescale. The plan is outcome focused for the child.

- The review and further development of a working protocol with the local Child and Family Court Advisory and Support Service (CAFCASS)
- Changes to the Child in Care format to ensure that they are compliant with Schedule 7, Care Regs 2010.

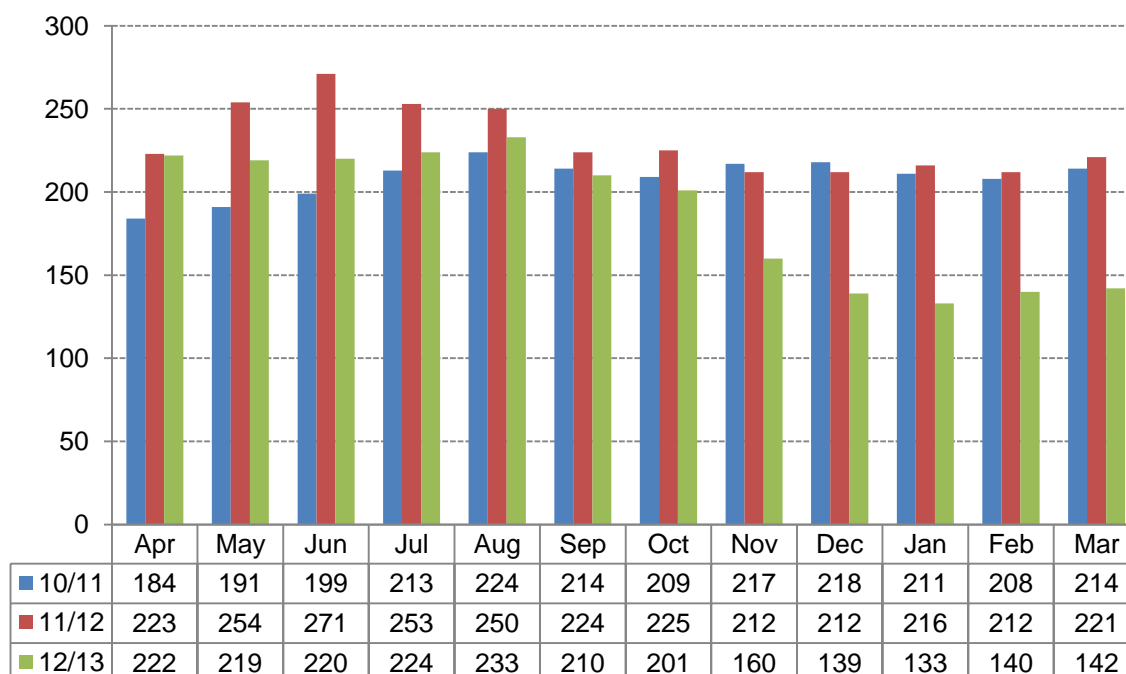
11. Recommendations / Key Priorities for the IRO Service in 2012/13:

- To continue to focus and further develop children's participation in relation to child protection as well as children in care. To do this by:
- Review and further develop the mechanisms for capturing children and young people's (including parents) views about the service that they receive or would wish to receive. Including a wider range of mechanisms for contact between the children and the IROs.
- To directly involve children and young people in the service development
- To work with children and young people in removing any barriers preventing them from attending their Child in Care Reviews.
- For each IRO to develop an area of speciality.
- Embed the Practice Standards.
- Develop further the quality assurance framework with particular focus being on how to measure the impact of the IRO service on children's outcomes.
- An area of focus for IROs will be the looking at children's stability within their placements.
- To promote the role and responsibilities of the IRO to key front line teams.

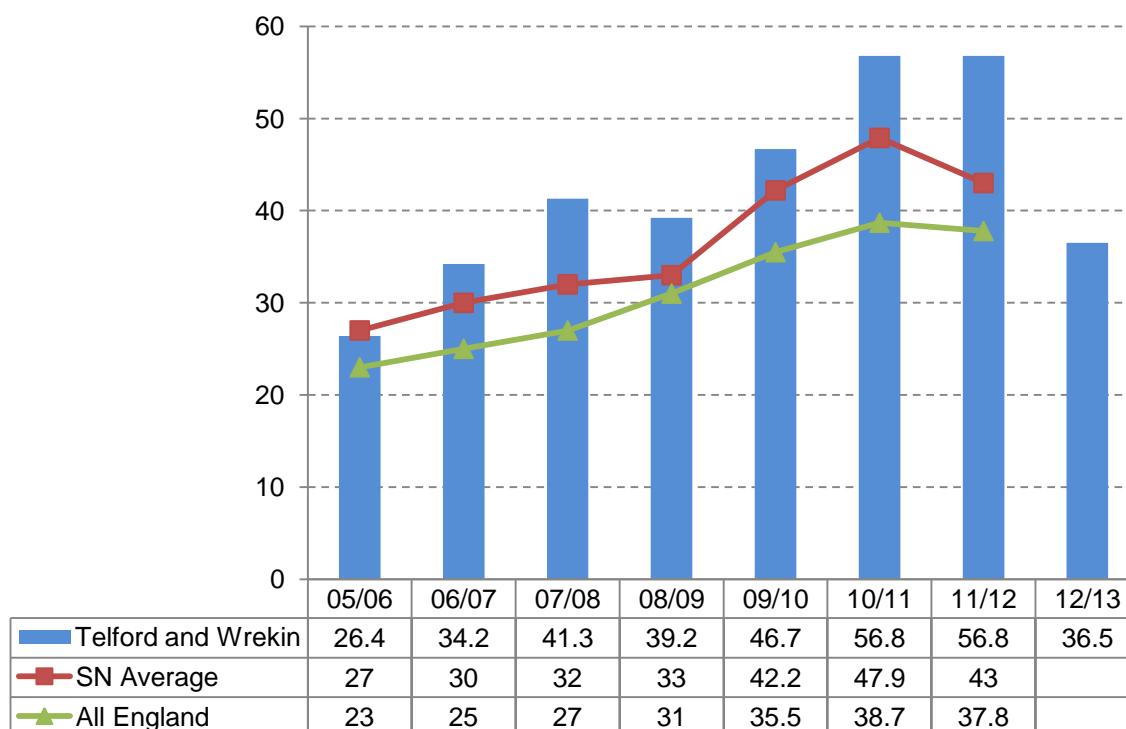
Appendix One

Child Protection Data

**Number of Children Subject to a Child Protection Plan at month end
01/04/2010 - 31/03/2013**

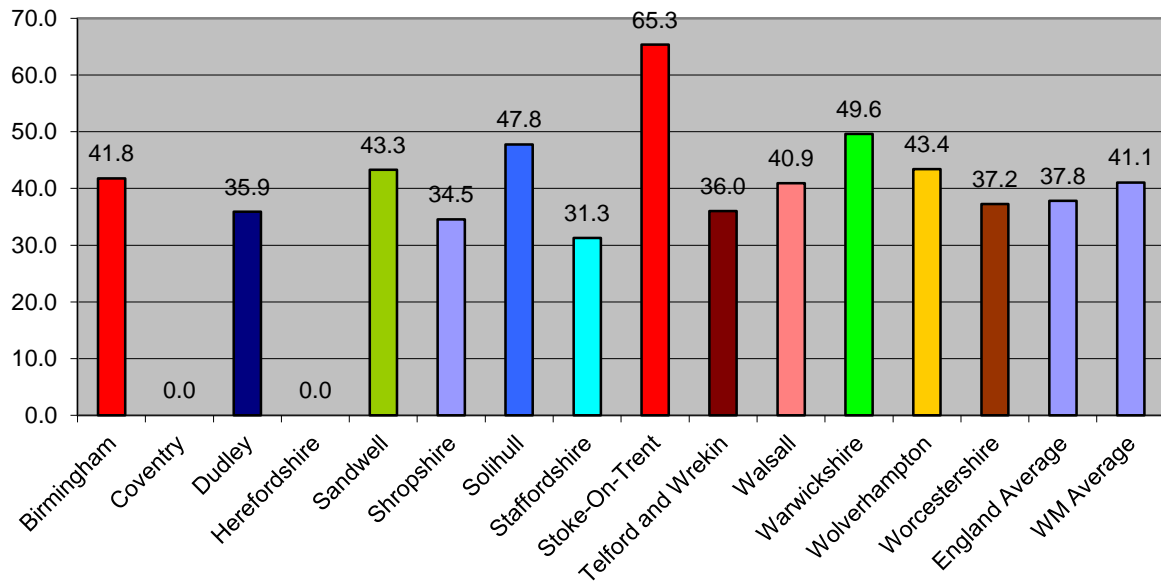


**Children with a Child Protection Plan at Year End (Rate per 10,000) -
Trend Data and Benchmarking against All England 2005 - 31/3/2013**

