Notice of Children’s Services Overview and Scrutiny Panel Meeting

Thursday 1 February 2018 at 6.00pm
HMS Phoebe Committee Room, Town Hall, Bournemouth

Panel Members:
Councillor Christopher Wakefield– Chair
Councillor Susan Phillips – Vice-Chair
Councillor Simon Bull
Councillor Malcolm Davies
Councillor Bobbie Dove
Councillor Cheryl Johnson
Councillor Stephen MacLoughlin
Councillor Don McQueen
Councillor Rae Stollard

Non-elected voting Members:
Mrs P Marchiori-White – Roman Catholic Diocesan Board
Mr A Hogg – Church of England Diocesan Board

Parent Governor Members:
Brett Milner – Primary Phase
Vacancy – Secondary Phase

All Members of the panel are summoned to attend this meeting to consider the items of business set out on the agenda at page 3 below.

The Public, press and any Councillor are welcome to attend this meeting.

For further information, please contact: Claire Johnston, Legal and Democratic, Town Hall, Bourne Avenue, Bournemouth BH2 6DY.
Tel: 01202 454627
E-Mail: claire.johnston@bournemouth.gov.uk

All Members of the Panel are summoned to attend a Pre-Panel information session on the Transitions Plan. This will begin at 5.15pm before the meeting in the HMS Phoebe Committee Room.

All Members of the Council are invited to attended – in particular Members of the Health and Adult Social Care Overview and Scrutiny Panel.
Public Involvement

The Children’s Services Overview and Scrutiny Panel welcomes members of the public to contribute to the meeting

1. by asking to speak on an agenda item or a community issue as a ‘Deputation’; or

2. by asking a public question - any member of the public whose name appears on the Electoral Roll for Bournemouth - which includes a person under the age of 16 years living in Bournemouth and who is escorted by a qualifying adult; or

3. by presenting a petition in relation to items on the agenda.

A request to speak as a deputation, ask a question or present a petition must be sent in writing or email to claire.johnston@bournemouth.gov.uk at the address shown above by no later than 6.00pm on Wednesday 31 January 2018.

A loop system for hearing impairment is provided in the meeting room. There is disabled access to the building.

Councillors and visitors with particular needs should inform the Council before arriving at the meeting.

This agenda together with records of decisions and reports are available on the Council’s web site at http://www.bournemouth.gov.uk

A copy of this document may be available on request in alternative formats.

For information on translating documents into another language visit the Council’s website: http://www.bournemouth.gov.uk/Accessibility.aspx

Audio Recording and Filming:

This meeting may be audio recorded by the Council for subsequent publication on the Council’s website. Anyone may audio record, film, take photographs and/or use social media such as tweeting and blogging when this meeting is open to the public. Anyone wishing to record this meeting in anyway must do so in accordance with Council Procedure Rule 108 and the Council’s protocol for filming and audio recording at public meetings and the Public Notice on Filming and Recording Meetings which can be found using the following link:

Agenda

Items to be considered while the meeting is open to the public

1. **Apologies**

2. **Substitute Members**
   
   The Democratic Services Officer will report on any changes in the membership of the Panel under Procedure Rule 89.

3. **Declarations of Interest**
   
   Members are asked to declare in accordance with Procedure Rule 5:
   
   a. any disclosable pecuniary interests in any item under consideration at the meeting as required by the Localism Act 2011;
   
   b. any memberships of outside bodies where such membership involves a position of control or significant influence on the organisation concerned;

   Members are also asked to state fully the nature of the interest(s). If any member has a query on any particular matter, please contact the Deputy Head of Democracy in advance of the meeting.

4. **Confirmation of Minutes**
   
   To agree the minutes of the meeting held on 16 November 2017 available at the following link:


   and to review the action points circulated at ‘4’.

5. **Public items**

   **6:00pm – 6:05pm**

   a. **Public Questions**

   The Democratic Services Officer will report on any public questions received by the notice deadline.

   b. **Deputations**

   The Democratic Services Officer will report on any deputation requests received by the notice deadline.

   c. **Petitions**

   The Democratic Services Officer will report on any petitions received by the notice deadline.
NOTE: Timings are approximate and subsequent agenda items may run later than scheduled depending on the number of public items received.

6. **Information circulated between meetings** 6:05pm – 6:15pm

The following items were circulated by email to members for information since the last meeting of the panel. The reports are available on the Council website.

   a. Quarter 2 Performance Management Report and Children’s Social Care Quarter 3
   b. Annual Adoption Report

A copy of any questions raised by members and corresponding answers in relation to these are to be circulated at ‘6’.

Members will be asked to confirm whether further scrutiny is required on these items and the agreed method for this to take place.

**To be presented by:** Democratic Services Officer, Legal and Democratic.

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**NOTE FOR MEMBERS OF THE PANEL**

In the interests of a full debate, Members are asked to consider the following reports and supply any questions for Officers in advance of the meeting. Please send questions to Claire Johnston by Wednesday 31 January 2018 using the details provided in this agenda.

If Members have any other queries relating to the items on the agenda please contact Claire Johnston, Democratic and Overview and Scrutiny Officer.

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7. **Moving into Adulthood, Children’s and Adult’s Social Care proposed solutions for the Council’s Transitions Service** 6:15pm – 6:45pm

For the Panel to scrutinise the Transitions Plan for the Council circulated at ‘7’.

**To be presented by:** Penny Lodwick, Service Manager, Children Young People and Families Services

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8. **Corporate Parenting Panel Verbal Update** 6:45pm – 6:55pm

For the Panel to consider a verbal update from the Chair of the Corporate Parenting Panel.
9. **Bournemouth Young Carers Project update**  

For the Panel to consider an update circulated at ‘9’ on the expected actions for the Service following the update which was considered by the Panel at its meeting in September.

**To be presented by:** Jo Fry, Integrated Youth Services Manager

10. **Summary of learning from recent pilot short OFSTED inspection of MASH and ADCS Peer Review of Children Subject to Neglect Services**

For the Panel to consider a report which provides a review of the recent pilot inspection on the Multi-Agency Safeguarding Hub and the Association of Directors of Children’s Services peer review.

**To be presented by:** Sue Ross, Director Adults and Children

11. **Forward Plan**

To consider the forward plan of the panel with a view to agreeing priorities and confirming dates for forthcoming items. Circulated at ‘11’.

12. **Any other business**

To consider any other business of which prior notice has been received and by special circumstances, which shall be specified in the minutes, the Chair is of the opinion that the items should be considered as a matter of urgency.

**FUTURE MEETINGS**

15 March 2018, 18:00

10 May 2018, 18:00
**Action Sheet - Children’s Services Overview and Scrutiny Panel**

**Recommendation:**

1. That the Panel consider and update the action points as appropriate

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<tr>
<th>Minute number</th>
<th>Item and Relevant Officer</th>
<th>Action*</th>
<th>Outcome and Benefit</th>
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<td>*Items remain until action completed.</td>
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**Actions arising from Panel Meeting: 18 October 2017**

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<th>Minute number</th>
<th>Item and Relevant Officer</th>
<th>Action</th>
<th>Outcome and Benefit</th>
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| 66            | High Needs Budget 2017/18 and 2018/19  
Neil Goddard, Service Director Community Learning and Commissioning | That the Panel supports the approach to the proposed actions detailed in the report with regards to the High Needs Block of the Dedicated Schools Grant for 2017/18 and 2018/19 and that the Panel supports officers in their representations to that effect to the Schools Forum. | The Schools Forum met on 20 October. |
|               |                           | That Cabinet be notified of the Panel’s resolution with regards to the High Needs Block of the Dedicated Schools Grant for 2017/18 and 2018/19. | The Cabinet received the notification of the Panel’s recommendation at its meeting on 8 November 2017. |
| 67            | Talk It Out Service  
Sue Ross, Director Adults and Children/ Councillor Nicola Greene, Cabinet | The Panel supported a combination of options A and C as outlined in the report and asked the Cabinet Portfolio Holder and Director Adults and Children to take the issue through the Corporate Parenting Panel and CLICK Members. | This issue will be taken to the Corporate Parenting Panel meeting scheduled for 29 November 2017. |
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<td>Member for Education and Children’s Services</td>
<td>That a report be brought back to the Panel in the early part of the 2018 on the outcome and how the service could be carried forward in future.</td>
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| 68b           | Offending by Children In Care  
David Webb, Youth Offending Service Manager | That the Panel continue to monitor offending rates among children in care through annual reports. | That the Panel have the opportunity to monitor and review offending rates for this group of young people for whom the Council is a Corporate Parent. |
| 69            | Children’s Services Self-Assessment Programme  
Sue Ross, Director Adults and Children | That a report be brought back to the Panel in 3-4 months (approximately March). | To update the Panel and for the Panel to be assured of detail to evidence that the service was fully compliant |

