



Telford & Wrekin  
C O U N C I L

Addenbrooke House Ironmasters Way Telford TF3 4NT

## CHILDREN & YOUNG PEOPLE SCRUTINY COMMITTEE

Date	<b>Tuesday 6 February 2018</b>	Time	<b>6.00pm</b>
Venue	<b>Meeting Room G3, Addenbrooke House, Ironmasters Way, Telford, TF3 4NT</b>		

### Enquiries Regarding this Agenda:

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**Committee Membership:** Councillors S Barnes, E A Clare, J A Francis, E J Greenaway, **K R Guy (Chair)**, J Jones, J A Pinter, H Rhodes and K L Tomlinson  
Co-Optees: Mrs C Healy, Mrs S Fikeis, Mrs L Fowler, Mrs C Morgan and Mrs M Ward

## AGENDA

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| 1. | <b>Apologies for Absence</b>  |              |
| 2. | <b>Declarations of Interest</b>   |              |
| 3. | <b>Minutes</b><br>To confirm the minutes of the meeting of the Children & Young People Scrutiny Committee held on 12 September 2017.  | Appendix A 2 |
| 4. | <b>Progress Update Regarding Service Improvement Plan Following Ofsted SIF June – July 2016</b><br>To consider the service improvement plan one year on addressing the recommendations from the Ofsted single inspection of services for children in need of help and protection, children looked after and care leavers and review of the effectiveness of the Local Safeguarding Children Board (SIF), which took place between 13 June and 7 July 2016, with the report published on 26 August 2016. | Appendix B 8 |
| 5. | <b>Chair's Update</b>   |              |

## **CHILDREN & YOUNG PEOPLE SCRUTINY COMMITTEE**

**Minutes of a meeting of the Children & Young People Scrutiny Committee held on Monday 12 September 2017 at 6.00pm in Meeting Room G3/4, Addenbrook House, Ironmasters Way, Telford, TF3 4NT 7**

**Present:** Councillors S Barnes, E A Clare, J A Francis, E J Greenaway, K Guy (Chair), J Pinter, and co-optees and Mrs C Healy, Mrs S Fikeis, Mrs C Morgan and Mrs S Osman.

**Also Present:** Lead Cabinet Member for Children & Adults Early Help & Support – Paul Watling; Independent Chair of the T&W Safeguarding Children Board – Andrew Mason, Superintendent Tom Harding, West Mercia Police, Clive Jones: Director of Children’s and Adult Services- TWC, Jo Britton – Assistant Director Children’s Safeguarding - TWC, Sarah Constable – Partnerships Manager -TWC, J Tangye, Democratic & Scrutiny Services Officer - TWC.

### **CYPSC-05    Apologies for Absence**

Cllrs J Jones, H Rhodes and co-optees Mrs L Fowler, Mrs M Ward.

### **CYPSC-06    Declarations of Interest**

None

### **CYPSC-07    The Children and Young People Scrutiny Committee’s Review of Multi-Agency Working Against Child Sexual Exploitation (CSE): Annual Progress Report by TWSCB**

The Chair welcomed the Cabinet Member for Early Help and Support, Adult and Children; and the Independent Chair of the Safeguarding Children Board to the meeting. The Cabinet Member outlined that the report demonstrated the significant progress against the recommendations from the Telford & Wrekin Council’s Children and Young People Scrutiny Committee’s *Review of Multi-Agency Working against Child Sexual Exploitation (CSE)* which was published in May 2016. Members’ attention was drawn to the highlights in the report which included detail on contacts and outcomes received by the Local Authority and referrals to the specialist CATE team.

It was noted that a CSE Raising Awareness Day had been held on 17th March 2017 which had been successful in challenging misconceptions and addressing some of the perceived gaps; it focused on building cohesive communities, accurate statistical data, education and licensing. 105 people attended the event including: the statutory agencies, voluntary services, Street Pastors, Shropshire Islamic Foundation, taxi companies, housing providers and leisure services. The event was evaluated positively and some of the comments were provided in the report.