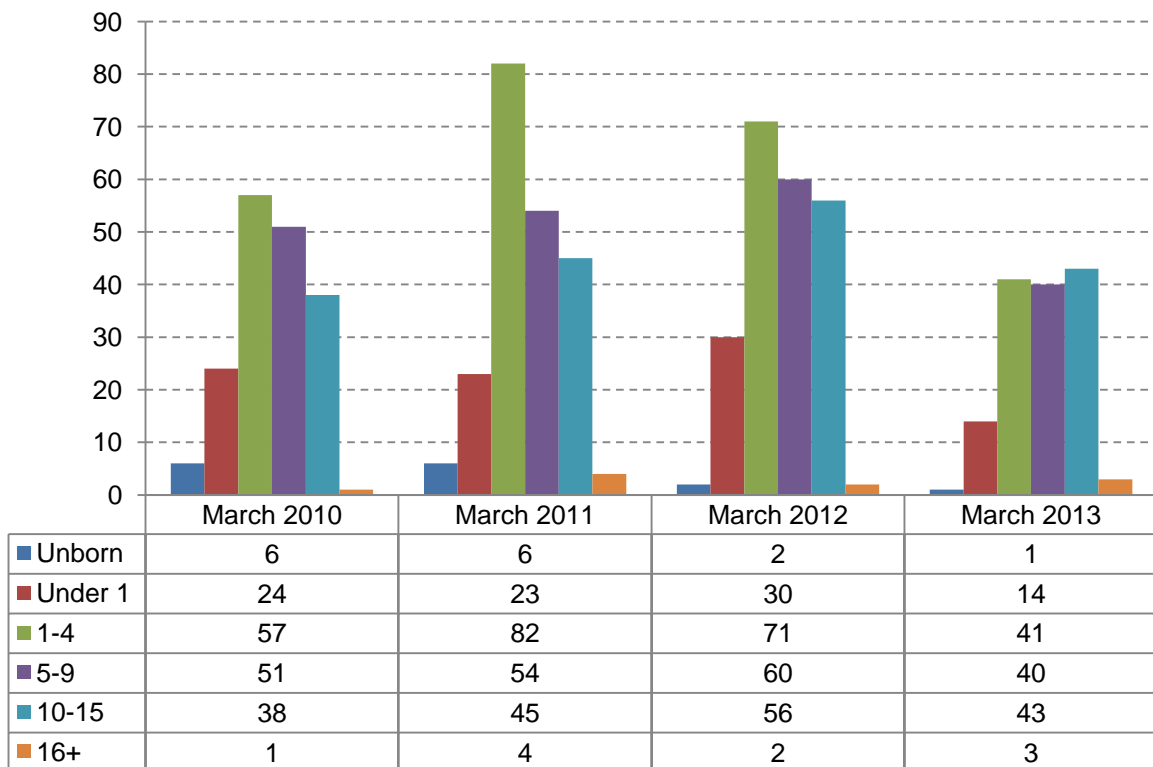


CPP Rate per 10,000 Population - West Midlands

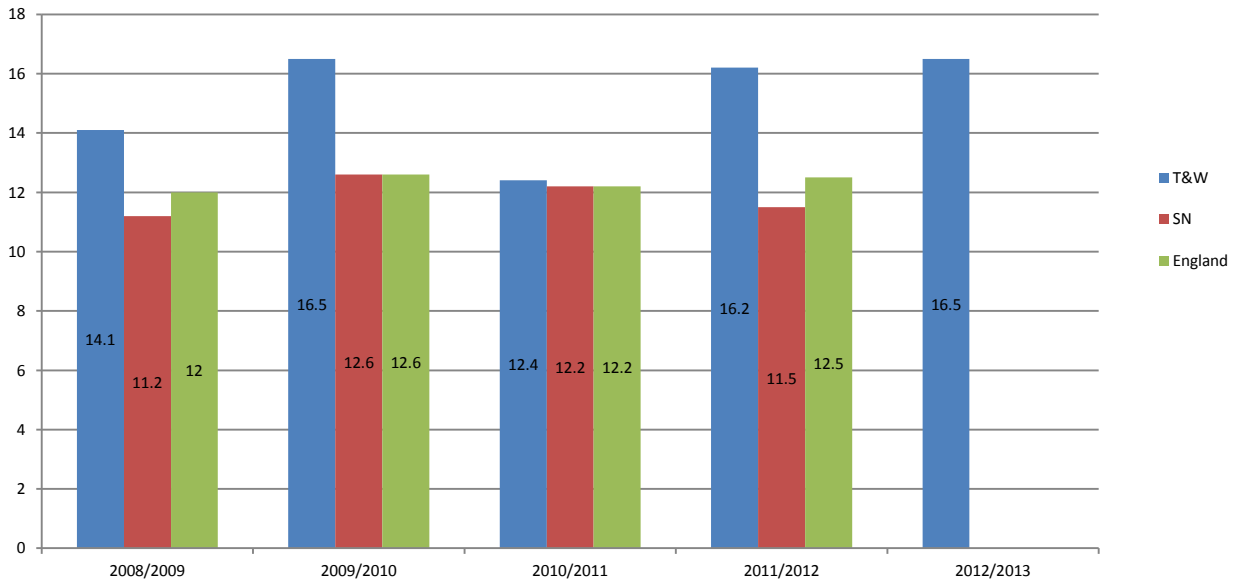
(Number of Children on a CP Plan / Under 18 Population Figure (as at))



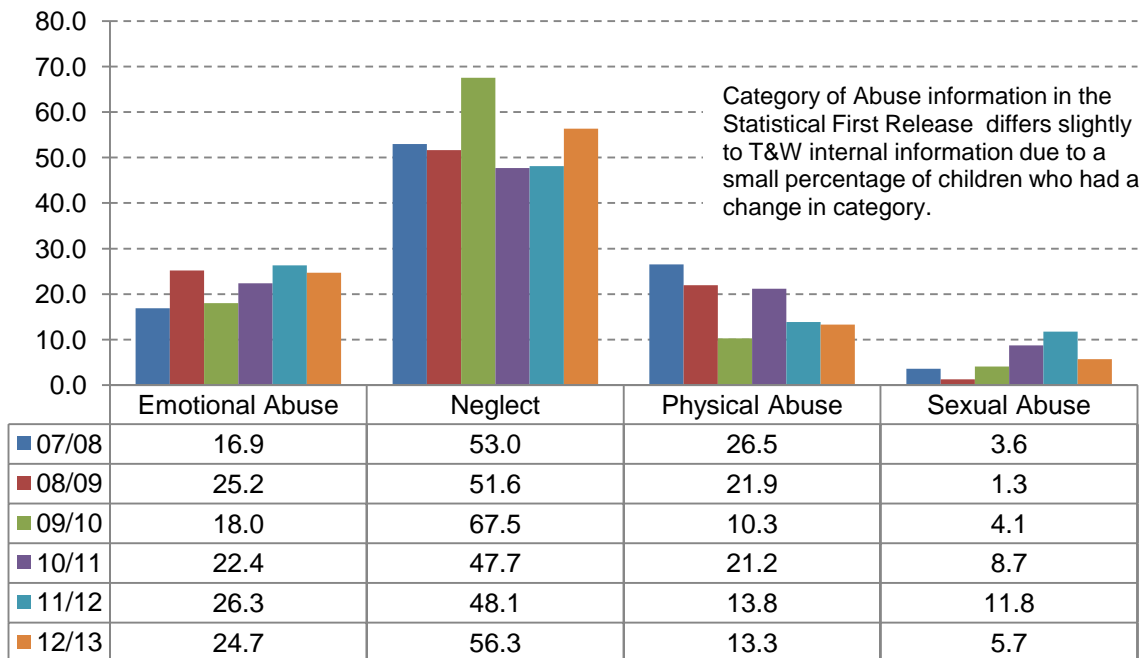
Number of Children Subject to CP Plans by Age Group March 2010- March 2013



