



Meeting: **Children and Families Overview and Scrutiny Committee**

Date/Time: **Monday, 10 September 2018 at 1.30 pm**

Location: **Sparkenhoe Committee Room - County Hall**

Contact: **Gemma Duckworth (0116 3052583)**

Email: **gemma.duckworth@leics.gov.uk**

Membership

Mrs B. Seaton CC (Chairman)

Mrs. H. J. Fryer CC Mr. S. D. Sheahan CC
Mr. J. Kaufman CC Mr. G. Welsh CC
Mrs. C. Lewis Mrs. A. Wright CC
Mrs. R. Page CC Mrs. M. Wright CC
Mr. T. J. Pendleton CC

Please note: this meeting will be filmed for live or subsequent broadcast via the Council's web site at <http://www.leicestershire.gov.uk/webcast> – Notices will be on display at the meeting explaining the arrangements.

AGENDA

<u>Item</u>	<u>Report by</u>
1. Minutes of the meeting held on 4 July 2018.	(Pages 5 - 10)
2. Question Time.	
3. Questions asked by members under Standing Order 7(3) and 7(5).	
4. To advise of any other items which the Chairman has decided to take as urgent elsewhere on the agenda.	
5. Declarations of interest in respect of items on the agenda.	
6. Declarations of the Party Whip in accordance	



with Overview and Scrutiny Procedure Rule
16.

7. Presentation of Petitions under Standing Order
36.
8. Early Support and Inclusion for Children with
SEND. Director of Children and Family Services (Pages 11 - 16)
9. Annual Report of the Independent Chair of the
Leicestershire and Rutland Local Safeguarding
Children Board. Independent Chair of the Leicestershire and Rutland Local Safeguarding Children Board (Pages 17 - 64)
10. Annual Complaints and Compliments Report. Director of Children and Family Services (Pages 65 - 88)
11. Quarter 1 2018/19 Performance Report. Chief Executive and Director of Children and Family Services (Pages 89 - 96)
12. Dates of Future Meetings.

Future meetings of the Children and Families Overview and Scrutiny
Committee will be held at 1.30pm on the following dates:-

5 November 2018 (commencing at 10.30am)
22 January 2019
5 March 2019
4 June 2019
3 September 2019
5 November 2019

13. Any other items which the Chairman has
decided to take as urgent.

QUESTIONING BY MEMBERS OF OVERVIEW AND SCRUTINY

The ability to ask good, pertinent questions lies at the heart of successful and effective scrutiny. To support members with this, a range of resources, including guides to questioning, are available via the Centre for Public Scrutiny website www.cfps.org.uk.

The following questions have been agreed by Scrutiny members as a good starting point for developing questions:-

- Who was consulted and what were they consulted on? What is the process for and quality of the consultation?
- How have the voices of local people and frontline staff been heard?
- What does success look like?
- What is the history of the service and what will be different this time?
- What happens once the money is spent?
- If the service model is changing, has the previous service model been evaluated?
- What evaluation arrangements are in place – will there be an annual review?

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Minutes of a meeting of the Children and Families Overview and Scrutiny Committee held at County Hall, Glenfield on Wednesday, 4 July 2018.

PRESENT

Mrs B. Seaton CC (in the Chair)

Mrs. H. J. Fryer CC
Mr. J. Kaufman CC
Mrs. R. Page CC
Mr. W. Liquorish CC

Mr. T. J. Pendleton CC
Mr. G. Welsh CC
Mrs. A. Hack CC

In Attendance.

Mr. I. D. Ould CC, Lead Member for Children and Families
Mrs. D. Taylor CC, Cabinet Support Member

15. Minutes.

The minutes of the meeting held on 4 June were taken as read, confirmed and signed.

16. Question Time.

The following two questions, received under Standing Order 35, were put to the Chairman of the Children and Families Overview and Scrutiny Committee:

1) Question from Mrs Shirely Dudfield

'In view of the County Council setting up a Family Wellbeing Service, has any consideration been given to alternative provision for children excluded from, or at risk of exclusion from, primary schools? Many primary schools are having to use education budgets to manage pupil behaviour issues and this does not seem to be an appropriate use of funding'.

Reply from Mrs B Seaton CC

'The Family Wellbeing Service will bring together our Early Help Services and support families with children between the ages of 0 and 19. Support for children excluded from, or at risk of exclusion from, Primary Schools is provided through the Oakfield Short Stay School and outreach offer. The current Early Help Services work alongside this provision to provide family support, where required, to children who are excluded or at risk of exclusion'.

Mrs Dudfield asked a supplementary question around whether Oakfield Short Stay School had the capacity to cope with the 1,600 exclusions from primary schools each year?