It was noted that the Telford & Wrekin licensing policy had been updated in line with Recommendation 32a; a requirement for operators to have a designated CSE contact for drivers to report concerns confidentially was incorporated in the revised Licensing Policy for Hackney Carriages and Private Hire Vehicles. Additionally it was a condition of the

operator's licence that they display on the premises, information relating to CSE provided by Telford & Wrekin Council. The review of policies was completed and the conditions of licence were implemented on 1<sup>st</sup> April 2017. The Board followed up by seeking assurance from West Mercia Police that disruption activity was making a difference. A report would be presented to the Board in December 2017. The Committee was concerned that there was still an issue with the licensing of taxis when taxi drivers could come to an area from anywhere. The Cabinet Member acknowledged that it was a huge concern, that neighbouring authorities had been written to where there had been concerns. CSE training had taken place in neighbouring Shropshire and Wolverhampton. During the scrutiny review it had been uncovered that there were difficulties and frustrations when reporting to the police, where pooled cars and named drivers could not be identified at a particular time. Superintendent Tom Harding confirmed that where reports had been received, these would go through the intelligence system that supported covert operations. Feedback could not possibly be provided to PSO without the possibility of compromising such operations. The police were doing more work to clamp down on suspicious car. There was still an issue around hire cars and the police were monitoring this area.

It was highlighted that the Telford & Wrekin Council's Public Health Team were working with the Severn Teaching Alliance to build into the Future in Mind programme (a teacher train the trainer course) support for schools around implementing the national changes under The Children and Social Work Act 2017 which required all educational establishments to teach Relationship and Sex Education and Personal, Social, and Health Education from September 2019. This included purchasing the Shropshire Respect Yourself Relationship and Sex Education programme which received the PSHE Association quality assurance kite mark in 2014.

The Committee noted the improvements made to the management and oversight of the CATE team; practitioner caseloads had been reviewed during individual supervision sessions, and with the provision of management oversight and direction, caseloads had been significantly reduced.

Superintendent West Mercia Police, Tom Harding, spoke of CSE as a main priority for the police force; a new Telford Police CSE team was in place and was reportedly going from strength to strength. By-monthly meetings around risk ensured that information and intelligence was shared between the Police CSE Team and the CATE team, although urgent information was continuously shared. He stated that more needed to be done in terms of problem – solving in policing in the day and night time economy. Hotel staff were being CSE awareness trained; the types of circumstances to look out for and how to be proactive, engage, challenge suspicious behaviour and flag to the police. This would be expanded to guest houses/ B&Bs and to Doormen where training and safeguarding prompts could help to identify vulnerability.

The TWSCB had worked with the Community Safety Partnership (CSP) to bid for some money from the Police and Crime Commissioner (PCC) to fund a post for 12 months that would look at raising awareness of CSE in the community, including parents. This was granted by the PCC in May 2017 and the post had been appointed to. The post would be monitored closely by the CSP and quarterly updates would be provided to the PCC.

The Committee was reminded that in terms of data, CSE was not a criminal offence and CSO offences were difficult to separate out. Each individual case had to be reviewed and

CSE cases extrapolated. The Police were using a broad spectrum of legislation to convict perpetrators such as the Modern Slavery Act and Human Trafficking legislation. Vehicles were being stopped and seized, licenses revoked. Data showed that out of offences committed April 2014 – to Sept 2016, 50% of CSO offences were committed by people 18 years old or under. It was noted that there was a sharp rise in electronic crimes- unwanted contact or harassment. Resources were being put into covert operations even where there was only the slightest amount of intelligence. Victims did not often perceive themselves as victims and therefore covert operations were one of the best ways to identify potential suspects.