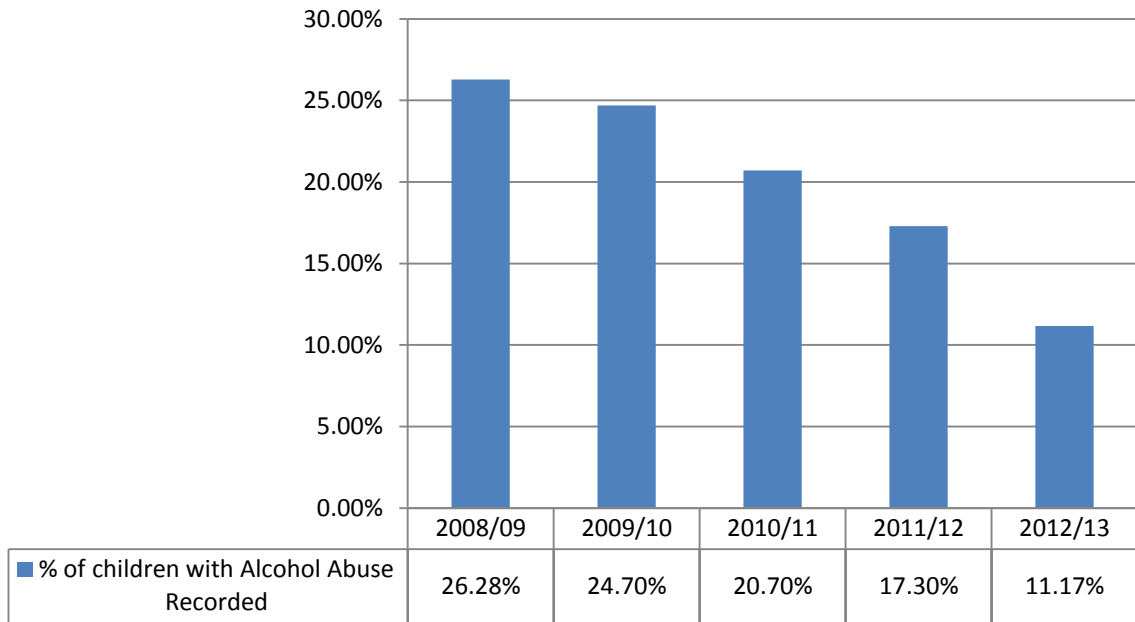
The percentage of children becoming the subject of a CP Plan for second or subsequent time as at 31/08/2013



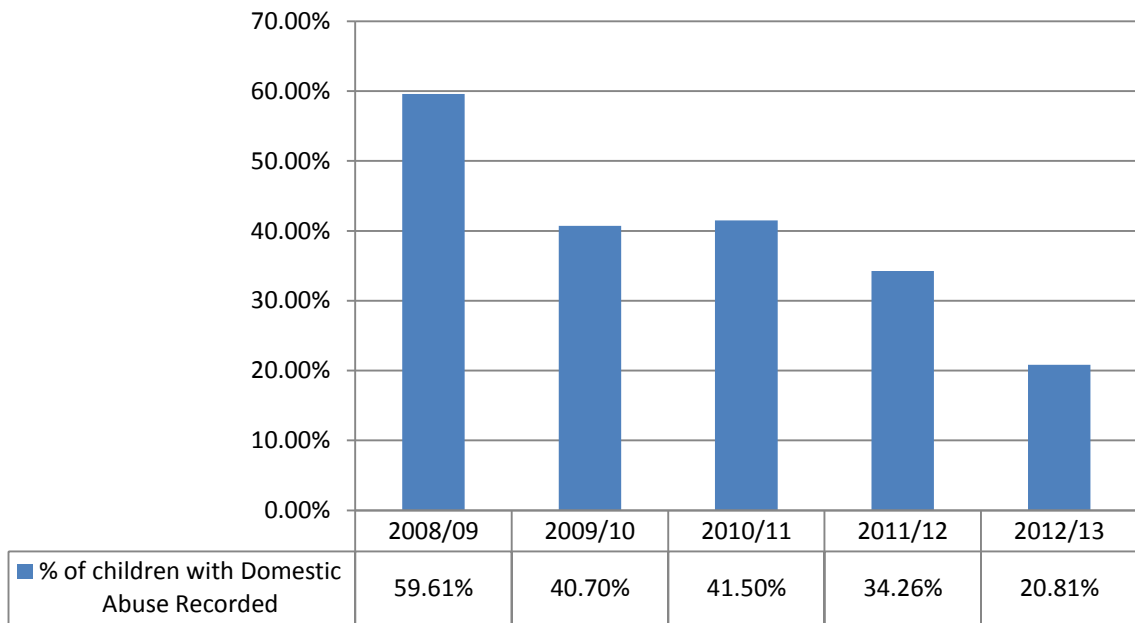
Children who became subject to a Child Protection Plan by Category (Percentage) 2007/08 - onwards



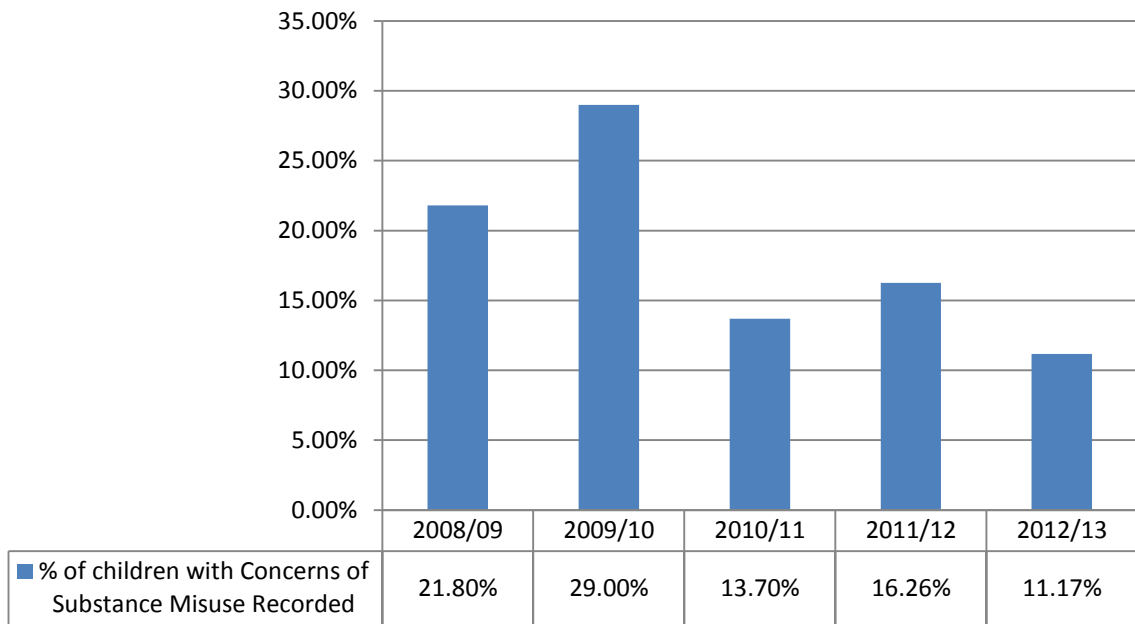
Of the total number of children who became subject to a CP Plan during the year, the percentage of those with a concern of Alcohol Abuse recorded following the ICPC



Of the total number of children who became subject to a CP Plan during the year, the percentage of those with a concern of Domestic Abuse recorded following the ICPC



Of the total number of children who became subject to a CP Plan during the year, the percentage of those with a concern of Substance Misuse recorded following the ICPC



Number of children who were de-registered or whose Child Protection Plans were discontinued (ceased) during the year ending 31-March-2012, by length of time as the subject of a plan (registered)