At the invitation of the Chairman, the Director of Children and Family Services responded that exclusion rates in Leicestershire were exceptionally low, and it was possible that the figure of 1,600 includes fixed term exclusions. Currently, the provision offered through Oakfield, both in terms of the outreach as well as the work done in schools, was adequate to support the primary sector. However, this was an area that was being looked at in terms of future proofing and ensuring that appropriate resources were in place.

2) Question from Mrs Sue Whiting

‘According to the official reply, in 2017, the events held at County Hall during Dyslexia Awareness Week follow a 3 year cycle:-

2015 Children and Families

2016 School Governors

2017 SENDCOs and professional teachers

Therefore it would appear to be the turn of Children and Families in 2018. The theme is 21st Century Dyslexia with an overarching focus of Enabling Technologies so could the Chair please tell me what preparations are being made for the Event during Dyslexia Awareness Week 1st October – 7th October 2018?’

Reply by Mrs B Seaton CC

‘Initial planning and preparations have begun for a family and schools information event to take place during Dyslexia Awareness Week (1st to 7th October 2018). It is hoped that this will be an open, informal event. Exact details are not yet established.’

17. Questions asked by members under Standing Order 7(3) and 7(5).

The Chief Executive reported that no questions had been received under Standing Order 7(3) and 7(5).

18. Urgent Items.

There were no urgent items for consideration.

19. Declarations of interest in respect of items on the agenda.

The Chairman invited members who wished to do so to declare any interest in respect of items on the agenda for the meeting.

No declarations were made.

20. Declarations of the Party Whip in accordance with Overview and Scrutiny Procedure Rule 16.

There were no declarations of the party whip.

21. Presentation of Petitions under Standing Order 36.

The Chief Executive reported that one petition had been received under Standing Order 36.

As the petition related to an item for discussion elsewhere on the agenda (minute 22 refers), it was agreed the petition would be dealt with under that item.

22. Early Help Review - Family Wellbeing Service (0-19).

The Committee considered a report of the Director of Children and Family Services seeking the Cabinet's approval to reduce the number of Children's Centres from 36 to 18 and to redesign the various elements of the Council's Early Help Services for children and young people into an integrated family and wellbeing service for 0-19 years. A copy of the Cabinet report, marked 'Agenda Item 8', is filed with these minutes.

In introducing the report, the Director of Children and Family Services drew the Committee's attention to the results of the public consultation and the final proposals for the Family Wellbeing Service. Attention was also drawn to the financial pressures faced by the service and the Committee was advised that there was currently no indication that there would be additional national funding made available to address these.

The Chairman invited Mrs Liz Blackshaw to present her petition entitled 'Save Our Children's Centre', containing 4,283 signatures. In presenting the petition, Mrs Blackshaw commented that although it was pleasing to see that the County Council had reconsidered its position in relation to the number of children's centres no longer being used by the service, it was disappointing that this was only a further six Children's Centres. Mrs Blackshaw stressed the difficulties faced by some families due to the distance to their nearest Children's Centre, and also explained the overall importance of the centres to the children and families who used them.

Mr. I. D. Ould CC, the Cabinet Lead Member, advised the Committee that he was confident in the proposals set out in the report. He noted that the quality of work provided by Children's Centres was not in question but praised officers for developing the concept of a new 0-19 family wellbeing service, informed by the success of the Supporting Leicestershire Families Programme. He confirmed that he was lobbying at a national level for the funding of the Supporting Leicestershire Families Programme to continue beyond 2020.

Arising from the discussion, the following comments were raised:-

- i) Members welcomed the extra funding that had been found and were pleased to note that concerns raised during the consultation period had been taken into account in the development of the final proposal. Assurance was given that colleagues across the Council recognised the difficulties facing the Children and Families Service and were supportive of the development of the new Family Wellbeing Service. There was a confidence in the robustness and sustainability of the new service.
- ii) Lots of work was being undertaken to mitigate the risk around disabilities, for example, by spreading the location of the buildings around the county as much as possible. Consideration had been given to the alternative

provision which could be used if the demand was there. The aim was to create a more flexible service focussed on providing targeted services to the most vulnerable children and families.