**Actions arising from Panel Meeting: 14 September 2017**

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<th>Item and Relevant Officer</th>
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<th>Outcome and Benefit</th>
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| 54            | Young Carers Support Service  
Jo Fry, Youth Services Manager | That a more in-depth report be brought to the Panel meeting in January. | To update the Panel on the ongoing work of the Service and inform it of the outcome of future actions previously outlined |
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<th>Action*</th>
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| **55** | Transitions Plan  
Sue Hall, Child Health and Disabilities Team | That a paper be brought back to the Panel in order to feedback to the Panel on the completed service. | To assure the Panel that the proposed work has taken place and that the completed service is fit for purpose. |

**Actions arising from Panel Meeting: 20 July 2017**

| 41 | Task and Finish Group  
- Support Services for Children and Young People who are being or have been Bullied  
Terry Husher - Participation Youth Worker | That the format and language of the report be refreshed in conjunction with the Bournemouth Youth Committee and that the original report and the refreshed report be sent out to all Bournemouth schools. | To make schools and young people aware of the changes to support services.  
That the original survey be conducted again in approximately 12 months time. | To collect data on current views and attitudes to evaluate any changes since the Task and Finish Group. |

| 43 | Special Educational Needs and Disabilities (Send) Transport Policy  
Phil Saint, Principal SEND Officer / David Harrop - Passenger Transport Unit Manager | That an update report come back to the Panel in approximately 12 months and a report come back to the Panel on the plans for post 16 SEND transport. | For the Panel to be informed of any further developments for SEND transport and the impact on its budget. To review the proposed changes to post-16 travel. |

<p>| 45 | Annual Report on the Outcomes of the | That further information on the status of the three children referred to in the report on | For information - to satisfy that statutory requirements are met |</p>
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<td>Bournemouth Adoption Service - LAC / Care Leavers Service Manager / Cabinet Member for Children’s Services</td>
<td>early permanence placements be provided to the Panel.</td>
<td>In order to investigate possible avenues to develop learning opportunities.</td>
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<td>Write to the Local Government Association regarding opportunities created by the advent of Regional Adoption agencies to learn from placement breakdowns.</td>
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**Actions arising from Panel Meeting: 15 June 2017**

| 28 | Ambitions Plan | That a report be brought back to the Panel on the self-assessment in January 2018 | In order for the Panel to review the whole approach and provide a rigorous review of its development. |
|    | Director Adults and Children | | |

| 31 | Milton House Update | That an opportunity for scrutiny of the business cases for the future of the building be scheduled for approximately 3 months’ time. | TBC - Item to be added to the work programme - October meeting. UPDATE: not ready to report in October will be added to a future meeting. |
|    | Service Manager Looked After Children and Care Leavers Services | | |

**Actions arising from Panel Meeting: 16 March 2017**

<p>| 18 | Educational Attainment | To outline the priorities for the improvement of key stage 4 outcomes during the secondary phase within future reports of educational | TBC |</p>
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<td>Service Director, Children and Young People</td>
<td>attainment (see Appendix 2 of the report on 16 March 2017).</td>
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<td><strong>Actions arising from Panel Meeting:</strong></td>
<td><strong>18 January 2017</strong></td>
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<td>7</td>
<td><strong>Special Educational Needs and Disabilities (SEND) Strategy</strong></td>
<td>For the Panel to determine when and how it would like to receive an annual performance report on the SEND Strategy.</td>
<td>To assure the Panel that the SEND Strategy is meeting local needs. The item is on the Panel’s work programme and will be scheduled for early in 2018.</td>
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<td>Panel Members of the Children’s Services Panel</td>
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<td><strong>Actions arising from Panel Meeting:</strong></td>
<td><strong>15 September 2016</strong></td>
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<td>56 (c)</td>
<td><strong>Emotional Health and Wellbeing Strategy Update</strong></td>
<td>To circulate a report on the Emotional Health and Wellbeing Strategy to Members in advance of it coming to the Panel.</td>
<td>Outcome TBC. The report is due to be considered by the Panel in November 2017.</td>
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<td></td>
<td>Service Director, Community Learning and Commissioning</td>
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# Children’s Services Overview and Scrutiny Panel

<table>
<thead>
<tr>
<th>Report Subject</th>
<th>Moving into Adulthood, Children’s and Adult’s Social Care proposed solutions for the Council’s Transitions Service</th>
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<tbody>
<tr>
<td>Meeting date</td>
<td>1\textsuperscript{st} February 2018</td>
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<tr>
<td>Cabinet Portfolio</td>
<td>Councillor Nicola Greene, Education and Children’s Services and Deputy Leader of the Council.</td>
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<tr>
<td>Corporate Lead</td>
<td>Sue Ross, Director Adults and Children</td>
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<tr>
<td>Service Director</td>
<td>Jean Imray, Service Director - Children</td>
</tr>
<tr>
<td>Status</td>
<td>Public</td>
</tr>
<tr>
<td>Report authors</td>
<td>Sue Hall, Interim Child Health and Disability Team Manager  ☏ 01202 458096  ✉ <a href="mailto:sue.hall@bournemouth.gov.uk">sue.hall@bournemouth.gov.uk</a></td>
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<td>Elizabeth Murray, Adult’s Social Care, Service Development Project officer.  ☏ 01202 454892  ✉ <a href="mailto:elizabeth.murray@bournemouth.gov.uk">elizabeth.murray@bournemouth.gov.uk</a></td>
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<tr>
<td>Report summary</td>
<td>This is a report on the current Transitions Service within Bournemouth Borough Council Adult’s and Children’s Services. It looks at the current issues and gives three models as options for improving the Service.</td>
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</table>
| Recommendations | **It is recommended that the Panel**  
1. Scrutinise the options for alternatives to the current Transition model  
2. Make recommendations for amendments as appropriate |
| Reasons for recommendations | The recommendations meet legislative and regulatory requirements of the Care Act 2014, the Children’s and Families Act 2014 and the Special Educational Needs and Disability Reforms 2014, for the transition of children and young people from Children’s to Adult’s Services. |
They will improve the Transitions Service, enhancing the experience for young people and their families and will enable better budget forecasting and outcomes for young people.

**Background detail**

1. The Children and Families Act came into force in April 2014 as part of the SEND reforms and placed new duties on the local authorities in relation to Transition Services, Commissioning and supporting young people into adulthood up to the age of 25.

2. Children & Young People’s Services together with Adult Services have been working to develop the Transition Service in Bournemouth Borough Council in light of these reforms. We believe that all young people should be at the heart of our services, have a voice and be supported through transition at a time that is right for them between 16 and 25 years of age. The Local Authority wants to enable young peoples’ aspirations to be reflected in positive outcomes, lifelong development and independence. To achieve this there needs to be a review of current practice.

3. Discussions have taken place with colleagues in the Borough of with intention of ensuring that plans and developments are aligned across the two authorities.

**Current Position**

4. Currently, the Transition Service straddles Children’s and Adult’s Services with two transition social workers sitting within the Child Health and Disability Team – CHAD - and one within the Adults Learning Disability Team - LD, supported by a Care Manager.

5. Managers from Adults LD Team and CHAD provide joint supervision to the Transitions workers to ensure that decisions are consistent across both services and that the correct processes and procedures are followed in both Children’s and Adult’s Services.

6. Young people already known to Children’s Social Care are supported via the CHAD social workers, new referrals for young people aged 18 not known to the service are allocated to the transition worker based in the Adult LD Team.

7. All referrals are made through Care Direct, the adults one stop contact for services, and are allocated by the Practice Manager in discussion with the CHAD Team Manager.