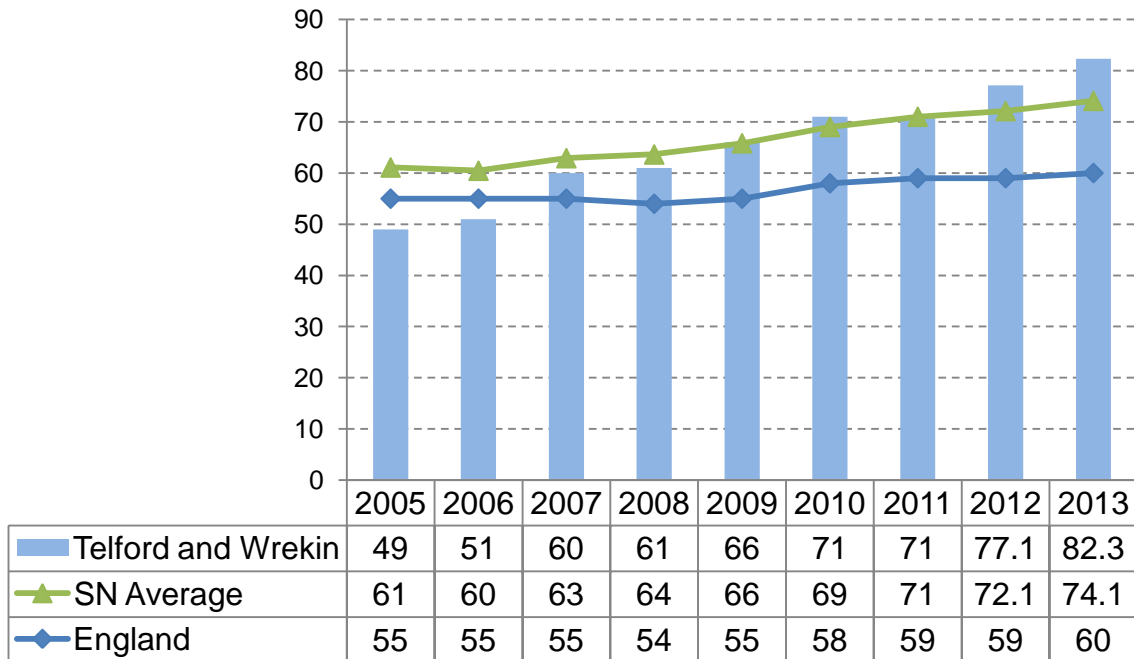
Length of time with a Child Protection Plan (registered)	Number of plans discontinued			
	Boys	Girls	Unborn	Total
Under 3 months	38	35	0	73
3 months but under 6 months	12	21	0	33
6 months but under 1 year	60	47	0	107
1 year but under 2 years	23	34	0	57
2 years but under 3 years	4	5	0	9
3 years and over	1	2	0	3
Totals	138	144	0	282

Number of children who were de-registered or whose Child Protection Plans were discontinued (ceased) during year ending 31-March 2013, by length of time as the subject of a plan (registered)

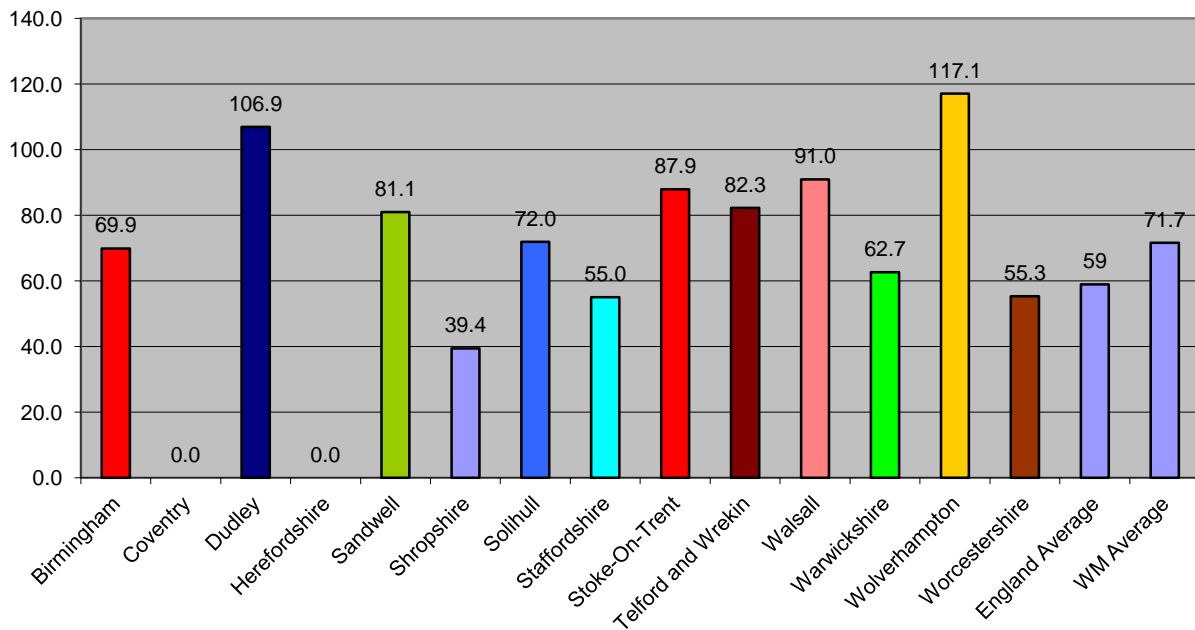
Length of time with a Child Protection Plan (registered)	Number of plans discontinued			
	Boys	Girls	Unborn	Total
Under 3 months	31	28	0	59
3 months but under 6 months	12	6	0	18
6 months but under 1 year	51	47	0	98
1 year but under 2 years	43	43	0	86
2 years but under 3 years	4	5	0	9
3 years and over	4	2	0	6
Totals	145	131	0	276

Appendix Two CIC Data

Children In Care - 2005-2013 Rate per 10,000
Trend Data including Statistical Neighbour and All England Comparison

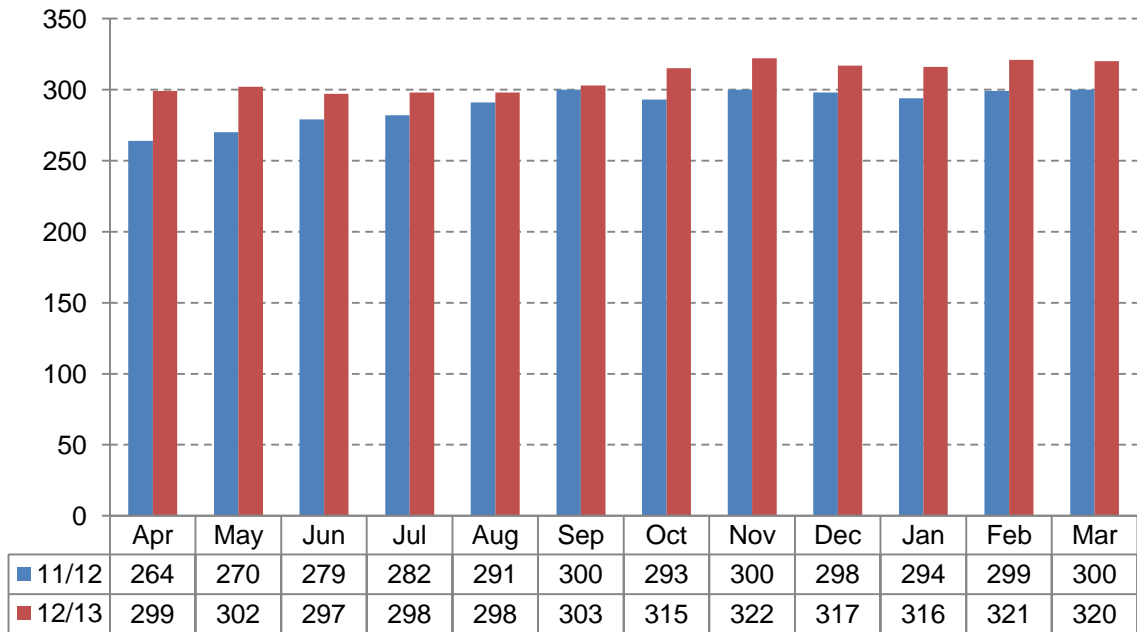


CiC Rate per 10,000 Population
(Number of Children in Care/Under 18 Population Figure (as at))