The Chair of the Safeguarding Children Board talked of the continued efforts by the Board to drive, monitor and challenge progress. He noted that a key recommendation from the review was about understanding the scale of CSE within the Borough. Over the last 12 months the Board had worked with partners to establish a multi-agency dataset which was being used to monitor the impact of the CSE Pathway (including contact and referral numbers). He noted that the report demonstrated the strengthened ability of multi – agencies to deal with this type of crime and highlighted some key services such as the Emotional Health and Wellbeing Service for 0-25 year olds which involved many organisations that gave wider access and support to young people. The ‘Tell Someone’ campaign had a dedicated website across West Mercia with bespoke solutions locally for parents, carers and young people. In a three month period, there had been 20,000 direct links to the website around CSE awareness day. There would be continued efforts to raise CSE awareness. The Board and the CATE teams were raising all agencies abilities to deal with CSE such as through delivery of training courses. A subgroup of the Board would continue to monitor and scan the horizon and identify changes to the way the crime was perpetrated, particularly with the increasing use of electronic communications. One year on, the Board would again look at the outcomes.

The Committee raised a number of concerns and questions for the Officers as follows:

Would the Chair of the Board continue to take responsibility for looking at how partnerships shared data? Was there any way to differentiate between a one-on-one attack and organised groups of perpetrators?

Operation Chalice pieced together that the perpetrators were working as an organised crime group. Work with victims was the key and the precursor was grooming and trafficking. It was acknowledged that it was important to pick this up as early as possible. It was noted that other agencies were reporting CSE such as doctors and nurses and it was noted that this was due to awareness raising which continued as part of the strategy against CSE.

It was acknowledged that it was difficult to separate out CSE from CSO crimes but one of the recommendations was to try to come up with a flagging system in the data. The Committee wanted to know how this was progressing. Superintendent Tom Harding reported that an important marker was the number of girls that the CSE team was working with, otherwise the current situation was fairly static in terms of reporting but there were no guarantees that the picture was accurate. There were numerous offences where the police were working with girls, key data was being captured on male contacts and data was cross-referenced. There was a focus on trying to identify as much CSE as possible, victims were working with the CATE team and more of an understanding and picture was being built up because of intelligence gathered on the victims’ contacts. It was particularly valuable where

victims gave the Policy permission to access their mobile phones. There was a concern about how this would be highlighted in the media as there were lots of different perceptions as to how data, evidence and convictions could be evaluated but it would be difficult to ever be in a position to demonstrate how the T&W scrutiny review had made a difference. The Cabinet Member agreed that there was no easy answer to this question because of the complex nature of the crime, it was not a numbers game. Disruption and awareness raising were key. For the future, it would be horizon scanning and ensuring CSE remained firmly on the agenda.

The Committee noted that the Board was constantly looking at new avenues for raising awareness. The Board had recognised that private and social landlords could identify problem areas, so the reach was being extended to the housing sector. The message was that safeguarding was everyone's business.

The Committee noted that communication about CSE was problematic; messages about the complexity of the crimes were difficult to get across but it was important to try to bridge the understanding of the professionals and the general public. It was understood that all child sex offending was complex; that awareness and education was centred on the warning signs of CSE and offending against children. It was important to ensure where there was unusual behaviour, individuals who were responsible for children were being inquisitive about children, using their professional curiosity, recognising the signs and reporting anything suspicious.

The Committee understood that the general public were concerned about CSE in Telford and wanted to know what it looked like in Telford. After Operation Chalice, Superintendent Tom Harding said that the general public perception of CSE was around gangs but evidence of this was no longer being found. The vast majority was now found on-line but parents were not as aware of this as they should be. The agencies were making efforts to get this message to parents; such as through the TWC Crucial Crew where new technology and keeping yourself safe was on the agenda. This had been the focus for Years 6/7 children but it was not headline grabbing news. Parental awareness was lacking but from a Community Safety Partnership perspective the funding for the new post would help with engagement across the Borough. It was positive that the PCC had supported this. The post was specifically concentrating on hard to reach areas. The Committee requested that progress be considered in another 12 months by the scrutiny committee.

The Safeguarding Children Board was having some success engaging with schools, it was accepted that progress was slow. The Future in Mind programme would help to drive change and make a difference to how schools would work in the future. Other programmes such as the PANTS campaign was actively engaged with by children and it was often children educating their peers and parents that spread the message. The same was seen at Crucial Crew in Telford and Wrekin and other counties were looking to replicate this model.