8. Current practice is that these young people are allocated between the ages of 17.5 years and 18 years or over. This has largely been due to capacity within the service
and it is recognised that good practice should be that information is shared at 14 and a worker allocated at 16.

Consultation

9. Consultation with Service users and other stakeholders has been undertaken in the following ways:

a. Parent Carer Transitions Conference undertaken in February 2016 by Helen Holland, Adult Social Care Policy and Service Development Officer

b. A number of the Transitions Service core stakeholder group members attended the Parent Carer Forum event and spoke with clients, carers and care providers about their current and recent experiences of the Transitions Service in Bournemouth.

c. DOTS Disability and Chatterboxes Events, May - July 2016. DOTS Disability is a local community interest company led by disabled people, older people and carers. The Chatterboxes is a youth action project run by disabled young people from Bournemouth, Poole and Dorset, aged 13-25 years old, whose aim is to enable young disabled people to have their voice heard, feel safe and engaged in their community and raise awareness of disabilities with the aspiration of having a community, which is equal to all.

d. The Chatterboxes undertook consultation work on behalf of Bournemouth Borough Council to get views about the Transitions Service from young people. The findings from the work can be found in the DOTS report: ‘Like falling off a cliff edge’ - a focus group with young people on the Bournemouth Borough Council Transitions policy and DOTS Transitions Consultation 2 Feedback Meeting with The Chatterboxes. Copies of these reports can be requested from Elizabeth Murray.

e. A questionnaire was undertaken in 2016 by Helen Holland, ASC, Policy and Service Development Officer. This questionnaire was made available on the Consultation pages of Bournemouth Borough Council’s Website from 24th February 2016 – 31st March 2016. Paper copies were also available at the Parent Carer conference, from Bournemouth People First, Healthwatch, at the joint Community Team for People with Learning Disabilities and by request from all Stakeholder staff, who were sent copies.

10. Findings from all the consultations can be seen in Appendix 1.
Options

11. Three Service model options have been developed from discussions and investigation of these findings and experiences.

12. **Option 1** - The structure and service delivery model of separate teams remains unchanged. Changes to current procedures to improve service provision and effectiveness would be recommended to make this model more sustainable.

   Context and rationale:
   
   a. The model benefits from causing the least disruption and minimal retraining or reconfiguration time. Implementation would not be necessary as the current delivery model and staffing structure would remain as is. It also removes the uncertainty of change.

   Conflicting Evidence:
   
   b. Currently, we are not compliant with legislation and guidance, leaving us vulnerable to legal challenge, poor inspection outcomes and less than satisfactory outcomes for the young people that we support. This model remains a high risk for Bournemouth Borough Council.

13. **Option 2** - Create one multi-agency team, which would include the current Transitions Service workers from Adult’s and Children’s services, as well as staff from Mental Health, SEND, CHAD and Education working together as one transitions function.

   Context and rationale:
   
   a. This model most closely meets the legislative aim to co-work between different agencies. It allows easy communication and knowledge sharing of children and young people.

   Conflicting Evidence:
   
   b. The management of this structure would be complex as it would either require one manager who has knowledge of all partners, including professional registrations and bodies; or staff being managed by a manager that is removed from the transitions process. Besides this, workers from the multi-agency teams may not have the number of transitions cases to fill a full-time post within the Transitions Service and thus these posts would be difficult to fill or get buy in from other agencies.

14. **Option 3** - Combine the current Adult’s and Children’s transitions workers into one ‘Moving into Adulthood Team’. This model includes being able to ensure that partners for Mental Health, SEND, CHAD and Education, who are expert in ‘Moving
into Adulthood’ in their respective areas, attending the multi-agency partnership meeting. The Management structure would ensure good practice and stability of the service.

Context and rationale:

a. This is the preferred option as it gives the advantage of improved communication and knowledge sharing, utilises resources more efficiently and enables forward planning of services and development resources. It also enables seamless service for young people, ensuring that there is no ‘cliff edge’ - as commented in the DOTS Report - and supports change at the right time for the young person and their families.

Conflicting Evidence:

b. There would still be an element of change that could be unsettling for staff members, as well as an accommodation move that some staff might not be happy with.

15. For all options the following work should be undertaken as a minimum to improve service and to meet legislation:

a. Redesign and review of the Transitions Operational Group meetings and members to reflect the operational needs of the service, cases discussed and decision outcomes
b. Redesign of information for families, given in preparation for Transition and on the Bournemouth Borough Council website of the Council’s Local Offer
c. Transitions workers serving the 16-25 age bracket, this is currently split
d. Assurance that the new IT system meets the required compliance and is able to support data collection and financial accountability
e. Local Government Restructure is taken into consideration.

16. With the Panel’s agreement work will progress to implement Option 3.

Summary of finance and resourcing implications

17. Many of the recommendations can be taken forward now and are largely cost-neutral, in the sense that the resource required to implement them is largely the time of officers with strategic responsibilities for the Transitions Service.

18. Commissioning responsibilities - Currently, a joint Bournemouth and Poole Council Commissioning project is being undertaken to evaluate services and to increase service providers. Examples of the issues being addressed include:

a. Bournemouth and Poole Adult Care and Support Framework tender later in 2018, which will include options for providers to commence working with
young people prior to 16 - 18 years plus - to provide better transition into Adult Services.

b. Short breaks review – looking at needs of young people approaching 18 with flexibility to access adult short breaks as part of moving into this service.

19. Information Technology - Children’s and Adult’s services both operate on the same electronic records system, RAISE, however the systems do not ‘speak’ to each other and this leads to duplication of work. Mosaic is a case management and finance system that has been procured by the authority with a plan to go live in May 2018. The scope encompasses the core operational business areas for Adult’s & Children’s Social Care and will significantly alter the way these services operate. It will enable greater flexibility and joined up processes, which will significantly reduce duplication and streamline workflow. Although not yet implemented, the current timetable should see that many of the current issues in the transition process are resolved as part of this project. Both Children and Adult transition staff are being consulted during the system build to ensure that practitioner participation and best practice guidance are employed.

20. Accommodation - Currently, the Transitions workers are split between Bournemouth Town Hall and Hillcrest at Slades Farm. The team should sit together. There should not be a cost associated with this as the team can be accommodated in one of the sites or in another Council building i.e. new premises would not be required.

21. High-Needs Review - A review of ‘high-needs’ services has recently been undertaken by ISOS Partnership on behalf of Bournemouth and Poole Councils. They recommend the strengthening of the transitions process and the development of the Local Offer. It is thought that there may be budget capacity within this project to assist with the proposed changes for ‘Moving into Adulthood’.

Summary of legal implications

22. The Children and Families Act 2014, The Care Act 2014 and the Special Educational Needs and Disability – SEND - Strategy 2014 affect children and young people aged 16-25 and should be considered together to ensure a smooth transition from Children’s to Adult’s services. The Care Act highlights the importance of prevention and reducing needs and puts people in control of their care and support needs. It has increased the duties of the Local Authority to support carers putting them on a par with those that they care for. The local authority has a duty to assess young people receiving care approaching 18 and their carers. The Children and Families Act and SEND Strategy puts an emphasis on a co-production model and ensuring that person centred approaches are used to voice the views, feelings and wishes of the young person and parent/carer. Young people and their parents must be fully involved and there is a strong focus on challenging aspirations and outcomes, ensuring that young people are supported to make decisions for themselves.
Summary of Human Resources implications

23. Team structure - To ensure a seamless and client focused transitions process, it is recommended that the ‘Moving into Adulthood Team’ is structured as follows:

24. This structure is achievable with current resources except for the Administrator post, which would be a new post. The predicted grade for this post is 4, thus the salary cost of £17,772 per annum.

25. The opportunity to include a Leaving Care/Personal Advisor as part of the ‘Moving into Adulthood Team’ will also be considered.

26. There are currently 66 children and young people under the Transitions Service, which is made up of:

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<th>Age</th>
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27. There are currently 384 18-25 year olds under the care of Adult Social Care and 165 under the care of Children’s Services, it is not known how many of these may need to use the Transitions Service. Also, there are 189 16-17 year olds that might also need to use the service. It is recommended that more data analysis is undertaken prior to restructuring the team, to ensure that the staffing requirements meet the needs of the service delivery.