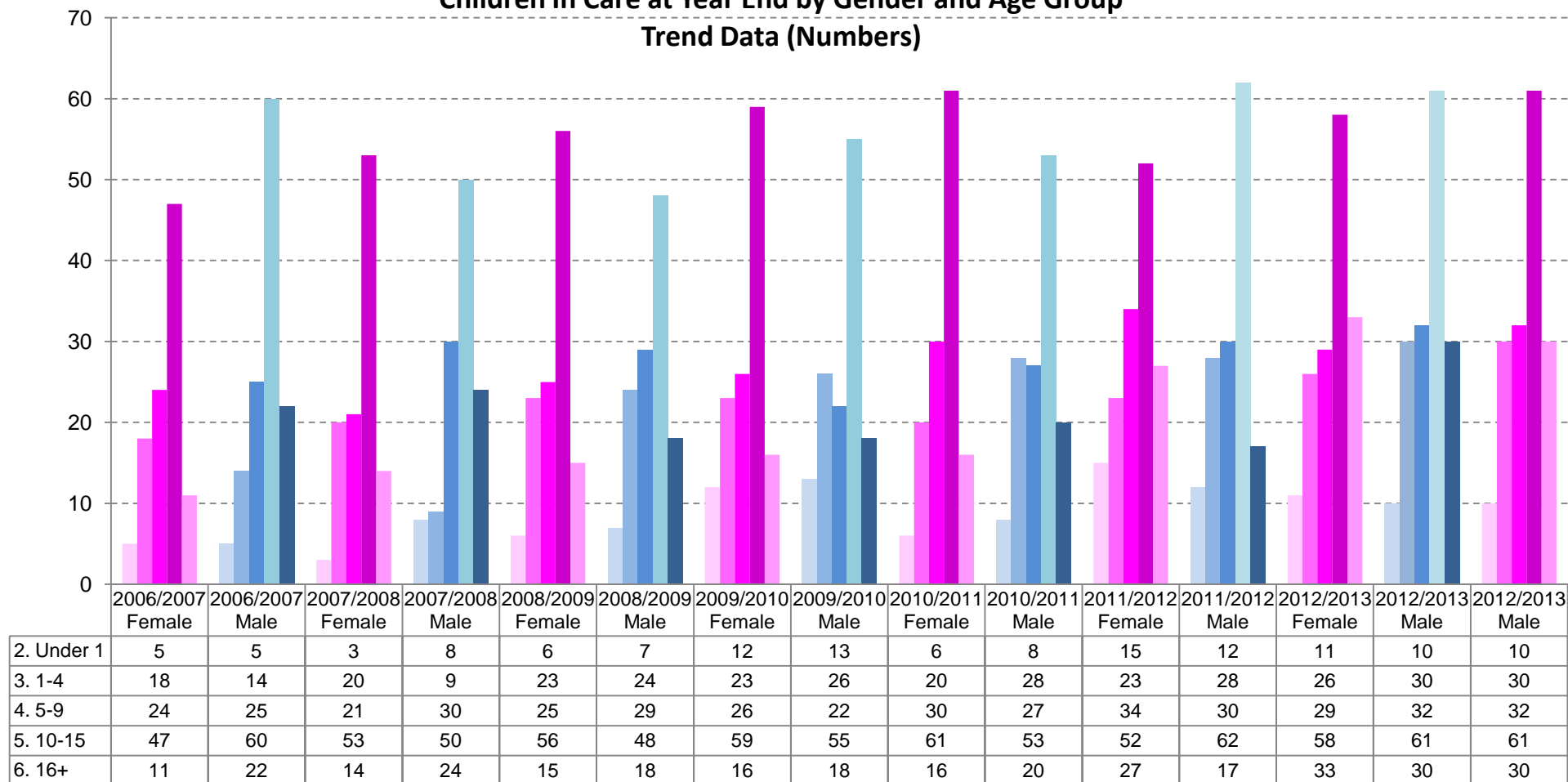


Number of Children In Care at Month End

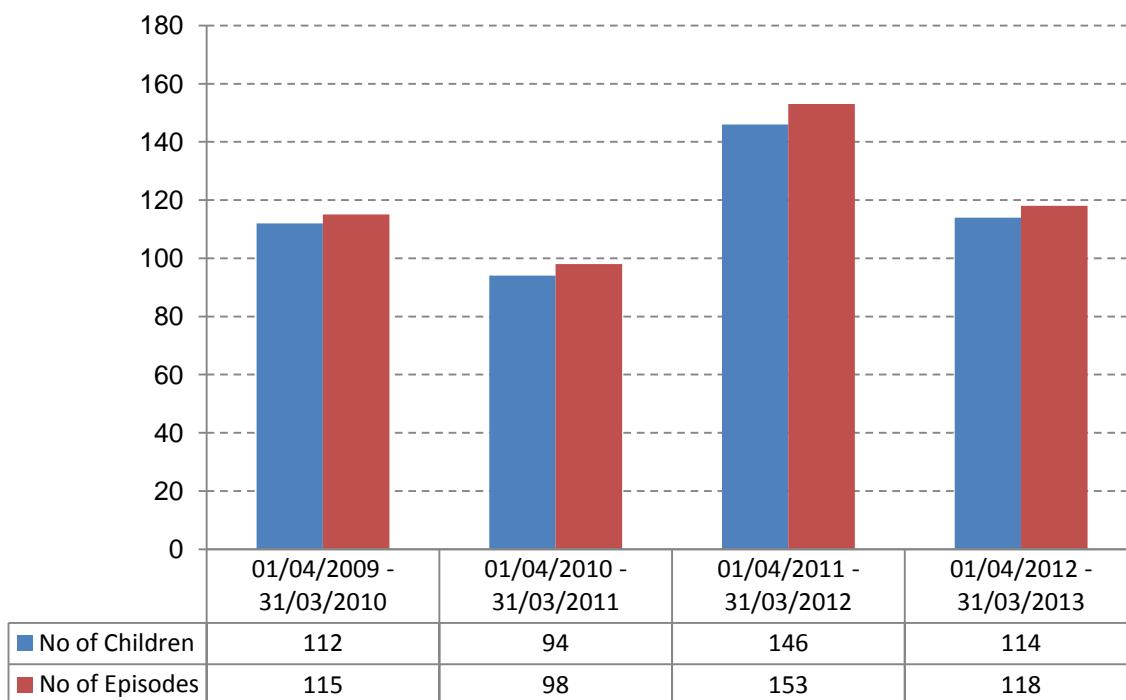
(Please note: these figures were accurate at the time of reporting, however may vary slightly due to changes in recording)



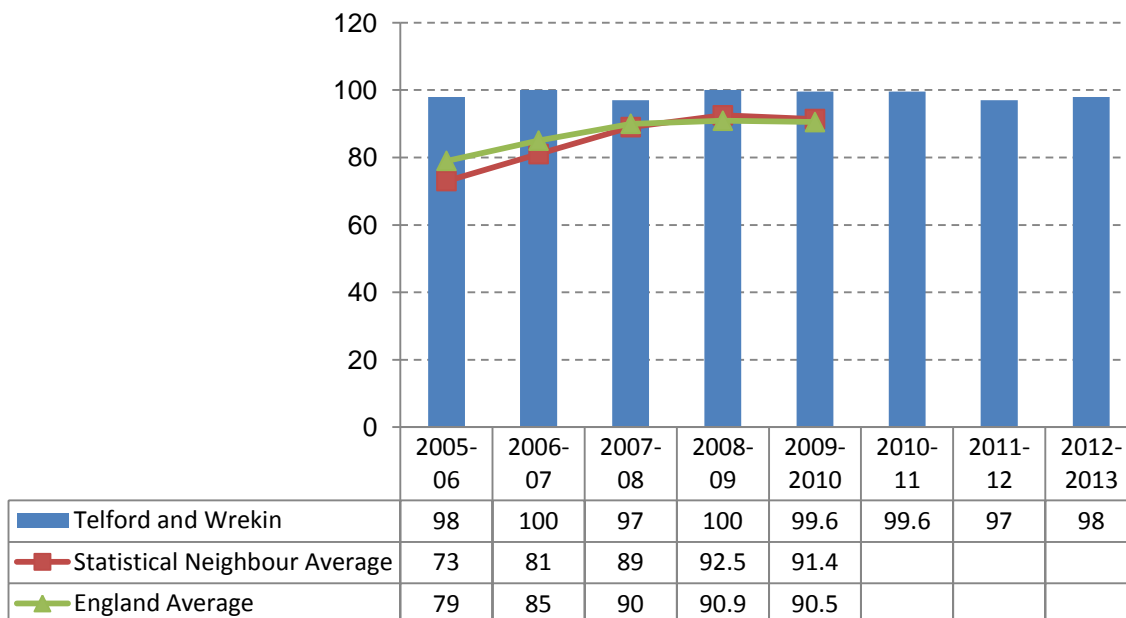
**Children In Care at Year End by Gender and Age Group
Trend Data (Numbers)**