- iii) The importance of ensuring that a robust model was in place to continue to support those with disabilities in travelling to a Children's Centre was stated. This was highlighted by the Equality and Human Rights Impact Assessment. It was confirmed that consideration had been given to where current users lived and where they would be able to access services. Where appropriate, service users were already supported to access children's centres. This would continue and where it was not possible, provision would be delivered at home.
- iv) In response to a query around the continuing use of volunteers, reassurance was given that the ongoing strategy would ensure that the existing volunteer base would be retained. It was hoped that there would be a greater use of volunteers operating certain provision from community venues, for example continuing community networks to allow parents to connect with others from their locality to prevent loneliness.
- v) It was noted that the Health service was present in many of the Children's Centres and it was queried whether there was the possibility of approaching Health for a financial contribution to the service post 2020. Discussions were currently ongoing with a number of partners, including Health, and part of this involved partner contributions.
- vi) Consideration had been given to capital clawback figures so that the potential risk was known. Dependent on the decision made by the Cabinet, work would take place towards identifying the future use for those buildings which would no longer be used by the service. A clear analysis would be undertaken to assess the capital clawback risk, but there was confidence that the risk would be significantly mitigated, particularly if it was possible to continue to use the buildings for early years provision. For those buildings that would still be used by the service, assurance was given that they would be able to cope with the increased footfall and would be able to provide greater flexibility to service users.
- vii) The national Troubled Families Programme was due to end in 2019/20, but it was noted that Leicestershire was one of the highest performing authorities in terms of meeting the requirements of the national programme. It was currently not known whether the national programme would continue and there would be a significant funding gap if it did not. The proposed Family Wellbeing Service would incorporate a number of services, including Supporting Leicestershire Families, into an integrated early help service which would reduce duplication and take forward the most successful elements of each service.
- viii) Due to the nature of early help services, it could be difficult to monitor outcomes. However, the Committee was advised that the service provided by children's centres received high rates of satisfaction. In addition, data was now being collected on the trajectory for children using the children's centres. This would provide a useful resource in the future.

The Committee supported the proposals within the Cabinet report, and agreed that this would ensure that there was targeted help for vulnerable children and that the service would be able to support Leicestershire families in the future.

RESOLVED:

- a) That the report be noted;
 - b) That the Cabinet be advised of the views of the Children and Families Overview and Scrutiny Committee on the proposals for a Family Wellbeing Service.
23. Date of next meeting.

RESOLVED:

It was noted that the next meeting of the Committee would be held on 10 September 2018 at 1.30pm.

1.30 – 2.37pm
04 July 2018

CHAIRMAN

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CHILDREN AND FAMILIES OVERVIEW AND SCRUTINY
COMMITTEE:
10 SEPTEMBER 2018

EARLY HELP AND INCLUSION FOR CHILDREN WITH A SPECIAL
EDUCATIONAL NEED AND/OR A DISABILITY

REPORT OF DIRECTOR OF CHILDREN AND FAMILY
SERVICES

Purpose of report

1. The purpose of this report is to advise the Committee of the latest position regarding early support to families where a child has a special educational need (SEN) and/or disability. This follows the ending of the previous contract with Menphys in December 2017, and the Cabinet decision to establish an in-house SEN Early Help Service from the same date.

Policy Framework and Previous Decisions

2. In April 2011 the short break duty came into effect and created a legal duty on local authorities in England to provide a range of short break services to children with SEN and/or a disability, including where assessed as necessary:
 - Overnight care in the homes of disabled children or elsewhere
 - Daytime care in the homes of disabled children or elsewhere
 - Educational or leisure activities for disabled children outside their homes
 - Services available to assist carers in the evenings, at weekends and during school holidays
3. Under the Children and Families Act 2014 (the SEND reforms), local authorities have a duty to support children and young people with special educational needs to facilitate their development and help them achieve the best possible outcomes.
4. A previous report on this matter was considered by this Committee on 13 November 2017. Arising from discussion the following points were noted:
 - i. The contract procedure rules prevented a further extension of the contract with (the then provider) Menphys;

- ii. Delivery of Early Support and Inclusion Services after December 2017 would be carried out in-house by the Children and Family Services Department, which remained committed to offering high quality services to all children that it supported. Officers had a high level of expertise in working with children with special educational needs and disabilities and assured the Committee that service delivery would be enhanced by the services already offered by the Department;
 - iii. A robust communications plan had been developed in conjunction with Menphys; the Director of Children and Family Services had written to all parents of children at Menphys letting them know of the change in service delivery and offering the opportunity to discuss their future support requirements. Additionally, plans were in place to ensure that potential new parents were made aware of the new service offered;
 - iv. Where families needed additional support, or where their needs were not sufficiently clear or more complex, they would be offered an early help assessment to identify needs and deliver required support.
5. The matter was considered by the Cabinet on 15 December 2017 and the decision was taken to cease the Menphys contract and to bring the service in-house.

Background

6. Children and Family Services provides a range of services to children with disabilities and their families, including the commissioning of services for Early Support and Inclusion. The provision of such services aims to address equality issues for disabled children and help improve access to essential provision by parent carers across Leicestershire's diverse communities.
7. Prior to December 2017, Leicestershire County Council had been commissioning Early Support from Menphys, with an initial contract value of £80,000 increasing to £213,700 for the final contract, awarded in 2009, extended to 2016 and subsequently to December 2017.
8. Following a full service review and tendering process in which no providers were able to meet the specification at the required cost, the contract was brought in-house. Since January 2018 the service has been delivered in house. The focus of the service is:
 - To deliver good quality early help to disabled children/young people and parent/carers living in Leicestershire, including the provision of information, advice and signposting, assessment, family support and coordination.
 - To provide a good range of opportunities for disabled children/young people to access fun and adventurous activities, whether through specialist commissioned provision or supported access to universal services.