28. Brokerage - The Access to Resources Team operate a brokerage function in Children’s services. Adult’s brokering has recently allocated a Brokerage Officer purely responsible for Learning Disability. Currently, the two teams work separately, so joint commissioning and contract arrangements would improve services and outcomes for the client, plus aid the seamless transition from Children’s to Adult’s care.
Summary of environmental impact

29. An environmental impact checklist has been completed and there were no issues arising.

Summary of equalities and diversity impact

30. The Bournemouth Transition Service currently follows all the guidelines to ensure that the service is equal to all. An Equality Impact Needs Assessment will be completed once the model has been agreed.

Summary of risk assessment

31. We are not compliant with current legislation and guidance, leaving us vulnerable to legal challenge, poor inspection outcomes and less than satisfactory outcomes for the young people that we support.

32. Staff could become unsettled and the current service could become unstable without adequate change management. In the long term, young people and families are not currently supported in a timely manner.

Background papers

33. References:
   a. The preparing for adulthood review- A toolkit for practitioners. CDC.
   d. Like falling off a cliff edge – Disability Consultation and Advisory Service and chatterboxes. 2016
   e. Bournemouth Transitions Survey – Helen Holland.
   f. https://www.nice.org.uk/guidance/qs140/chapter/quality-statements
   g. https://www.nice.org.uk/guidance/ng43
Appendix 1

What do you think of the Transitions Service?

This survey was carried out to establish what service users and their supporters think about the Transitions Service. The Transitions Service helps young people with learning disabilities aged 14-25 to make the change from childhood to adulthood and to deal with the change in support services that go with it. Twenty-five responses were received to the survey.

The survey was in easy read format and was primarily aimed at the service users themselves. There was also the opportunity for supporters / carers of service users to complete some sections of the survey and it would appear that some service providers have also responded. This mix of respondents makes analysis of the open questions difficult as it is not always clear in what capacity someone is responding. However there were eight closed questions which related directly to the service users themselves and these typically received between 15 and 18 responses. The responses to these questions are shown below.

![Bar chart showing responses]

How do you feel when something changes?

- 0: 1
- 1: 4
- 4: 10
- 3: 3

Do you get good information about what is happening?

- 5: 8
- 0: 4
- 4: 1

9
How well do we listen to you?

Are you involved in decisions about school and college?

How do you feel about the help you have with your health?
How do you feel about the help you have from your social worker?

How do you feel when your social worker changes?

Do you have support to understand paperwork, like your EHCP or your Care & Support Plan?
Comments
The responses to the open questions are listed below.

What support might you need during your Transition?

Social Care, Nursing, Physio, OT and Speech & language therapy

My most important support at this stage is to discover my preferences and needs and place me in the right place for my personality.

As a parent, clear information about the agencies involved, which agencies can do what and clear signposting when it is not a social services or education service - plus help about other things that you might need to consider, eg council tax exemptions when your child becomes an adult and has SEN.

YP aged between 14 and 25 will need emotional support, understanding of developmental changes going on, help with problem solving, decision making and planning ahead. YP will also need support around further education plans and future training/finding work.

The person will need stretching to the level they are at. They will need to be assured that their problems are being viewed and helped.

Clear information. One lead worker who can get to know the young person and to coordinate other parties. I don't feel a change of social worker at the time someone turns 18 is helpful or even logical.

Emotional support. Financial support.

Family support. Carers

Someone to tell me what to do, expect and when things happen. Help when changes happen.

Family

Information and awareness of what the community offers. Partnerships between different services within the area.

Advice on housing options. Advice and support on employment.

Advice and information

Information on groups. Work placements - opportunity to try different settings.

help - 1:1

Thoughtful, caring, tailored, sympathetic service. High integrity from service to ensure ****'s best interests are truly met. **** will need help to move forward positively for her future. Mum and Dad need help too. Co-ordinated communication and joined up thinking is key.

Work support and advice. Independent living - what's out there?

Support to make decisions about my future - where I will live, what I can do, realistic ideas about continued education, employment opportunities including supported employment opportunities. If I need to be supported by social care what will I be able to do on a daily basis.
Consistency of social worker. A 'Co-ordinator' who can ensure all parties work together.
Adequate handovers from children's social care so I don't have to repeat my story.

One to one support to increase ***'s skills and gain confidence. She enjoys nature, animals, swimming and horse riding.

How scary it is and how when all your memories are stuck in the past. That life get easy not harder more special college like the national star college but in Poole Bournemouth first aid skills as have cut my hand and a big thumb and my finger. People who u can go too talk too feel good have Mr tumble magazine that stand up. No the magazine bits are used cut and about in school college day centre net works. Feeling better communicate food drinks mental Health food drink toys dolls comics magazine body images sports hobbies life skills social skill. Health mine bus holiday friendship house home support group. Peer group.

Is there anything else you'd like to say about the help you have had?

(Note that we have included comments here that were written elsewhere on the form, with the relevant question number where appropriate)

My mother is not well informed. Social Services do not ask me what I want for my future.

Good connections with the school/6th form college help a lot

Very little information passed from one county (Surrey) to another (Bournemouth).

Q2: I hate it. It's hard. It makes me confused

Q2: Confused Q7 & Q8. No social worker

Q2: Vulnerable, scared, unsettled Q4: Some staff are good but overall feel not listened to Q9: Carer support. Information not given in a way that I can understand

Q2: Up and down, some good, some not so good

Q2: OK but it would be helpful to have a central point to gather information

Early intervention and good planning is needed to ensure individual needs are met. Information and advice should be readily available. Need for the same worker all the way through transitions. Promotion of independence and options to become independent needed.

Like having choice.

The changes of SW are constant - a huge bone of contention, except that generally they are so unhelpful and threatening that you are relieved to have change. I have had to fight an irrational and adversarial 'system' all through ***'s childhood. I have had to fight to the detriment of my health to achieve appropriate levels of support for ***. I have suffered huge anxiety about dealing with social workers. It feels they are not working with you - more that they are government 'henchmen'. I fully believe the way we have been treated is in breach of social services civil service code of conduct. It is truly shocking how we have been treated and manipulated into conforming to their agenda - which always seems to out/ remove support or not give it at all. It's ALL about the money.

Not gone through transition yet so can't really comment.
There does not seem too much provision in Bournemouth for people with special needs. The college does not offer enough choice of subjects or support to enable people to learn what they want to learn. There is little if any training courses for special needs. There is little or no supported employment opportunities. We need a local 'Sheiling' and 'foxes' etc. There is no organisation that supports young people in the town to make decisions about the future. The IYS us for NEETS.

I think all services need to work much more closely. Carers and clients don't care whose budget / responsibility things are - they just want things done!

I have felt very unsupported at times. Fearful for *** and her family, because it affects us all. I have become wary due to past experiences. I have felt us all falling apart and totally overwhelmed. I have suffered anxiety and panic attacks.

As a supporter of someone who uses or may use the Transitions Service, what support might you need from the service?

Note that this question was not included on the paper survey, only online.

Better transitions of AHP needs from children's services to adult services. There are AHPs available in the adult LD teams who are desperate to help and get involved with transitions cases before they leave school, to enable a smooth transition to adult services, but this isn't happening. This means needs (such as physio) are not being met immediately following transition to adult services and referrals are only going into AHPs when subsequent issues arise (e.g. deterioration in mobility, loss of range of movement, falls, etc.), which could be completely avoided if the referral was made in April, rather than September. The other difficulty in AHPs picking up referrals after the person has left school/collage is the difficulty in trying to gain information on previous therapy programmes - often the children's AHP has rotated away from that post and paperwork has been archived. This results in a very poor transition, which could be improved dramatically simply by an earlier referral.

There is little linking/handover between allied health profession services and hand over of communication skills. Ideally I would like to see people in transition coming across with descriptions of their communication skills and communication needs, e.g. in the form of communication passports or one page profiles. Otherwise we risk valuable information (often gathered from carers, teachers etc.) being lost forever and risk providing inadequate support.

More communication and interaction between Social Services, my son and me to avoid taking a decision against the interests of my son.