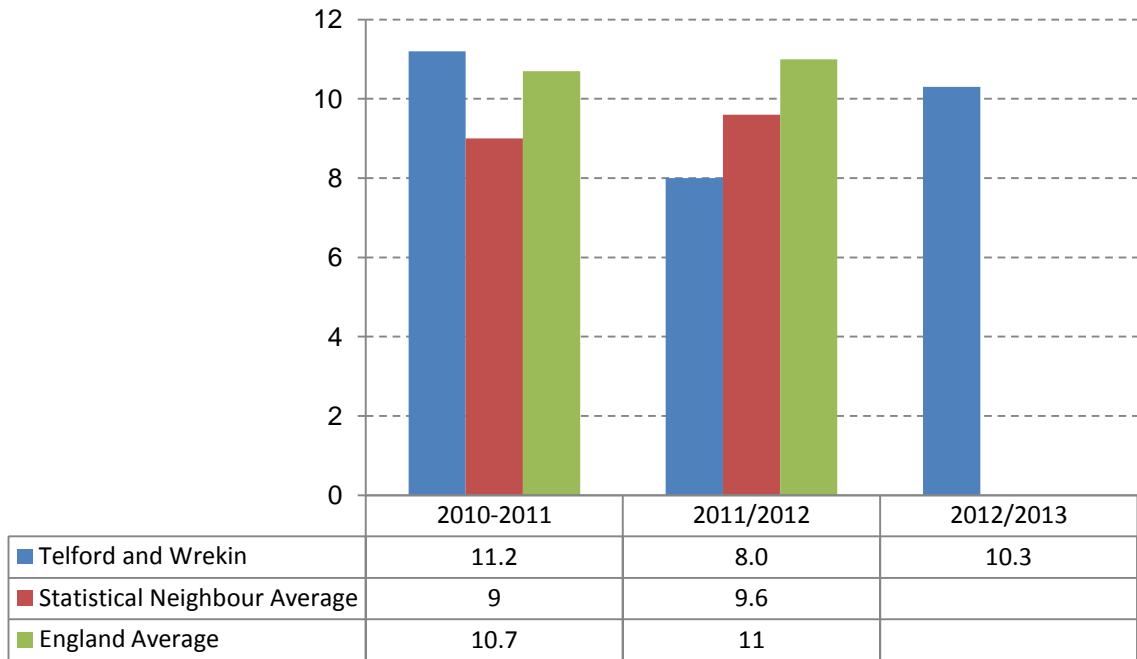
New Children In Care and New Children In Care Episodes - Yearly Data



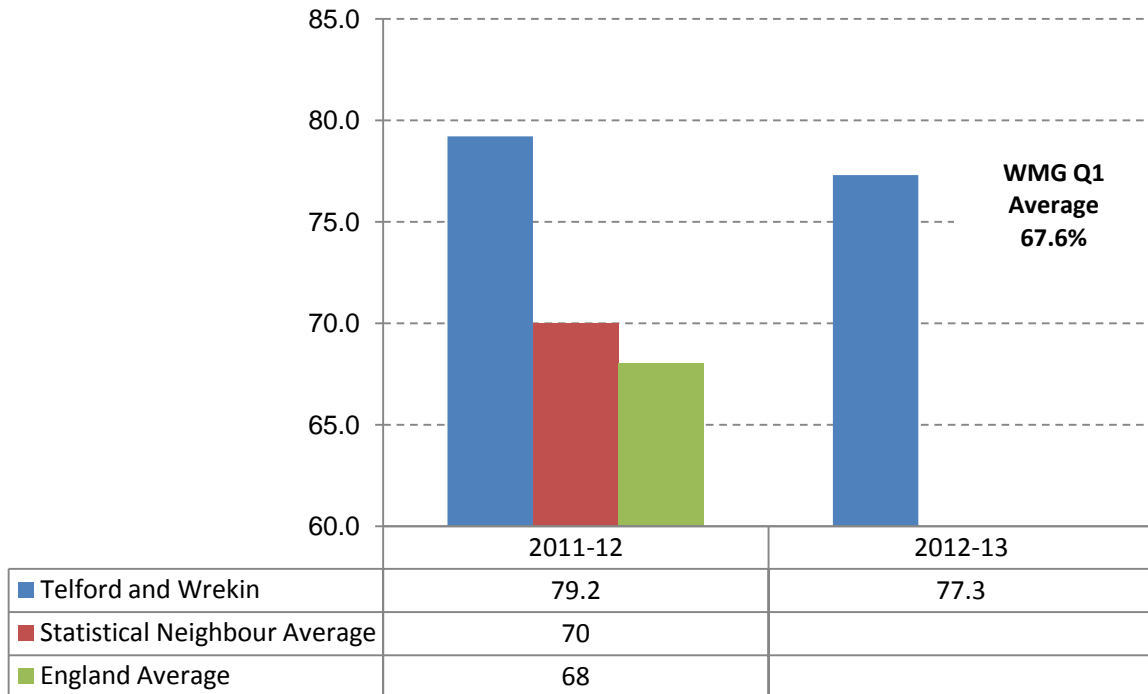
The Percentage of Children In care who have had their Review within timescale by Year 2005 - 2013



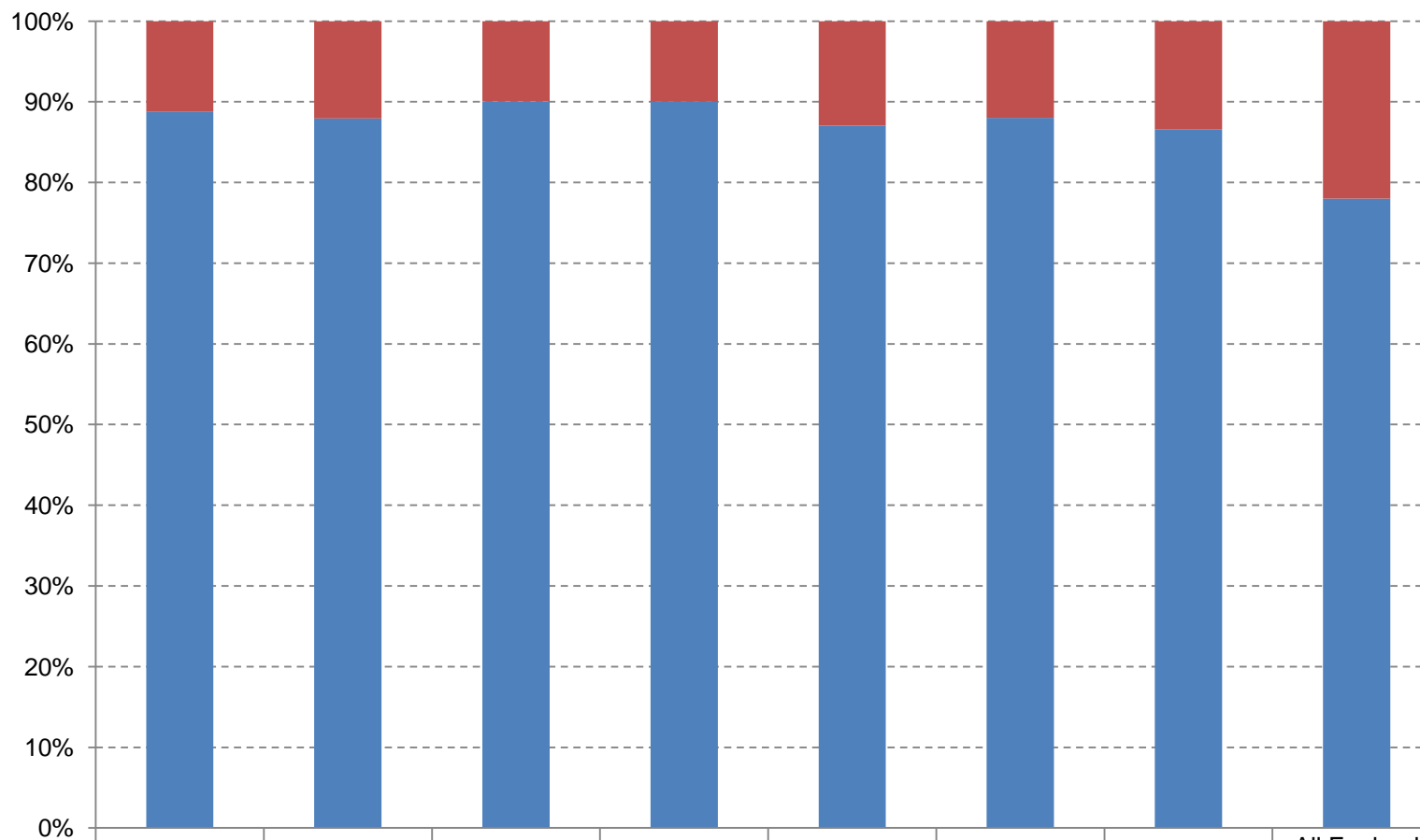
Percentage of Children In Care looked after who had 3 Placements Plus within the year