The Cabinet Member noted that there was learning across children's services through family group conferencing and that this also allowed an opportunity to share best practice on how to get the most from resources. Work was being done with victims and the families of victims to identify where there were missed opportunities to inform disruption activity. Superintendent Tom Harding stated that the Police were reviewing cases in detail to inform investigations and analysing how offending was evolving.

A question was raised about Recommendation 7b – the sexual health service, it was noted that work was ongoing. Detailed information and reports were being considered at the Board's subgroup and if it was sufficiently important, the Board would be notified.

The Committee asked for progress on Recommendation 11 – the feedback from CATE practitioners. The safety plan was now electronic. A CATE worker would go to the child and parent to complete the plan until it was completed and actions were acknowledged/ agreed. Communications between CATE workers and senior officers had improved to ensure everything tied up. The Committee agreed that it would be valuable to talk to members of the CATE team informally to get an insight into how things had improved on the ground. Superintendent Tom Harding suggested that he would be happy for members of his CSE team to meet with the Committee to talk about how the partnership with the CATE team was working.

On the Parent Support Group, a survey had shown that parents were generally happy with the support that they were getting on an individual basis but that additional support was needed for the child i.e. with anger management. It was reported that parents were not showing an appetite for a support group format. PACE had taken an innovative approach to parental support, setting up relational safeguarding and together with individual packages, the support was joined up and the offering was good. TWC had invested in a senior social worker, to work with families. IMPACT was also used as a counselling service. Families were being looked after better across all agencies since 2008. It was noted that Safeguarding Boards for both children and adults were looking at the transition from childhood to adulthood.

The Chair expressed his thanks to the Officers of Telford & Wrekin, the Police CSE team, CATE Team and agencies all working in this complex and delicate area.

The Officers left the meeting at 7.27pm

## **CYPSC-08 Chair's Update**

The Chair asked Members to consider the Committee's proposed response to support the School Organisation Plan as per the Minutes of the meeting 3 July 2017. Members recalled that they had received a report on the School Organisation Plan and presentation from Officers. Questions and answers were taken during the meeting and formally recorded in the Minutes. Members had been asked to reflect on the plan and the information provided by Officers and to raise any further concerns/ or questions following the meeting. Two questions had been received and a response provided which was acceptable to the Members involved. A note of this was appended to the Minutes.

The Committee agreed that outstanding issues remained that they wished to explore and requested a briefing with the newly appointed Assistant Director responsible for School Organisation and Corporate Parenting. The Committee would be interested to receive confirmation of how the Plan was meeting the local needs of local children, there were concern that the aims of the Plan were not being delivered.

Members confirmed that they were happy with the Work programme items and plans for future meetings as per the Minutes of the meeting 3 July. It was agreed to focus on the following issues and to retain some flexibility for anything that came up during the year. Youth unemployment and NEETS would be considered via email and concerns would be raised if Members identified issues from the information/ data that would be collated and circulated. It was agreed that an update on the Ofsted Improvement Plan, following Ofsted's Inspection of services for children in need of help and protection, children looked after and care leavers 2016, would come to the next meeting – 6 February 2018 in order to receive it as an annual update. Education attainment would be monitored on an ongoing basis.

The meeting ended at 8.00pm

**Chairman:** .....

**Date:** .....

## **TELFORD & WREKIN COUNCIL**

**CHILDREN AND YOUNG PEOPLE SCRUTINY COMMITTEE - 6 FEBRUARY 2018**

**PROGRESS UPDATE REGARDING SERVICE IMPROVEMENT PLAN FOLLOWING OFSTED SIF JUNE - JULY 2016**

**REPORT OF THE ASSISTANT DIRECTOR: CHILDREN'S SAFEGARUING & SPECIALIST SERVICES**

### **1.0 PURPOSE**

- 1.1 To enable the Children and Young People Scrutiny Committee to consider progress regarding the Service Improvement Plan following the Ofsted Single Inspection framework (SIF) in June – July 2016

### **2.0 RECOMMENDATIONS**

- 2.1 **That the Committee consider the report and agree any recommendations or further actions.**

### **3.0 INTRODUCTION**

The Telford & Wrekin Council's SIF took place between 13 June and 7 July 2016, and the report published on 26 August 2016

The overall grading was that "*Children's Services in Telford and Wrekin require improvement to be good*". Out of the five judgement areas, two were found to be good already (adoption performance and experiences and progress of care leavers).