Clear information about the process and clear information about timetables.

Parents can share a child/YPs care and often the paperwork only allows for one parent/carer to be named as main carer when in fact both share the care and both need the same paperwork. My daughter's wishes and needs to be priority in all decision making.

I believe counties should be funded equally. During ***'s transition he went from £23,000 full package in Surrey to £14,000 full package in Dorset. We almost moved back because he had a better advantage in Surrey.

Information should be clear, readily available and easy to understand. One team to help for the whole period from 14 - 25 Less worker changes Better ways of sharing information Carer
feedback - unless I make a fuss nothing happens. Need to make lots of phone calls and chase people to make things happen Better information about finding out who to ask for what

From my time working in this sector I have found it very difficult as a provider to know where I can advertise my service. Even asking parents and carers they too have limited knowledge of where they can look for services.

Not sure

Please comment about your experience of the Transitions Service in the past year. What has worked well? What can be improved? Do you have any suggestions for how the service could work differently in the future

What works well: when referrals are made in enough time before the young person leaves school college (e.g. April), with enough time to visit them at school and have a full handover from their children’s AHP. What can be improved: the fact that we are receiving very few referrals for young people before they leave school/college. How could the service work differently: involve AHPs (OT, Physio, SALT) from both children’s and adult services in your TATOG meetings - or create a specific AHP TATOG?

more communication and interaction between Social Services, my son and I to avoid taking a decision against the interests of my son

To be honest, I’m not sure why there is a separate Transitions service - why not just have an assessment by Adult Social Care (which is what is happening anyway??)

Communication to both equally responsible parents caring for the YP.

Planned communication (strategic management) short, mid, long term vision and planning should be undertaken. Don’t allow situations to reach crisis point. This means service as not been effective; have “worst case” situation plans in place - contingency social care and support. Educational - empower for the future, giving enabling tools - spend to save. Good quality services in place to invest in disabled children. Big society - maximising potential.

A step by step guide 1 year to 18 months before transitions start for parents - “What to expect, where to get help and support, when to do things”

Good liaison between SEN and social care. Not enough provision generally for special needs. We need employers on board who are able to offer real work opportunities for people with SEN. Need a new ‘connexions’ type service.

I didn’t realise that there was a transition worker in Bournemouth. I was aware of the workers in Poole due to my previous work. I feel that a ‘transition’ group would be beneficial for carers / parents as well as professionals so we are all aware of what is available and how we can work together.

I should like to be able to trust that social workers will be truly on my side and to really work in my daughter ***’s best interests. I hate to feel I am battling life when all I want is my daughter’s happiness and security. She is so well understood at the Shelling school. I should like this to last, so *** will never lose her vibrance - that would be a tragedy.

Very good from
Two additional satisfaction questions were included on the online survey for supporters of Transitions clients. These were omitted from the paper survey and therefore the number of responses was very low (seven respondents). The results (counts) are shown below for information.

As a supporter of someone who uses the Transitions Service how would you rate the following?

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</tr>
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<td><strong>Bournemouth Young Carers Project update</strong></td>
<td></td>
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<td>----------------</td>
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<tr>
<td>Meeting date</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; February 2018</td>
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<tr>
<td>Cabinet Portfolio</td>
<td>Councillor Nicola Greene, Education and Children’s Services and Deputy Leader of the Council</td>
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| Corporate Lead | Sue Ross  
Director of Adults and Childrens Services |
| Service Director | Jean Imray  
Service Director – Childrens |
| Status         | Public                                    |
| Classification | For information                           |
| Key Decision   | No                                        |
| Impacts on Key Policy Framework | No |
| Report author  | Jo Fry  
Service Manager: Early Help – Young People  
☎ 01202 451701  
✉️ jo.fry@bournemouth.gov.uk |
A summary report of the re-introduction of Bournemouth Young Carers Project into Bournemouth Borough Council, noting key tasks undertaken and identifying potential areas of development. |
| **Recommendations** | |
| Reasons for recommendations | To ensure on-going development of Young Carers services. |
Background detail

1. Until April 2016 Bournemouth Borough commissioned out the provision of a Young Carers Service.

2. The decision was taken to bring the service in-house starting April 16. Although there was no issue with the quality of the work delivered within the contract, it had been recognised that the service was not meeting the statutory requirements introduced in 2014. It was felt that reviewing the service within the borough would allow for further development of joint-working across services, rather than relying on a commissioned contract which allowed little flexibility during development.

3. The service consisted of 1 FTE member of staff, located in Bournemouth Learning Centre and delivering across the borough.

4. Data received as part of the handover from the previous provider highlights that the project was aware of 263 young carers. At the time of writing the project are aware of 476 young carers in the area, with 68 of those receiving additional individual support due to the impact of their caring role and 415 of whom maintain contact with the project for crisis support and information/access to local support options.

Service Review

5. In order to confirm the borough is working within legislative requirement, the following key principles were applied and action taken where necessary:

6. Early identification of young carers is a key requirement in practice:

   a. The Project has focussed on encouraging schools to be part of Young Carers in School (a support package provided through the Carer’s Trust and The Children’s Society). Currently 25% of local schools are signed up to this, with one already achieving a bronze award.

7. Improved Assessment of families where there are young carers:

   a. The Young Carers Memorandum of Understanding (No Wrong Doors, 2015) was signed by Adult Social Care and CYPS in February 2017, outlining a commitment to carry out whole family assessments that include consideration of any Young Carers in the family and how to decrease the impact of them as a result of the family situation. More work is required to fully implement across services and practice.
b. The Project now ensures all families referred are offered an Early Help assessment if there is not already a family assessment in place.

c. All young people referred to the project are assessed from their perspective regarding their caring responsibilities and the impact of these upon them. Those that are experiencing high impact are offered more intensive support.

d. Access to the Project is now via the Early Help Hub. This ensures a multi-professional discussion before allocation to ensure a wider consideration of need and potential support networks prior to the Young Carers assessment.

8. Transition planning for Young Adult Carers (16+ years):

a. BDP workgroup in place. Debbie Hyde (Joint Bournemouth and Poole Carers Commissioner) has invited Bournemouth to be part of developing practice further. This additional work will challenge the capacity of the team.

b. All Young Carers of this age are also offered further support into services within Early Help for young people to ensure planning into adulthood. This includes considering the potential impact and necessary planning for any caring responsibilities that may be affected.

9. To achieve the developments above we:

a. Have introduced a second FT worker using a temporary funding stream.

b. Have contacted all families transferred over from the previous provider and offered re-assessment of the young carer, and an Early Help Assessment where there was no whole family assessment in place.

c. Focussed on raising schools’ awareness of identification of Young Carers and the need to put support in at school.

10. The impact of these changes has seen:

a. an increase in the identification and support needed for young carers.

b. an increase in the numbers of known Young Carers.

c. an increase in the number of Young Carers assessments required.

d. more intensive support of individual cases with significant need.
11. Challenges
   a. Ensuring all services make use of whole family assessment approaches by the supporting service that includes reference to any young people in the family home and the impact of the role they play.
   b. Resourcing the service beyond transition funding. Increased demand has been managed using transition funding.
   c. Increasing involvement in understanding the needs of young carers and providing support across the community. Currently this is measured through the Young Carers in School Award (11 schools achieved of working towards a Bronze award). There is not an offer for Young Carers in all schools.
   d. Closing the gap in provision out of school for children in Infant and Junior schools. Young people from year 7 can access 2 groups during the school term via Early Help (Young People); children aged 5-10 do not have a similar regular group.
   e. Recent BDP comparative statistics show that Bournemouth is recording significantly more cases of Young Carers than other areas. Initial research suggests this may be due to how authorities record a young carer, partly based on how they interpret the statutory definition of a Young Carer. As Authorities merge, a joint agreement of who qualifies as a Young Carer would ease the path.

Summary of risk assessment

12. Temporary transition funding has supported additional resource to ensure the service meets legislative requirements. A loss of resource will result in the service not being able to offer assessment and support options in its current way.

13. BDP interpretations of definitions do not appear to be in line with each other. This will have an impact when services join in coming months, when service changes may be sensitive. This may also be a reason for increased numbers of identified young carers in Bournemouth.