The Percentage Of Children in Care aged under 16, who have been looked after for 2½ years and in placement for 2 years - Trend Data



The Percentage of Children In Care at Year End - Ethnicity Summary Trend Data with Benchmarking Data



	31/03/2007	31/03/2008	31/03/2009	31/03/2010	31/03/2011	31/03/2012	31/03/2013	All England 2011/2012
■ Other ethnic background	11.3%	12.1%	10.0%	10.0%	13.0%	12.0%	13.4%	22%
■ A1 - White British	88.7%	87.9%	90.0%	90.0%	87.0%	88.0%	86.6%	78%

Indicator	Previous Year outturn	2012-13 outturn	Benchmarking where available	
LAC 12 months plus with annual health assessment and who had attended dentist	93%	95.4%	84.3 SN(11/12)	Higher is better This is excellent performance for T&W, for both health and dental. Robust measures are in place to monitor.
			81.7 E (11/12)	
% of children with 3 placements or more within the year – this does include if a child returned home and then came back into care and moves to adoptive placements	8.3%	10.3%	10 SN(11/12)	Lower is better. Whilst our year end outturn our figures are in line with benchmarking available. An action plan is in place to promote stability of placements.
			11 E (11/12)	
			11.3% WM (2012/13)	
Children who have been in care for 2.5 years or more and have been in the same placement for at least 2 years	79.2%	77.3%	70 SN (11/12)	Higher is better. Whilst our year end outturn our figures are in line with benchmarking available. An action plan is in place to promote stability of placements.
			68 E (11/12)	
			66.5% (2012-13)	
Children aged 10 but under 16 in foster placement or placed for adoption	78%	81.6%		Higher is better. Children who were not in foster placements or placed for adoption were in other establishments appropriate to their needs.

Adoptions within best interest timescales – this is from when a decision is agreed by the delegated decision make that adoption is in the best interests of the child	96.1%	100%	72 SN (11/12)	Higher is better. 27 children were adopted in 2012/13
			74 SN (11/12)	
			60.6% WM (2012-13)	

Appendix 3

Examples of IRO challenge.

Age & Gender	CIC/CP	Issue	Who contacted	Outcome
15yr Female	CIC s20 Vol accommodated.	LA looking to move placement of the young person which IRO felt was not in young person's interests.	Service Delivery Manager (SDM) Fostering, SDM Safeguarding, Team Manager Child in Care Team.	Social Worker and SDM re-examined issue and acknowledged what the negative impact would be on the young person if having to move placement. It was agreed that the young people did not need to placement.
14yr Male	CIC Care Order	During a Child in Care Review the IRO became increasingly concerned with the presentation of the foster carers which led the IRO to note that the Foster Carers were clearly impacting upon the young person's emotional wellbeing.	As above plus Social Worker	Professionals meeting convened, young person moved placement due to the concerns identified. Fostering Team following up issues relating to the foster carers.
16yr Female	CIC S20 Vol accommodated.	Young Person pregnant and her Social Worker's absence from work resulted in a delay in identifying the appropriate placement for the young person and her baby when born..	Team Manager Child in Care	Alternative social worker allocation and placement identified and a move planned for the young person.
16yr Female	CIC S20 Vol accommodated	Education professional raising in a CIC Review that the young person was unable to continue with current College course as the young person was pregnant	Social Worker & – Head Teacher	At a re-scheduled CIC Review it was confirmed that the YP was able to continue at the Education setting.

Age & Gender	CIC/CP	Issue	Who contacted	Outcome
		and this contravened Health & Safety policy for the college.. IRO challenged.		
14yr Female	Child Protection Plan	<p>Child's social work arrived with incomplete unauthorised Child Protection Conference Report to present at Conference – No written recommendations included within the report.</p> <p>Verbally the social worker was sharing his view that the child protection plan should end – this view seemed to have been taken in isolation from the Core Group. Information was limited and would not have been adequate to support the social worker's view.</p>	Raised with Team Manger Disabled Children Team (DCT), SDM DCT	<p>Conference was rescheduled until proper information was able to be made available.</p> <p>Resulting in an informed meeting taking place where the child protection plan continued and legal proceedings commenced for the child.</p> <p>Good safeguarding impact for the child.</p>
1 yr female	CIC Care Order	Child was placed at home under a Care Order. There was an inadequate placement with parents report completed to support this placement. IRO concerned about the wellbeing of the child in such an arrangement.	Raised with Case Manager, Team Manager, SDM,	<p>Report redone comprehensively. Outcome for child – safety was maintained as monitoring and support plan was increased.</p> <p>Challenge continued due to number of changes of social worker allocation. Child now</p>

Age & Gender	CIC/CP	Issue	Who contacted	Outcome
				has consistent and robust case management in place.
16yrs female	CIC s20 Vol accommodation	LA was planning to move the young person from her placement due to concerns having been raised about the Residential Unit during an Inspection.	<p>Raised with Rights & Representative so that young person's wishes and feelings could be actively sought.</p> <p>Brokerage and Director of Company to discuss progress of Ofsted recommendations.</p> <p>Challenged LA continued view that young person should move. This had been the single most stable placement for the young person for anytime in her life.</p> <p>Steps needed to be taken to make placement good rather than just move her.</p>	Stayed in placement. When explored changes had been made by the Unit. Young person retains her stability of placement.

Age & Gender	CIC/CP	Issue	Who contacted	Outcome
16yrs female	CIC MHA s3	Multiple case managers in quick succession. Failed CIC Reviews due to this. Rights of young people compromised - ie should have been receiving weekly allowance – this not in place. Expected that young person would use her savings.	Challenged treatment of this young person – Team Manager CIC.	Resolved weekly allowance established. Young person now has stable case manager
16yrs male	CIC Care Order (now)	<p>In CIC Review 3 issues raised as unclear. When raising with the LA was informed that final Care plan had been lodged in Court. However, Guardian still had his report to lodge.</p> <ol style="list-style-type: none"> 1. IRO Contacted the child's Guardian as there was Psychological report suggesting that the YP could live in family and this did not appear to have been properly explored. 2. LA applied for CO but mother not opposing child aged 16 yrs IRO couldn't see logic for this couldn't get answer from sw. 3. Issue about contact with his siblings. Psychologist said that YP could have more contact with his siblings but the YP did not want this – so unclear why this 	Asked Guardian to consider before putting in his report.	<p>No change for the child Guardian agreed with LA. .</p> <p>IRO's view is that fostering should have been explored rather than a plan of Residential Care.</p> <p>This used as an example of when a Care Plan is before the Court involving CAFCAS how IRO challenge is limited. However, with the Family Justice Report changes to the PLO (Court process) from October 2013 Courts will concern themselves with the primary business of threshold for an Order and the detailed Care Plan will remain with the Local Authority therefore IRO input into this will increase.</p>