- To provide signposting, advice and support for disabled children/young people and parent/carers on resources, opportunities, non-statutory sources of support.
 - To provide support and information that focuses on issues and updates regarding economic & social wellbeing matters, as they relate to (or affect) disabled children/young people and parent/carers, for example benefit advice, counselling advice, housing advocacy, volunteering opportunities, training and employment opportunities.
9. As part of the work to strengthen the support to children with special educational needs and disabilities, and in order to reduce demand on specialist high cost services, the Department has developed the SEND Early Help Team which offers a more holistic response to children and young people with SEND and their families. The team provides information and advice about available services, including wider early help provision whilst maintaining a specialist SEND focus, and the team is integrated with the wider early help offer to ensure families are able to receive the most appropriate support according to need.
10. Staff have been 'TUPED' over from Menphys into the role of SEN and Disability Family Support Workers. They were successfully inducted and have been undertaking priority activity, in particular with regard to assessment for short breaks and summer play schemes.

Progress to date:

11. The Short Breaks (play and leisure) and domiciliary care for disabled children's framework went live on 1 April 2017. The framework currently has two lots;
- Lot 1 - Short breaks (play and leisure) and
 - Lot 2 - Domiciliary Care
12. In the first year of the framework there were 79 referrals for short breaks (play and leisure) and 63 for domiciliary care.
13. In 2017 there were 142 referrals for summer schemes, all of which came from the Disabled Children's Service. Since February 2018, 153 early help assessments have been completed by the new SEND Family Support team for summer schemes. A panel was established to support consistent and high quality decision making, with membership coming from the Disabled Children's Service and Early Help. The outcome of these assessments is as follows:
- 112 families received a commissioned play scheme from a specialist provider.
 - 38 families did not meet the threshold for a specialist play scheme. Of these, 32 families were signposted to universal play schemes and six of

these were supported through 'additional adult funding' to enable the universal provider to cater for the child's additional needs. This has been achieved with the support of the Early Learning and Childcare Service, working with both providers and families to ensure they are able to meet any additional needs. This has been an additional beneficial outcome of the new way of working, ensuring greater access to universal provision for families with SEND children.

14. In addition, 225 families have received a family support service, for example parenting and behaviour support, help to apply for Disability Living Allowance and Personal Independence Payments, grants and aids. This number includes 17 early help assessments undertaken for short breaks, with 12 families receiving a commissioned short break or direct payment. Additional to this activity, 70 families have received telephone support and information.
15. Since January 2018 it has been possible to transfer 121 families from the Disabled Children's Service to the Early Help SEND Family Support Team. These are cases where stability has been achieved in the packages of support put in place and the family no longer require a social work response. The Early Help SEND Family Support Workers will continue to review these packages of support every six months with the family to ensure it is still fit for purpose.
16. All of the above represents a significant amount of activity following the transfer in-house of the service previously provided by Menphys.

Feedback to date

17. To date there have been a number of parents reporting that they are satisfied with the placements made and feel that the offer for families has improved. The service has been working closely with the Leicestershire Parent Carer Forum to enhance communications with parents and monitor and review systems and processes. This has been very helpful in ensuring that parents and carers are involved and heard and that a service is being provided that appropriately responds to need. The service continues to work collaboratively with the Forum on providing clear guidance and criteria to ensure the system is transparent.

Resource Implications

18. The Early Help and Inclusion contract was reduced from £213,700 to £170,000 in April 2017 as the specification for the service to be delivered was revised. Particular changes to the specification were the removal of the requirement to provide brokerage of summer play schemes as this would be provided in house, and to recruit specialist childminders, as this requirement had never been met.
19. The expenditure in 2017 for commissioned Summer Schemes was £87,000. The 2018 expenditure has been £76,000. The decrease in expenditure is considered to be largely due to the assessment process leading to

identification of support that was already available within the existing local offer. There has been no decrease in the number of families that have been offered support.

20. The Children and Family Services Management Team had agreed, in March 2017, to fund a Commissioning and Compliance Officer from the savings to broker requests for support on two DCS Frameworks (Lot 1 - Short breaks (play and leisure); Lot 2 - Domically Care) to ensure that the services commissioned were cost effective and appropriate to meet needs.
21. The Children and Family Services Management Team agreed in October 2017 to use the £170,000 that was attached to the specification, in the first instance, to fund:
 - 2 SEND Early Help Family Support Officers
 - SEND Development/Inclusion Officer
 - Benefits training
 - Training and support to universal providers
22. This amounts to a total annual commitment of £137,000, held within the Early Years and Early Help budgets, which facilitates the integration of the 'TUPED' staff into those teams. The remaining £33,000 remains within the Disabled Children's Services budgets and is available for further commissioning. In order to enhance the early help offer a further reconfiguration of resource has taken place internally to ensure the SEND Family Support Worker Team is suitably resourced.
23. The Director of Corporate Resources and the Director of Law and Governance have been consulted on the contents of this report.