14. The consideration of a BDP agreed interpretation of the definition of a Young Carer would enable service to work alongside each other. It should be noted that a narrowing of this definition would have an impact on who the project could support, but incorporating other services could counteract some areas of impact. Definition of a Young Carer is as outlined below in legislation:

   a. The definition of a young carer is taken from section 96 of the Children and Families Act 2014; “...a person under 18 who
provides or intends to provide care for another person (of any age, except where that care is provided for payment, pursuant to a contract or as voluntary work). For the purposes of this Memorandum, this relates to care for any family member who is physically or mentally ill, frail elderly, disabled or misuses alcohol or substances. This memorandum also applies to young adult carers aged up to 25 and the transition from children’s services to adult care and support.

Background papers

No Wrong Doors Template (March 2015)

### Report Subject

**Summary of learning from recent pilot short OFSTED inspection of MASH and ADCS Peer Review of children subject to neglect services**

### Meeting date

Thursday, 01 February 2018

### Cabinet Portfolio

Councillor Nicola Greene, Education and Children’s Services and Deputy Leader of the Council

### Corporate Lead

Sue Ross, Director Adults and Children

### Service Director

Jean Imray, Service Director - Children

### Status

Public

### Report author

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### Report Summary

The report describes the findings of the pilot short inspection of MASH and the ADCS Peer Review by Plymouth of children suffering from neglect. It highlights the strengths and challenges and describes how these are being used to develop the children’s services and how the findings are being fed into the self-assessment work.

### Recommendations

**Reasons for recommendations**

### Background detail

**OFSTED – Targeted pilot two day ‘focussed visit’ inspection of MASH**

1. On the 1<sup>st</sup> and 2<sup>nd</sup> August 2017 Ofsted undertook a focused visit to inspect Bournemouth’s newly formed Multi-Agency Safeguarding Hub (MASH) service. Ofsted has canvassed support from all Local Authorities in the piloting of their new inspection framework and Bournemouth Borough Council extended an invite to Ofsted to inspect the MASH to assist in the development of Ofsted pilot inspections and provide a learning opportunity for the service and for the new two-day pilot inspection.
2. The inspection was therefore at the request of the Council and undertaken as such and not under Ofsted’s statutory compliance powers and did not therefore result in a judgement.

3. During the visit the Inspectors looked at the effectiveness of the Local Authorities arrangements for Contacts, Referrals and Assessments to ensure that children who need help receive the right help at the right time. The inspection visit specifically focused on:

   a. The impact of children’s and families’ wishes and feelings and experiences and how these are influencing all aspects of the work.
   b. The timeliness, effectiveness and appropriateness of information sharing among agencies. This includes ensuring that parental consent is given for enquiries to be made, except when the request for parental consent may result in a child suffering significant or further harm.
   c. The suitability of thresholds for intervention; that they accord with legislative requirements, are understood by partners, are consistently applied and are reviewed and updated regularly.
   d. The timeliness and effectiveness of the local authority’s response to referrals, including responses outside normal office hours.
   e. The proportionality of the help that children and families receive, checking that they are not routinely subject to child protection enquiries if these are not necessary.
   f. The thoroughness and timeliness of child protection enquiries and strategy discussions, and ensuring that they result in urgent action to protect children and young people.
   g. The effectiveness of performance monitoring, including the work of the managers in ensuring timeliness of decision-making and that children receive the right help at the right time within the local authority’s ‘front door’.
   h. The quality of management oversight and challenge within the MASH to improve the decision making and the provision of help to children and young people.

4. In advance of the visit and through the duration of the inspection Ofsted has access to a range of evidence, including electronic records and supervision files. A range of supplementary plans were submitted, including the Local Authority’s Ambitions Plan, previous Peer Review report and performance information. The inspectors spoke to staff including managers, social workers, police officers, health professionals and early help workers based in the Early Help Hub.

5. Following Ofsted’s visit the inspectors reported that children in need of help and protection who were referred to MASH benefitted from prompt multi agency strategy discussions, their needs were prioritised and they
were speedily transferred to the Assessment Team to undertake child protection enquiries when relevant.

6. Areas Ofsted flagged as a focus for us moving forward included caseload sizes in our Assessment Service and the impact this could have on the timeliness of assessment of risk and the general pace of change since Bournemouth’s last Ofsted inspection in 2014 and last Peer Review in 2015. They were concerned at the lack of a clear process for tracking cases which move from the assessment team into early help.

7. Specific areas of strength highlighted:

a. The establishment in April 2017 of a single site MASH in partnership with Poole and Dorset colleagues that included partners from Police and Health. Ofsted evidenced that this service works well together and shares information quickly.

b. There was effective joint working to protect children through collaboration with police in relation to Child Sexual Exploitation (CSE) and Missing children. The creation of dedicated CSE posts within the MASH was flagged as good practice.

c. Experienced managers and social workers were making timely decisions in the MASH in respect of threshold for social care service and safeguarding with consent to share sought from parents as a matter of course.

d. The inspectors highlighted good quality risk assessments within the MASH and consistent application of thresholds.

e. Staff in the newly formed Early Help Family Support Hub were felt to have a high level of understanding of threshold and knowledge of local resources and were proactive in ensuring partner engagement through the multi-agency allocation meetings.

f. Vulnerable pregnant women have access to specialist midwifery services and prompt multi agency strategy discussions are held to ensure timely transfer to the Assessment Team for further enquiries and assessment.

g. Inspectors commented very favourably on the clarity and performance of the manager of the MASH.

8. Specific areas for improvement highlighted:

a. They highlighted work was needed to ensure partner agencies are confident in assuming a lead professional role when cases are stepping down from social care into early help provision.

b. Performance Data within Early Help services is underdeveloped making it difficult to track timeliness of response to requests for support.

c. Although children who are subjects of Section 47 child protection enquires are visited weekly the visits can be undertaken by a duty social worker rather than the allocated social worker. This impacts on
the building of trusting relationships, the consistency for families and
the continuity of assessment. Ofsted recognised this arrangement
occurred when the volume of work was too high and there was a
combination of sick and/or other types of leave.

d. Caseloads in the Assessment Team were seen to be too high,
although the numbers of individual cases allocated to each social
worker were relatively low the impact of overseeing cases for absent
social workers increased the degree of strain in managing demand
and dealing with peaks in referral rates.

e. Temporary measures were in place to ease pressures due to
vacancies and absence. These measures were felt to be responsive
but not sustainable in the longer term.

f. Ofsted felt that the staffing pressures impacted on the timeliness of
some of the assessments and the availability of staff to families with
complex needs. Managers within the Assessment Pods were
supporting staff and filling duty gaps and it was felt this impacted on
their availability to fulfil managerial and supervisory duties.

g. Inspectors saw examples where children’s needs were unassessed,
leading to further incidents being reported.

h. The Pan Dorset, Out of Hours (OOHS) was flagged by Ofsted as
lacking children’s social care experienced staff. As such OOHS
recording and analysis was felt to be poor. The Inspectors were
aware of the Pan Dorset Review of OOHS and the decision to reshape
the service moving forward but they determined current
arrangements were unfit for purpose.

i. They were concerned about the lack of emergency placements for
children and young people out of hours and a lack of any specific
service to support children who have lived in homes where there was
domestic abuse.

j. Quality Assurance (QA) and performance management of MASH and
Assessment was raised by the inspectors as an area for
improvement. It was recognised that the recent reconfiguration of
the service to the Pod structure and the creation of MASH and Early
Help Hub had impacted on the timeliness of embedding our Audit
programme.

k. Finally, comment was made in relation to the time it has taken to
agree and implement a new Electronic Child record system as this
was flagged as necessary in the Peer Review in 2015.

Conclusion and recommendations

9. The Ofsted visit provided a snap shot analysis of Bournemouth’s MASH,
Early Help and Assessment Services that highlighted our early successes
and challenges.
Key areas of focus:

a. Further improvement and refinements to our Quality Assurance, case auditing performance management capacity and approaches.
b. A dedicated evaluation is necessary of the Assessment Team and its capacity resilience.
c. Thematic Auditing of specific highlighted areas will be undertaken, eg ‘step down’ cases from Assessment to Early Help.
d. The Out of Hours service (OOHS) needs urgent significant redefinition following the review to ensure fitness for purpose in case care cases.