Verbal feedback received from the inspection team was that they could see that significant improvements had been made, and that the Council should '*keep doing what you are doing*' to achieve consistently good services.

11 recommendations for improvement were made and a Service Improvement Plan was presented and agreed by Ofsted on 11 January 2017.

### **4.0 KEY INFORMATION**

A summary of activity and impact against each of the 11 recommendations is attached at Appendix 1.

It will be seen from the summary that there has been a considerable amount of improvement activity across all the recommendations, and that from quality assurance activity we can see that this is resulting in improvements in practice and in the quality of service being offered to children and young people.



It will also be seen that there is still a way to go before we can say with confidence that all requirements have been met and are resulting in improved outcomes. This is to be expected, as some improvements can be made more quickly than others, and improving practice so that it is consistently good requires changes in culture and working practices which takes time to achieve and embed.

## **5.0 ACTIONS TO ADDRESS**

Progress against the recommendations was discussed with Regional Lead Inspector Christopher Sands when he visited on 19<sup>th</sup> September 2017. Following on from the visit, he then delivered a workshop on case tracking for team managers which they fed back to be interesting and helpful. This led to a review of quality assurance activity and the development of a new plan of QA activity for 2018 with accompanying guidance and promotional materials *'Good Practice: Good Outcomes'*

Details of completed and planned actions against each of the recommendations are noted in Appendix 1.

## **6.0 DEVELOPMENTS IN CHILDREN'S SERVICES INSPECTIONS**

From January 2018 the Single Inspection Framework will only be used for re-inspections of local authorities previously judged to be inadequate. A new ILACS (Inspection of Local Authority Children's Services) framework will be used for all other inspections. Under ILACS framework each local authority will be inspected every 3 years, within a timeframe of 6 months before and 6 months after the 3 year anniversary date of the previous inspection. We are therefore expecting to be inspected under ILACS framework during 2019.

**Report prepared by**  
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**Update on Telford & Wrekin  
'Getting to Good' Improvement Plan  
January 2018**



**THEME ONE: SCRUTINY OVERSIGHT AND ADVOCACY**

<b>G2G ACTION</b>	<b>OFSTED RECOMMENDATION</b>	<b>UPDATE AT 31.12.2017</b>	<b>IMPACT/ PERFORMANCE</b>
1.1	<b>Ensure that all social workers receive sufficiently regular and good quality supervision, oversight and direction from first-line managers to support consistently good practice. (OFSTED REC.1)</b>	<p>2 Group Manager posts have been established in Child Protection and Family Support (CPFS) Service and Children in Care (CiC) Service.</p> <p>SDM capacity in CPFS has been increased to enable improved oversight and more support to team managers. We are receiving support on implementing systemic practice from Kensington &amp; Chelsea under the DfE 'Partners in Practice' scheme. SDMs, AD, DCAS and some team managers attended systemic training delivered by them and this will continue during 2018. Standards and principles guidance has been published, as well as developments in policies and procedures, to help ensure staff are better aware of practice expectations.</p> <p>Protocol developments have been completed to enable better monitoring/reporting of supervision arrangements. Improvements against this recommendation have been impaired by some long term sickness absences and increasing demand across the system.</p>	<p>File audit scores for 'management oversight and decision making' show an improving picture over scores for the previous year. However audit scores for 'quality of case supervision' show that it is still an area for improvement.</p>