Timetable for Decisions

24. There are no further decisions to be made at this time.

Conclusions

25. The decision to bring the SEN Early Help Service in house can be viewed as a success. Not only has it generated savings, but has also co-ordinated the Early Help Offer to both consolidate, and in some situations, improve the service offer.

Background papers

- Report to Children and Families Overview and Scrutiny: 13 November 2017 - Early Support and Inclusion for Children with a Special Educational Need or Disability - <http://politics.leics.gov.uk/ieListDocuments.aspx?CId=1043&MId=4851&Ver=4>

- Report to the Cabinet: 15 September 2017 - Early Support and Inclusion for Children with a Special Educational Need or Disability - <http://politics.leics.gov.uk/ieListDocuments.aspx?CId=135&MId=4863&Ver=4>

Circulation under the Local Issues Alert Procedure

26. None

Equality and Human Rights Implications

27. The service works with vulnerable children, young people and families in the County. The above arrangements for delivery provide a holistic approach to the identification of need and delivery of services to meet the identified need. An Equality and Human Rights Impact Assessment was undertaken in October 2016 as part of the original commissioning process for the new specification.

Officers to Contact

Name: Ellie Lowe, Service Manager, Early Help Information and Assessment Service.

Telephone: 0116 3056511

Email: ellie.lowe@leics.gov.uk

Name: Tom Common, Head of SEN and Disability,

Telephone: 0116 3057813

Email: tom.common@leics.gov.uk

Name: Jane Moore, Assistant Director, Education and Early Help

Telephone: 0116 305 2649

Email: jane.moore@leics.gov.uk

**CHILDREN AND FAMILIES OVERVIEW AND SCRUTINY COMMITTEE –
10 SEPTEMBER 2018**

**LEICESTERSHIRE AND RUTLAND LOCAL SAFEGUARDING CHILDREN
BOARD (LRLSCB) ANNUAL REPORT 2017/18**

REPORT OF THE INDEPENDENT CHAIR OF THE LRLSCB

Purpose of the Report

1. The purpose of this report is to seek the views of the Committee on the draft Annual Report 2017/18 for the Leicestershire and Rutland Local Safeguarding Children Board (LRLSCB). Any comments or proposed additions and amendments will be addressed in the final report before it is presented to the LRLSCB at its meeting on 12 October 2018 and subsequently published.

Policy Framework and Previous Decisions

2. The LRLSCB is a statutory body established by Section 13 of the Children Act 2004. It currently operates under statutory guidance issued in Working Together 2015. The main purpose of the Local Safeguarding Children's Board (LSCB) is to ensure effective, co-ordinated multi-agency arrangements for the safeguarding of children and young people.
3. Under the Children and Social Work Act 2017, LSCBs are due to cease and local multi-agency safeguarding arrangements will be established in line with statutory guidance issued in Working Together 2018. Until multi-agency safeguarding arrangements are in place, LSCBs will continue to function under current statutory guidance.
4. It is a statutory requirement, as set out in Working Together 2015, that the Independent Chair of the LSCB publishes an annual report on the effectiveness of child safeguarding and promoting the welfare of children in the local area. Working Together 2015 states that:

'The Chair must publish an annual report on the effectiveness of child safeguarding and promoting the welfare of children in the local area. The annual report should be published in relation to the preceding financial year and should fit with local agencies' planning, commissioning and budget cycles. The report should be submitted to the Chief Executive, Leader of the Council, the local police and crime commissioner and the Chair of the Health and Wellbeing board'.

In Leicestershire and Rutland the annual report has traditionally also been presented to the Children and Families Overview and Scrutiny Committee given the shared roles in scrutinising and challenging provision.

5. Working Together also states that the annual report should 'provide a rigorous and transparent assessment of the performance and effectiveness of local services. It should identify areas of weakness, the cause of those weaknesses and the action being taken to address them as well as other proposals for action'. The report should include lessons learned from reviews undertaken within the reporting period.
6. The Business Plan of the LRLSCB for the period that this annual report relates to was considered by the Children and Families Overview and Scrutiny Committee on 6 March 2017.
7. The Business Plan of the LRLSCB for 2018/19 was considered by the Children and Families Overview and Scrutiny Committee on 4 June 2018.