10. Actions taken so far

a. Since the inspection, there has been further audit of the quality of a risk assessments and decision making within the Assessment Service. There has also been an audit of repeat Referrals. These audits largely supported the Ofsted findings from August 2017.
b. A monthly audit programme to be undertaken by managers has been rolled out.
c. In response to audit and inspection findings there have been four temporary agency social workers employed to support the Assessment Pods. In addition, a 3-month intensive programme of practice improvement has begun starting with a focus on the Assessment Service.
d. A planned review of the ‘Pod’ system introduced in April 2017 is now underway.
e. The Service Director and Service Managers are advised daily as to the status of any unallocated work and assessments in progress.
f. Fortnightly performance meetings with all front-line managers commenced on 2.1.2018. These are chaired by the Service Director and are designed to ensure that managers are using accurate data to drive service improvement.
g. Work is underway to improve the interface between the Family Support Hub and the statutory services in order to ensure a joined-up transition for cases stepping down and stepping up.
h. There is now a consult rota made up of Children’s Service Managers offering advice, guidance and support to OOHS workers who may lack experience/confidence in child related work – this is available on every shift and will continue until the proposed new pan Dorset OOHS delivery model is introduced in April 2018.

11. Peer Review visit

On the 19th and 20th October 2017 a Peer Inspection team, a Head of Service and two service managers visited Bournemouth from Plymouth to challenge on our response to cases of child neglect. The key lines of enquiry were:

12. Is there a strategic inter-agency approach to preventing and
tackling neglect and where does the governance for this sit? Is there evidence of strong interagency working to protect children?

a. The inspectors found that Governance structures were clearly evidenced and in place. These included the Early Help Outcomes Framework, Local Safeguarding Children’s Board Neglect subgroup.
b. Early Help allocations meetings were well attended and embedded good multi-agency processes. The early help champion role well defined.
c. New QA framework was in place reporting on practice.
d. Flexible and engaged Access to Resources (ART) brokerage service in place to respond to complex needs.
e. Principal Social Worker (PSW) has a focus on Neglect, prioritising training and staff development.
f. S11 audits were completed and actions were plan in place.

13. Do all the agencies in the LSCB share an understanding of what constitutes neglect? Are workers well informed about the various types of neglect and how to address these? Is there a shared tool kit for all agencies?

a. Mixed picture of multi-agency engagement from case audits.
b. Strong multi-agency working in MASH with clear understanding of threshold.
c. Mixed levels of multi-agency attendance at key meetings.
d. Multi-agency group developed neglect toolkit which was evidence in practice.
e. Clear Local Safeguarding Children’s Board (LSCB) Framework of Need.
f. Culture of Early Help being everybody’s business.
g. Good liaison and joint working with Housing – The funded Children’s services specific link post in Housing was seen as a model of good practice.
h. Good use of Troubled Families funding. The impact of the multi-agency neglect campaign not able to be evidenced.

14. Are assessments robust, focussed and high quality in identifying Neglect in order to provide solid foundations to plan and protect children?

*Based on the review of 6 cases*

a. Case studies evidenced good use of the Graded Care Profile to inform assessments.
b. Some excellent parenting assessments undertaken on cases audited.
c. Some excellent evidence of identification of “disguised compliance” in families and good awareness of this.
d. Some evidence of over optimism of parental ability to change in some cases.
e. Some drift in picking up statutory intervention when neglect was at a lower level.

15. Do plans provide positive interventions for children and young people experiencing neglect? Are plans effective and well-reviewed.
   
a. SMART well written plans seen in audited cases.
b. Some Early Help plans lacked evidence of voice of the child.
c. All plans reviewed in monthly supervision.
d. Evidence of high quality, reflective supervision.
e. Caseloads at reasonable level across the service.
f. Excellent and thoughtful family support worker input.
g. Consult team have a speedy, proactive and persistent approach.

16. What are the experiences and views of all children for whom protective actions are taken?
   
a. Principal Social Worker has devised a template to capture this.
b. Mixed picture from case audits – some excellent work, some not so robust.
c. Excellent participation by care leavers.

17. Is there a good understanding of the level of risk posed to children and young people suffering neglect and the ‘good enough, not good enough’ swings in levels of care in families and the impact of chronic neglect?
   
a. MASH has clear thresholds and manages multi-agency partnership well.
b. Early Help Hub provides strong leadership from first point of contact and manages a high level of information to inform risk assessment.
c. Disguised non-compliance recognised and understood.

18. Strengths and challenges highlighted from the Peer Review:

19. Strengths
   
a. High staff morale, very low vacancy and staff turnover. Newly qualified workers impressed as confident and knowledgeable. Social workers seen were robust, competent and confident.
b. Very well resourced, allowing for a good range of support services, admin support and low caseloads.
c. MASH and Early Help Hub well organised with clear purpose and structure.
d. Direct work occurs regularly and the voice of the child is sought using recognised tools.
e. Neglect tool kit in use and Graded Care Profile evidenced on cases audited.
f. Neglect is identified from Early Help and tracked through statutory planning.
g. Cases are audited by the Independent Reviewing Officers (IRO’s) and managers and supervision is given a high priority.
h. Strong emphasis on co-working with Family Support Service and Early Help partners.
i. ART brokerage can solve hands on problems and match support to the needs of the child and family.
j. Wide range of support: Family Group Conferencing (FGC), Advocacy, Safer Families for Children.
k. The Local Safeguarding Children’s Board ensure agencies are focused on meeting obligations in respect of neglect though the sub group and QA Framework.
l. Partnership have embraced the best practice standards for Early Help and participation work is carried out with passion to ensure the voice of the children is routinely captured and acted on by elected members, LSCB and Senior managers.

20. Challenges

   a. Step down cases were being closed by social care before being discussed at the Early Help Allocation Meeting.
   b. Reluctance by some professionals to complete the Needs Identifications Form for Early Help.
   c. Lack of challenge of other professionals in multi-agency working when there is a lack of multi-agency buy in.
   d. Variable application of threshold between Child in Need (CIN) and Child Protection (CP) on some cases.
   e. Cloning of information across children’s multi-agency assessment needs to be monitored to avoid duplication and/or transfer or information not relevant to other siblings.
   f. Auditing work seen by the inspection team lacked consistency.
   g. Opportunities to consider escalation to child protection not being taken swiftly enough within the child’s time frame.

Conclusions and recommendations

   a. Ongoing work needed to fully embed auditing programme and share data narrative and understanding across the workforce.
   b. Consider bringing the PSW and the Professional Standards Manger into one team to drive excellence and avoid isolation of the PSW.
   c. LSCB should address the difficulty in engaging multi agency professionals, mainly from health, in child protection and CIN work.
   d. It was recommended the service develop a risk analysis tool for assessments to measure levels of vulnerability and resilience in families.
e. Social care representatives should attend early help allocations meetings.
f. Build stronger links with Bournemouth University to expand Continuing Professional Development (CPD) offer.
g. Find further ways to increase the communication channels between senior management and staff.

**Executive Summary**

The two snapshot reports on practice in MASH and Assessment from Ofsted and the Peer Review team from Plymouth on neglect, highlight some strengths and challenges in developing the children’s service as a whole. These are both the subject of key areas of work and form part of the development and refinement of the self-assessment process which will be reported on further early in the New Year.

Areas which require remedial action identified within the self-assessment are being pulled into an Improvement Plan which will drive key improvement activity over the following months.

**Background papers**

None.