1.2	<b>Ensure that the IRO service provides sufficient scrutiny and drive to planning for children and young people. In particular, ensure that IRO's caseloads are in line with statutory guidance. (OFSTED REC.2)</b>	<p>A significant investment has been made in order to achieve improvements in this service. A full time Conference and Reviewing Manager post was established, and following difficulties recruiting a further investment was made in appointing an interim manager. A permanent manager joined the team in November. In addition, investment has been made in the team through 2 additional permanent full-time IRO posts and a 12 month temporary post. Investment was made in an interim IRO post to cover periods of sickness absence. All posts within the service area are now filled with permanent staff.</p> <p>The service has been reviewed and new arrangements put into place to increase effectiveness of service and communication with operational teams, e.g. a duty IRO system to provide advice and guidance and refreshed escalation process.</p> <p>Work is also being undertaken, informed by the Care Council ('VOICE'), to change the way CiC Reviews are delivered and improve participation of children and young people.</p>	<p>The average IRO caseload is currently 84 – however due to having some new staff whose caseloads are building up gradually, there is a variance across the team with the highest caseload being 96. The improved management oversight of the service has resulted in improved performance around timeliness of ICPCs (86%) (this was 94% but several ICPCs were cancelled in December due to heavy snow), RCPCs (96%) and CiC Reviews (96%) held in timescale, which are all achieving their targets.</p> <p>In addition, added administrative resource has improved the timeliness of distribution of CP minutes, with an average 90% of minutes distributed in timescale. File audit scores for 'IRO challenge and scrutiny are effective' were higher than the previous year but there is still need for an improvement in consistency.</p>
1.3	<b>Develop further the effectiveness of performance management so that it is more responsive to new priorities as they emerge and takes into account feedback from children, young people and their families. (OFSTED</b>	<p>The performance management system has been reviewed and a comprehensive, interactive dashboard developed to provide monthly performance data. One CSSSMT per month is used solely to discuss performance, understand the stories behind the performance and agree improvement priorities for each area of service, including the Conference and Reviewing Team.</p>	<p>Performance is being understood better and a whole systems approach taken to improving it. For example, a performance issue was identified re. plans for permanence at second CiC Review. Permanence arrangements were made more robust, including the</p>

	<b>REC.3)</b>	<p>Team managers attend extended CSSSMT performance meetings quarterly.</p> <p>In addition, separate performance reports are provided weekly and monthly to SDMs and Team Manager to enable closer 'real time' scrutiny of performance and demand within the system.</p> <p>Feedback was sought from 'VOICE' about ways of improving children and young people's experience of CiC Reviews, and is being used to inform changes in the way reviews are arranged.</p>	<p>implementation of a permanence panel. The new arrangements were briefed out at a series of staff briefings early this year. This has resulted in a significant improvement in performance regarding the proportion of CiC with a permanence plan (including twin tracking) at second review.</p>
1.4	<b>Ensure that that the support of an advocate or independent visitor is available for all children and young people who could benefit from this. (OFSTED REC.11)</b>	<p>The Rights and Representations Team have implemented an ongoing awareness raising program with social work teams and children and young people in care. They have attended all team meetings to provide advice about the service they offer, and also about the jointly commissioned Independent Visitor Service.</p> <p>In addition to this, the team sent out information about VOICE, rights and representations and the Independent Visitors Service to all children in care of 4 and over. They also send information out to all new children and young people as they come into care.</p> <p>Although the team raised awareness of the provision of advice and information to children subject to CP procedures, and the children's letters about child protection conferences contain contact details for them, uptake for advocacy in this area of their work is proving slow to develop.</p>	<p>The Rights and Representation Team provided advocacy for 12 formal complaints 2016-17 of which 9 (75%) were resolved at stage 1, 1 still active at stage 1, 1 still active at stage 2 and one resolved by ombudsman</p> <p>48 potential complaints were resolved with R&amp;R representation without recourse to formal procedures.</p> <p>In the period April – Dec 2017 48% of CiC over 4 attended their CiC Reviews (against a target of 70%). Although 95% of CiC actively contributed in some way, and there is a small improvement regarding numbers attending over performance for 2016-17, more needs to be done. Work is being undertaken to make CiC Reviews</p>