Background

8. The LSCB shares some operational arrangements with the Leicestershire & Rutland Safeguarding Adults Board (LRSAB). From 2018/19 the two Boards will have separate Chairs and will no longer have joint Board meetings, as the LRSAB further aligns its work with the Leicester City SAB. The LSCB and SAB produce separate Annual Reports. Other aspects of joint working between the LSCB and SAB will remain for 2018/19.
9. The Annual Report provides a full assessment of performance with regard to safeguarding children, in line with the requirements in Working Together 2015. It is, necessarily, a detailed report, but has been significantly reduced in length compared to previous years. As such the key messages are included in the Independent Chair's foreword and two-page summary at the start of the report.
10. The key purpose of the Annual Report is to assess the impact of the work undertaken in 2017/18 on service quality and on safeguarding outcomes for children and young people in Leicestershire and Rutland. Specifically it evaluates performance against the priorities that were set out in the LSCBs Business Plan 2017/18, including priorities shared with the LRSAB and against other statutory functions that the LSCB in particular must undertake.
11. The full version of the Annual Report 2017/18 is attached as Appendix A and includes:
 - (i) A foreword from the Independent Chair;
 - (ii) A summary of the work and findings of the Board during the year;
 - (iii) An overview of the Boards' governance and accountability arrangements and local context;
 - (iv) Two separate outlines of safeguarding children performance, activity and outcomes for Leicestershire and Rutland;
 - (v) Analysis of performance against the key priorities in the 2016/17 Business Plan;
 - (vi) An overview of the Board's work on engagement, assurance, learning and development and training;
 - (vii) The challenges ahead, including the Business Development Plan Priorities for 2018/19.

Key Messages

12. The key messages from the LRLSCB, specifically in relation to Leicestershire, are:
- a) Workers and agencies work well together to safeguard children in Leicestershire.
 - b) The capacity of workers is impacting upon their ability to attend development opportunities and put learning into practice.
 - c) Changes to the First Response service are improving assessment processes.
 - d) A reduction in the number of Child Protection plans needs to be better understood.
 - e) Understanding of Disclosure and Barring Service (DBS) checks and the Local Authority Designated Officer (LADO) needs to be improved within the voluntary and community sector.
 - f) Consistency of practice within agencies across a range of areas of work still requires improvement. This includes quality of assessment, recording, information sharing and hearing and responding to the voice of children.
 - g) The Board will continue to challenge and drive improvement in the safeguarding of children, preparing for the changes in legislation which will require the establishment of new safeguarding arrangements by 2019 led by three statutory partners - the local authorities, the clinical commissioning groups for the area and the police.

Proposals/Options

13. The Committee is asked to consider the Annual Report and to make any comments or proposed additions or amendments to the report that will be addressed prior to the final version of the Annual Report being published.

Consultation

14. The annual report includes a summary of the consultation and engagement work the LSCB has carried out with children and young people and with practitioners.
15. All members of the Board and their Executive have had opportunities to contribute to and comment on earlier drafts of the annual report.

Resource Implications

16. There are no resource implications arising from this report, as this is a retrospective report. The LRLSCB operates within a budget to which partner agencies contribute.
17. Leicestershire County Council contributes £83,415 to the costs of the LRLSCB, 35% of the total budget of £240,263 in 2018/19. In addition it contributes £52,798 to the costs of the Leicestershire and Rutland Safeguarding Adults Board (LRSAB), 52% of the total budget of £100,878 in 2018/19, and hosts the Safeguarding Boards' Business Office.
18. Following anticipated funding reductions and agreement with Board partners the Board budget for 2018/19 no longer includes funding for Serious Case Reviews (or Safeguarding Adults Reviews for the SAB). These are to be funded through the reserves of the Safeguarding Boards. The reserves are sufficient to cover current

reviews underway. The Board has agreed that any additional costs would be covered proportionally by safeguarding partners.

19. The budget requirement for future years will be considered in the work to agree new multi-agency arrangements for safeguarding children and parallel consideration of safeguarding adult's board support arrangements.
20. The Director of Corporate Resources and Director of Law and Governance have been consulted on the content of this report.

Timetable for Decisions

21. The Annual Report will be presented to the Children and Families Overview and Scrutiny Committee on 10 September 2018, the Cabinet on 14 September 2018 and the Health and Wellbeing Board on 27 September 2018. Any comments will be addressed prior to the final report being submitted to the LRLSCB on 12 October, after which it will be published.

Conclusions

22. The Committee is invited to comment on the draft Annual Report 2017/18.

Background Papers

[Report to the Children and Young People's Overview and Scrutiny Committee 6th March 2017.](#)

Circulation under Local Issues Alert Procedure

23. None.

Officers to Contact:

Paul Meredith, Director of Children and Family Services
 Telephone: 0116 305 6340
 Email: Paul.Meredith@leics.gov.uk

Simon Westwood, Independent Chair, Leicestershire and Rutland LSCB
 Telephone: 0116 305 7130
 Email: sbbo@leics.gov.uk

List of Appendices

Appendix A - Annual Report of the Leicestershire and Rutland Local Safeguarding Children's Board 2017/18.