**Appendices**

None.
Recommendation:

1. That the Panel approve the Forward Plan and recommend any amendments to the Chair and Vice-Chair’s agenda group as necessary

Recurring items can be seen on Annexe 1.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Reason for Item</th>
<th>Benefits</th>
<th>Responsible Officer, Cabinet Portfolio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Panel Presentation - Transitions Plan</td>
<td>For Members of the Children’s Services Panel and representatives of the Health and Adult Social Care Panel to consider the Transitions Plan.</td>
<td>In order to members to receive an update for information purposes prior to consideration of the item.</td>
<td>Sue Hall, Team Manager Child Health and Disabilities Team</td>
</tr>
<tr>
<td>Young Carers</td>
<td>For the Panel to receive an update on the expected actions for the Service following the verbal update it considered in September</td>
<td>That the Panel is assured that the actions reported on are ensuring that a good standard of service is being provided to young carers.</td>
<td>Jo Fry - Integrated Youth Services Manager</td>
</tr>
<tr>
<td>Transitions Plan</td>
<td>For Members of the Children’s Services Panel and representatives of the Health and Adult Social Care Panel to consider the Transitions Plan.</td>
<td>For the Panel to be assured that the Transitions Plan has been fully implemented and that the actions previously reported on are now in place.</td>
<td>Sue Hall, Team Manager Child Health and Disabilities Team</td>
</tr>
</tbody>
</table>

Scheduled for Panel Meeting: 1 February 2018
<table>
<thead>
<tr>
<th>Subject</th>
<th>Reason for Item</th>
<th>Benefits</th>
<th>Responsible Officer, Cabinet Portfolio</th>
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</thead>
<tbody>
<tr>
<td>Corporate Parenting Panel Verbal Update</td>
<td>For the Panel to receive an update on the works and actions of the Corporate Parenting Panel</td>
<td>For the Panel to have an opportunity to scrutinise the work of the Panel to ensure that the Council is being an effective corporate parent.</td>
<td>Councillor Nicola Greene – Portfolio Holder for Education and Children’s Services</td>
</tr>
<tr>
<td>Six Monthly Adoption Report (report being considered by email circulation outside of the meeting)</td>
<td>For the Panel to consider a report on the service delivery outcomes of the Bournemouth Borough Council Adoption Service between 01/04/2017 and 30/09/17, as required in Statutory Guidance and Minimum Standards for Adoption Services.</td>
<td>For the Panel to have an overview of the service and that the Panel is assured that the performance of the adoption service is of a high standard.</td>
<td>Penny Lodwick - Service Manager, Children, Young People and Families Services / Heather Freeman – Aspire Adoption Manager</td>
</tr>
<tr>
<td>Performance Management Report (Q2) – including Q3 for Children’s Social Care (report being considered by email circulation outside of the meeting)</td>
<td>For the Panel to receive an update on the works and actions of the Corporate Parenting Panel</td>
<td>For the Panel to have an opportunity to scrutinise the work of the Panel to ensure that the Council is being an effective corporate parent.</td>
<td>Councillor Nicola Greene – Portfolio Holder for Education and Children’s Services</td>
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Scheduled for Panel Meeting: 15 March 2018

Pre-Panel Session on performance indicators | For the Panel to receive an information session | | |
<table>
<thead>
<tr>
<th>Subject</th>
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<tbody>
<tr>
<td>Special Educational Needs and Disabilities (SEND) Strategy including Special Educational Needs and Disabilities (Send) Transport Policy</td>
<td>For the Panel to receive and consider an annual performance report on the SEND strategy. To consider an update report on the impact of the SEND transport Policy since it was considered by the Panel in July 2017.</td>
<td>To assure the Panel that the SEND Strategy is meeting local needs and for the Panel to be assured that the transport Policy is still working effectively and to ascertain if any further savings are possible.</td>
<td>Neil Goddard, / Phil Saint, Principal SEND Officer</td>
</tr>
<tr>
<td>Self-Assessment</td>
<td>To consider the ongoing plan for self-assessment and to receive a report on the measurable outcomes</td>
<td>For the Panel to monitor progress of the action plan and look at any issues arising.</td>
<td>Mike Felstead / Sue Ross, Director Adults and Children</td>
</tr>
</tbody>
</table>

**Scheduled for Panel Meeting: 10 May 2018 – Themed meeting on 16-19+ Issues**

<p>| SEND Policy – Post 16 Travel                                            | Report on plans for post-16 transport.                                                                                                                                                                        | New Policy for the Panel to review.                                                                                                                                                                     | Phil Saint, Principal SEND Officer                                                                            |
| Post 16 Education and School Improvement                               | TBC                                                                                                                                                                                                            | TBC                                                                                                                                                                                                     | TBC                                                                                                           |
| Bullying – Post 16                                                     | For the Panel to receive an update on the Council’s work to help address this issue.                                                                                                                             | TBC                                                                                                                                                                                                     | Geraint Griffiths,                                                                                             |</p>
<table>
<thead>
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<tbody>
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<td></td>
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<td>Cabinet Portfolio is Children’s Services and Education unless otherwise stated.</td>
</tr>
</tbody>
</table>

### Agenda Items to be scheduled

- **Home Education**
  - TBC
  - TBC
  - Responsible Officer: Kay Errington / Sue Wickings

- **Mental Health Update report**
  - To report on progress against measures in the LTP and to feedback to the Panel on the issues raised at the last meeting.
  - TBC
  - Also Cabinet Portfolio for Public Health

- **Update on CSE issues**
  - TBC
  - TBC

### Pre-Panel Presentations to be scheduled

- **Pre-Panel Presentation – Impact of Abuse and Neglect on Children**
  - TBC
  - TBC
  - TBC

- **Pre-Panel Presentation – Early Help Commissioning Services**
  - TBC
  - TBC
  - TBC

### Ongoing Task and Finish Groups

- **None currently scheduled**
<table>
<thead>
<tr>
<th>Meeting</th>
<th>Item</th>
<th>Frequency</th>
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</thead>
<tbody>
<tr>
<td>January</td>
<td>Six Monthly Adoption Report</td>
<td>Annually, due January</td>
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<td></td>
<td>Corporate Parenting Panel (verbal update)</td>
<td>Quarterly, after CPP meeting</td>
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<tr>
<td>March</td>
<td>Ambitions Plan / Self Assessment</td>
<td>To be reviewed</td>
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<tr>
<td>April</td>
<td>Corporate Parenting Panel Annual Statement</td>
<td>Annually, due April</td>
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<td>Annual Report by the Independent Person for Milton House</td>
<td>Annually, due June</td>
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<td>Corporate Parenting Panel (verbal update)</td>
<td>Quarterly, after CPP meeting</td>
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<tr>
<td>July</td>
<td>Youth Justice Plan</td>
<td>Annually, due July</td>
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<tr>
<td></td>
<td>Six Monthly Adoption Report</td>
<td>Annually, due July</td>
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<tr>
<td></td>
<td>LSCB Business Plan</td>
<td>Annually, due July</td>
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<tr>
<td></td>
<td>Corporate Parenting Panel (verbal update)</td>
<td>Quarterly, after CPP meeting</td>
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<tr>
<td>September</td>
<td>Annual Report on Children's Social Care Compliments and Complaints, Key Performance Indicators</td>
<td>Annually, due September</td>
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<td></td>
<td>Annual Written Report on Corporate Parenting from Independent Review Officers</td>
<td>Annually, due September</td>
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<tr>
<td></td>
<td>Corporate Parenting Panel (verbal update)</td>
<td>Quarterly, after CPP meeting</td>
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<tr>
<td>November</td>
<td>Offending Rates for Children in Care</td>
<td>Annually, due November</td>
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<tr>
<td></td>
<td>Ambitions Plan / Self Assessment</td>
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<tr>
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<tr>
<td>January</td>
<td>Performance Management Report (Q2)</td>
<td>Due quarterly</td>
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<tr>
<td></td>
<td>Six monthly adoption report</td>
<td>Biannually (one report by email one item at a meeting in July)</td>
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<tr>
<td>March</td>
<td>Pupil Place Planning</td>
<td>Annually, due January/February</td>
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<td>Annual Report of the Standing Advisory Council on Religious Education (SACRE)</td>
<td>Annually,</td>
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<tr>
<td>April</td>
<td>Performance Management Report (Q3)</td>
<td>Due quarterly</td>
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<td>July</td>
<td>Performance Management Report (Q4)</td>
<td>Due quarterly</td>
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<td>September</td>
<td>Performance Management Report (Q1)</td>
<td>Due quarterly</td>
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<tr>
<td></td>
<td>Annual Report on Children's Social Care Compliments and Complaints, Key Performance Indicators</td>
<td>Annually, due September</td>
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<tr>
<td>November</td>
<td>Local Safeguarding Children’s Board Annual Report</td>
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