			<p>more child and young person friendly, informed by work with VOICE. Although this will take time to achieve the stretch target we set ourselves, we are anticipating some improvement during the next few months.</p> <p>6 CiC are currently matched with Independent Visitors (IV).</p> <p><b>Going forward:</b></p> <p>The IV provision is currently commissioned jointly with other West Midlands Authorities, and is undergoing a tendering exercise in preparation for the contract with the current provider ending in March 2018</p>
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## THEME TWO: QUALITY AND EFFECTIVENESS OF FRONT LINE PRACTICE

2.1	<b>Support improved outcomes for children and young people by making sure that plans contain clear details, actions and timescales and are informed by timely assessments that contain clear analysis. (OFSTED REC.4)</b>	<p>'Strengthening practice' training in assessment and planning was commissioned and delivered to practitioners.</p> <p>In addition, a 'Frontline' consultant social worker has been appointed, and as well as supervising our 4 new 'Frontline' practitioners she will be refreshing and reinvigorating the case management 'pods'.</p> <p>In addition, 2 clinical consultant social worker posts have been established to support teams to progress systemic working.</p>	<p>Although file audit activity since April 2017 identified an improving picture, particularly regarding the quality of assessments, there is more to do around quality of plans. Going forward:</p> <p>The QA Framework has been developed and published alongside practice standards and principles, and the case audit system has been overhauled to enable more audits to be undertaken directly with social workers in preparation for new Ofsted inspection framework (ILACS). This followed a workshop on case tracking delivered to team managers and SDMs by our Ofsted Regional Lead Inspector.</p> <p>A major piece of work will be undertaken to improve document templates which will support improvements in the quality of assessments and plans.</p>
2.2	<b>Ensure that an appropriate range of agencies are engaged and share information within child protection strategy discussions. (OFSTED REC.5)</b>	<p>Family Connect have re-negotiated with health colleagues in order to promote more consistent attendance. Police already have consistent attendance. This had led to some improvements but there are still some issues re. consistency of attendance by health due to capacity issues within their services.</p> <p>CPFS were having difficulty to securing consistent health attendance at strategy meetings and negotiated with health in order to be able to use the health</p>	<p>In Family Connect 69% of strategy meetings April – December 2017 had at least three agencies in attendance against a target of 80% Performance in CPFS was 34%. However arrangements with health staff in Family Connect enabled a significant improvement in</p>

		<p>representatives within Family Connect for strategy meetings in CPFS.</p> <p>If issues continue then this will be raised with TWSCB.</p>	<p>December 2017, where performance in CPFS was 69%</p>
2.3	<p><b>Strengthen and speed up permanence planning for those children and young people who achieve permanence through routes other than adoption. (OFSTED REC.10)</b></p>	<p>A considerable amount of work has been completed to improve in this area and reduce delay in children and young people achieving permanence.</p> <p>A refreshed permanence strategy was agreed and briefed out to staff. In addition, a permanence panel meets regularly to monitor progress on permanence planning and ratify plans, to reduce drift and ensure all children and young people have a permanence plan (including twin track plans) by their second CiC review.</p> <p>The Fostering strategy has been updated to include an increase in focus on long term placements to achieve permanence.</p> <p>Developments are underway in the implementation of an innovative North Midlands Regional Adoption and Permanency Partnership with Stoke, Staffordshire and Shropshire.</p>	<p>At the end of July 97.5% of children in care had a permanence plan (including twin track) in place by their second CiC Review. This is an improving picture and reflects the work completed by the permanence panel in improving oversight of permanence planning.</p>
<p><b>THEME THREE: OUTCOMES FOR CHILDREN AND YOUNG PEOPLE IN SPECIFIC CIRCUMSTANCES</b></p>			
3.1	<p><b>Improve work to identify children and young people who are privately fostered and assess their welfare, so that arrangements are fit for purpose and compliant with statutory guidance. (OFSTED REC.6)</b></p>	<p>Major improvements have been made in the arrangements for privately fostered children. A project team was set up to improve management arrangements and oversee the improvement requirements, and a part time lead officer identified to monitor the implementation of the project plan.</p> <p>A range of awareness raising activities have been delivered with members of the public, partner agencies and internal staff, and publicity materials have been refreshed and disseminated.</p> <p>Additional support is being provided to Private Foster carers, children and young people in those arrangements.</p>	<p>We currently have 9 privately fostered (PF) children and young people</p> <p>Between April and December 2017:</p> <ul style="list-style-type: none"> <li>➤ We had 18 PF notifications</li> <li>➤ 100% initial PF visits were in timescale</li> <li>➤ 93% stat PF visits were in timescale</li> <li>➤ 67% PF assessments in timescale</li> </ul>