Relevant Impact Assessments:

Equality and Human Rights Implications

24. Safeguarding children, young people and adults concerns individuals who are likely to be disadvantaged in a number of ways. Information on differing needs of and impacts on different groups of individuals with regard to safeguarding is considered as part of the process to develop the Board's Business Plan. Specific impacts on or views of different groups is also considered in the work of the LRLSCB and LRSAB Safeguarding Effectiveness Group (SEG) in assessing performance and effectiveness with regard to safeguarding.

Crime and Disorder Implications

25. There is a close connection between the work of the LRLSCB and that of community safety partnerships in Leicestershire. For example the LSCB works closely with community safety partnerships to scrutinise and challenge performance in community safety issues that affect the safeguarding and well-being of individuals and groups, for example domestic abuse and Prevent. The LSCB also supports community safety partnerships in carrying out Domestic Homicide Reviews and acting on their recommendations.
26. The LRLSCB Annual Report includes analysis of performance in a range of areas relevant to the community safety agenda and the evaluation of performance will be shared with these partnership forums to ensure that both strengths and development needs are recognised and acted upon.

Environmental Implications

27. The published LRLSCB Annual Report will primarily be made available on-line in electronic form, rather than paper. There are no other environmental implications.

Partnership Working and associated issues

28. Safeguarding is dependent on the effective work of the partnership as set out in national regulation, Working Together 2015, published by the Department for Education.
29. The Children and Social Work Act sets out the cessation of LSCBs and the establishment of multi-agency safeguarding arrangements. Working Together 2018 governs the new arrangements, with supplementary guidance governing the transition to these arrangements. New arrangements will be required to be in place by September 2019.

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LEICESTERSHIRE AND RUTLAND
LOCAL SAFEGUARDING CHILDREN
BOARD (LRLSCB)

Annual Report

2017/18

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Foreword



I am pleased to present the Annual Report for the Leicestershire and Rutland Local Safeguarding Children (LRLSCB) 2017/18.

The report is published at the same time as the Annual Report for the Safeguarding Adults Board. The reports include commentary on areas of cross-cutting work we have undertaken through our joint business plan.

The key purpose of the report is to assess the impact of the work we have undertaken in 2017/18 on safeguarding outcomes for children, and young people in Leicestershire and Rutland. Though the report is joint for the two areas it provides distinct findings about practice and performance in both Leicestershire and Rutland.

LRSCB Vision

The Board needs to ensure that the strategic vision for safeguarding is actively promoted and communicated to all staff in partner agencies.

Purpose of the Safeguarding Children arrangements:

- Promote continuous improvement through a realistic and focused business plan with a few key priorities and implementation support appropriately resourced.
- To enable and require partnerships and agencies to account for and evidence what they do that safeguards children.

What we want to achieve for children and young people:

Children are safe, they tell us they feel safe and know who to turn to for help and assistance

- We want to find evidence of greater emotional resilience, self-worth/confidence in young people
- Overall, we want to see reductions in adverse childhood experiences e.g. abuse, exploitation, neglect, mental ill health, being affected by domestic abuse and substance misuse

We can never eliminate risk entirely. We need to be as confident as we can be that every child and vulnerable adult, are supported to live in safety, free from abuse and neglect. The Board is assured that, whilst there are areas for improvement, agencies are working well together to safeguard adults and children in Leicestershire and Rutland.

I hope that this Annual Report will help to keep you informed and assured that agencies in Leicestershire and Rutland are committed to continuous improvement.

Simon Westwood

Independent Chair

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Summary

The Board is assured that, whilst there are areas for improvement, workers and agencies are working well together to safeguard children in Leicestershire and Rutland.

In reaching this conclusion, we have:

Sought assurance that those who work directly with children listen to what they are saying and to respond to them appropriately and worked with young people to set up a Young People's Advisory Group to influence and support the work of the Board.

Monitored data and information on a regular basis. Learning from this includes:

- Whilst there were more calls to children's services there were fewer referrals to social care in Leicestershire and Rutland than previous years.
- There are fewer children on Child Protection Plans in Leicestershire and Rutland than previous years.
- The proportion of repeat child protection plans in Leicestershire has increased
- Neglect remains the most prevalent form of abuse in Leicestershire and Rutland
- There was a continued increase in the number of children recorded as home educated in Leicestershire, but appropriate safeguarding approaches are in place.