Age & Gender	CIC/CP	Issue	Who contacted	Outcome
		was being perused.		
2yrs female	Child Protection	Challenging an agency regarding their attendance at the Conference given that they were clearly saying they would not contribute to the decision re child protection planning	Discussed Manger to Manger. Discussed at the LSCB Executive. Review of agency safeguarding policy	Changes made to agency policy outlining role of attendees at conference.
15yrs x2 16 yrs	Child Protection 1st Review	<p>YP with child protection plans due to neglect. Day before meeting the Conference Chair had a meeting with the SW who said a recommendation would be put forward for the children to no longer be subject of child protection plans. SW and his manager had decided this.</p> <p>At Conference the Chair held the view that cp plan had not been achieved - and said children can not come off plans whilst these significant issues remained.</p>	Challenging in Conference.	<p>Children remained on plans. Recently one of the YP has been involved in a significant accident and is now in care of LA.</p> <p>Good safeguarding challenge by the Chair - relevant and appropriate challenge.</p>

Age & Gender	CIC/CP	Issue	Who contacted	Outcome
13yrs Female	CIC S20	IRO preparing for review. No Care Plan in place.	<p>Raised with the Team Manager who was identified as lead worker. Response back - going to use review as catch up have not seen child yet.</p> <p>Child Protection Team say they do not do Care Plans.</p> <p>Due to the above the Child in Care Review adjourned by IRO and issues taken further.</p>	Case allocated and Care Plan now in place.
Male 16ys	CIC Remanded into LA Care	Following 1 st Child in Care Review the Care Plan was one of discharge from Care – with the YP going into semi independent accommodation. When IRO discussed with Case Manager and TLCT there was confusion as to who should have case responsibility for the YP. IRO concerned that YP would be left without support.		YP Remaining in Care and placement secure.

Age & Gender	CIC/CP	Issue	Who contacted	Outcome
		IRO refused to have the Review until the yp's situation was secured.		

Appendix Four

Dispute Resolution Protocol/Referral to Children and Family Court Advisory Service (CAFCASS)

The Safeguarding Advisory Service has a Dispute Resolution Protocol that links with the Review Quality Monitoring system to ensure that practice issues and problems relating to care planning for children are addressed in a timely manner.

The Protocol also links with issues and problems identified outside of the Child in Care Review that may be highlighted as part of the IROs ongoing monitoring of the Childs case.

The Protocol supports the authority of the Independent Reviewing Officer to refer a child's case to Cafcass in situations where there are concerns about the Plan (or aspects of the Plan) and potential breach of a child's human rights.

The IRO may bypass any stage and progress the dispute to a level s/he considers most appropriate; the IRO should notify the Service Delivery Manager for the Safeguarding Advisory Service, Assistant Director for Children's Safeguarding and the Director for Children's Safeguarding. IRO is able to refer the matter to Cafcass at any point in the process and may consider it necessary to make a concurrent referral to Cafcass at the same time that s/he instigates the dispute resolution process.

The individual IRO is personally responsible for activating the dispute resolution process, even if this step may not be in accordance with the child's wishes and feelings but may in the IROs view be in accordance with the best interest and welfare of the child, as well as his/her human rights.

The IRO should ensure that all actions s/he takes in an attempt to resolve a dispute are recorded on the child's case record.

Review Quality Monitoring – Link To Dispute Resolution Protocol

1. Issues arising directly from the child/young persons review are recorded in the Review Quality Monitoring (RAG) Document .All “red” actions identify that serious concern exists and where immediate action is required to safeguard a child and/ or prevent a possible breach of human rights.
2. The IRO is responsible for ensuring that timescales for resolution are clearly identified in the RAG document and distributed to the social worker and social workers line manager within 24 hours of the date of the review.
3. The social worker (or manager with responsibility for the case in the absence of the social worker) is responsible for notifying the IRO of the outcome of all actions identified in a red RAG rating within the timescale specified.
4. Where concerns are not resolved within the timescale specified in the RAG document, this will trigger the formal Dispute Resolution Protocol.
5. Quality Monitoring Reports (RAG rating) are entered on to the child’s electronic file and collated Red and Amber ratings are available to senior managers as part of the monthly Quality Assurance Dashboard.

Issues arising outside of the Child In Care Review – link to Dispute Resolution Protocol

6. It is expected that the IRO establishes positive working relationships with the social workers of the children for whom they are responsible. Where problems are identified in relation to a child’s case the IRO will in the first instance seek to resolve the issue informally with the Social Worker or the social workers manager. The IRO should place a record of this initial informal resolution process on the child’s file.
7. The IRO is responsible for ensuring that the timescales for agreed actions are clearly identified recorded and shared with Social Worker / or Team Manager. If the matter is not resolved in a timescale that is appropriate to the child’s needs the IRO should consider taking formal action and trigger the formal dispute resolution process.

Update for CYP Scrutiny January 2014

Subject:

**Contract Implementation -
24 Hour Residential Care Service – Children and Young
People, Queensway (Previously known as Jigsaw site)**

1. Contract Implementation

The new contract commenced with Bettercare Keys on 1st August 2013. Following the award of tender the four young people residing on the site were individually advised about the successful tenderer (Bettercare Keys) and the fact that the existing staff team would continue to support them.

Several implementation meetings were held between 1st June, 2013 to 31st July, 2013 with Bettercare Keys and the Commissioning Specialist (lead for Children in Care). These meetings ensured a smooth handover of House 2 from the incumbent provider; re-registration of House 2 with OFSTED; agreeing the schedule of works for House 3; staff recruitment, training and ensuring the project met the agreed deadlines.

House 3 had not been used as a residential home for nearly 5 years and therefore a schedule of works was needed in order to make sure that it was fit for purpose and ready for registration by OFSTED. The house was ready by 30th September, 2013 and an open day was held on 4th October, 2013 to enable Members and professionals to meet the staff and see the home before any children/young people moved in.

House 3 was registered by OFSTED on 7th October, 2013 and the first young person moved into the house on 23rd October, 2013 followed by the second young person on 28th October, 2013.

2. Contract Management

The first Contract review meeting was held on 6th November, 2013 with Bettercare Keys and the Commissioning team. At this meeting the first quarter¹ of the contract data was reviewed. During this period there had been no absences, incidents, sanctions/measures of control and each young person had received at least one reward.

The first benchmarking of young people's outcomes was reviewed and the outcomes tracker used to measure children's progress was improved and revised. Bettercare Keys have found the outcomes tracker a useful tool to aide them in updating their placement plan for each young person and planning key working sessions with the young people.

¹ The first quarter of the contract is the period 1st August 2013 to 31st October, 2013.

Future contract review meetings will be held quarterly.²

3. Finances and savings

3.1 Between 1st August, 2013 and 31st December, 2013 the contract has been utilised as follows:

August 2013- Dec 2013	nights available	nights occupied	Void nights	% Occupation
Block Beds	306	306	0	100
Spot Beds	674	441	233	65
TOTALS	980	747	192	76

3.2 Savings that have been made on the new contract are:

August 2013- Dec 2013	Current Unit cost for Residential Placement per week £'s	Queensway Placement cost per week £'s	Queensway Saving per night £'s	Savings on occupied nights £'s	Unrealised savings from unoccupied nights £'s	Overall Saving £'s
Block Beds	2,649	1,965	98	29,901	0	29,901
Spot Beds	2,649	1,900	107	47,187	24,931	72,118
TOTALS	5,298	3,865	205	77,088	24,931	102,019

Total actual savings equates to £77,088 for 5 months. If all of the spot beds had been utilised then savings would have been £102,019 for 5 months. However, the 8 beds have been utilised for 76% of the time that they have been available. The plan is to increase this utilisation to 85% over the next 6 months.

3.3 Barriers to increasing utilisation of the beds

There will always be nights when not all beds are used especially between placements. The delay in filling the beds will occur when the matching of young people is not right. We have put in a robust internal system to ensure that referrals are checked prior to sending to the provider to ensure that the matches are good and all Social Workers of each child already placed in the houses at Queensway are asked to check the match prior to the new placement starting.

² January, April, August 2014