		A Private Fostering monthly subgroup is in place chaired by the SDM for CIC & Fostering to ensure closer management oversight in relation to awareness raising, training, assessments, visits, support and discussion of permanence.	
3.2	<b>Ensure that return home interviews for children and young people who have been missing from home or care are all carried out in a timely manner. (OFSTED REC.7)</b>	<p>A review of arrangements regarding children and young people who go missing was completed at the beginning of this year and a number of improvements have been implemented. This includes system improvements so that practitioners receive alerts when children and young people on their caseload go missing or are found, and team managers receive alerts if return home interviews are not completed. Staff briefings and managers learning meetings were used to raise awareness of responsibilities to undertake and record return home interviews.</p> <p>In order to improve the quality of service to young people who are not currently open to children's services, a part time post was created with responsibility for completing and recording return home interviews, particularly for those young people thought to be at risk of CSE,</p>	<p>All children who have been missing are offered a RHI where appropriate for their individual situation. Although this shows improvement over the previous year, there is further improvement to be made, particularly around timeliness of RHIs.</p> <p><b>Going forward:</b> The service offered by early help in undertaking RHIs where there is no open involvement has been successful, and will be extended to cover all missing episodes. This will help achieve timescales as well as offering greater independence.</p>
3.3	<b>Strengthen arrangements for supported and supervised contact, so that children looked after do not experience the cancellation of contact sessions due to a lack of resources.</b>	<p>Although the contact team was fully staffed, the consistency of the service was compromised by fluctuating demand due to rising numbers of children in care and levels of contact in care plans. Investment was made to increase the capacity of the team by one full time post and recruit additional contact workers.</p> <p>A system was also set up to monitor the reason for contact being cancelled. This is being further developed within our 'protocol' recording system.</p>	<p>In the period April – December 2017:</p> <ul style="list-style-type: none"> <li>➤ 9% of contact sessions which were cancelled were cancelled for service reasons (staff illness etc)</li> </ul> <p>We have a nil target for this so it is still an area for improvement.</p> <p><b>Going forward:</b></p>



	<b>(OFSTED REC.8)</b>	In addition, contact was moved from an office building to a dedicated contact centre and feedback from parents has been positive.	The contact team was restructured to enable higher levels of cover at peak times (such as after school), and to provide a service at weekends
3.4	<b>Increase the availability of suitable housing, including emergency accommodation, for homeless 16- and 17-year-olds and care leavers. (OFSTED REC.9)</b>	<p>Work is ongoing to review and strengthen the sufficiency strategy to increase the range of accommodation available for 16-18 year olds and care leavers. A pilot project (established between the Council's Housing, Children's social care and <i>My Options</i> teams) commenced in June 2017 to provide 24/7 support to young people aged 16 to 24 years old who are vulnerable homeless or care leavers who live in the council's temporary accommodation at Dodmoor Grange. The Council's <i>My Options</i> team provides the 24/7 housing support. This pilot project was initially to run for 12 months and due to the successful outcomes achieved for young people using the service, it has been recently agreed that the project can continue.</p> <p>It is recognised that accommodation in unsupported Houses of Multiple Occupancy (HMOs) is not appropriate for many young people, and we have appointed an accommodation officer who is able to work with staff and young people to explore all other options before one of these are used. We have also ensured that care leavers are able to utilise the same day referral scheme to access supported accommodation which is reducing the need to use unsupported HMO's in an emergency.</p>	<p>In the period April – December 2017</p> <ul style="list-style-type: none"> <li>➤ no care leavers were recorded as homeless on 'in touch' records</li> <li>➤ 1 care leaver was placed in in Bed &amp; Breakfast by housing dept. for 3 days</li> </ul>