Worked on and reviewed progress against our Business Development Plan for 2017/18;

Conducted a series of formal audits of our safeguarding arrangements, including:

- A 'Section 11' peer review of organisations safeguarding approaches
- Case audits of frontline practice regarding 'Early Help' services and Children with Disabilities;

Carried out Serious Case Reviews and other reviews of cases and disseminated learning from these across the partnership.

Reviewed safeguarding procedures and developed stand-alone procedures, including a procedure regarding pre-birth safeguarding;

Provided training in partnership with Leicester City LSCB on a number of topics relevant to safeguarding including our Safeguarding Children Competency Framework and learning from Serious Case Reviews.

Commissioned work to assess safeguarding knowledge and practice in the voluntary and community sector that identified some areas for improvement and further work.

More information on all of these areas can be found throughout the Annual Report

The nature of the Board is of holding partners to account and promoting learning and improvement. Therefore the Board is always considering how it can further improve

safeguarding practice. The key areas for further development arising from the ongoing work of the LSCB include:

- Embedding the work of the Young Peoples Advisory Group to enable children to influence the LSCB's priorities and their delivery more fully.
- Continuing to challenge and support improvement in practice with regard to supervision, recording and responding to the lived experience of Children.
- Developing practice across the partnership regarding safeguarding Children with Special Educational Needs and Disabilities.
- Increasing assurance regarding children missing from home and care and the strength of the partnership response to this.
- Improve awareness raising of private fostering across the partnership and wider community.

Key Messages

- Workers and agencies work well together to safeguard children in Leicestershire and Rutland.
- Capacity of workers is impacting upon their ability to attend development opportunities and put learning into practice.
- Understanding of Disclosure and Barring Service (DBS) checks and the Local Authority Designated Officer (LADO) needs to be improved within the voluntary and community sector.
- Consistency of practice within agencies across a range of areas of work still requires improvement. This includes quality of assessment, recording, information sharing and hearing and responding to the voice of children.
- The Board will continue to challenge and drive improvement in safeguarding of children, preparing for the changes in legislation which will require the establishment of new safeguarding arrangements by 2019 led by three statutory partners; the local authorities, the clinical commissioning groups for the area and the police.
- We will continue to work with other strategic partnerships to further clarify governance and leadership

Board Background

The LRLSCB serves the counties of **Leicestershire** and **Rutland**. It is a statutory body established in compliance with The Children Act 2004 (Section 13) and The Local Safeguarding Children Boards Regulations 2006 to:

- a) Coordinate what is done by each person or body represented on the Board for the purposes of safeguarding and promoting the welfare of children in the area; and
- b) Ensure the effectiveness of what is done by each such person or body for those purposes.

Its work is governed by 'Working Together to Safeguard Children 2015' statutory guidance.

The Board is made up of organisations in the public sector with lay members, voluntary sector representation and led by an Independent Chair. The Board has established subgroups and task and finish groups to function effectively and achieve its objectives. The membership and structure of the board can be found on the Board's website www.lrsb.org.uk.

Under the Children and Social Work Act 2017 LSCBs are due to cease and local multi-agency safeguarding arrangements will be established. The detail of the requirements for these new arrangements was published in Working Together 2018 guidance and the new arrangements will be required to be in place by September 2019. Until multi-agency safeguarding arrangements are in place LSCBs will continue to function under current statutory guidance.

The LRLSCB continued to meet four times a year alongside its partner Board: the Leicestershire and Rutland Safeguarding Adult Board. Each of the meetings comprises a Children's Board meeting, an Adults' Board meeting and a Joint meeting of the two Boards. The Board is supported by an integrated Safeguarding Adults and Children Executive Group and a range of subgroups and task and finish groups to deliver the key functions and Business Plan priorities.

From July 2018 the LRLSCB will no longer meet alongside the Leicestershire and Rutland Safeguarding Adult Board, as that Board aligns its operation more closely with the Leicester City Safeguarding Adults Board.

The LRLSCB works closely with Leicester City Safeguarding Children's Board (LCLSCB) on several areas of work to support effective working across the two areas. The LRLSCB and the LCLSCB have established a joint executive that oversees joint areas of business for the two Boards.

The LSCB is funded through contributions from its partner agencies. In addition to financial contributions, in-kind contributions from partner agencies are essential in allowing the Board to operate effectively. In-kind contributions include partner agencies providing training resource for the inter-agency programme and chairing and participating in the work of the Board and its subgroups and Leicestershire County Council hosting the Safeguarding Boards Business Office. The income and expenditure of the Board is set out on Page 30 of this report.

Independent Chair

The LRLSCB is led by an Independent Chair. The Independence of the Chair of the LSCB is a requirement of Working Together 2015.

During 2017/18 Leicestershire and Rutland continued to have a joint Chair for both Safeguarding Adults and Children Boards. From 2018/19 Simon Westwood will continue to Chair the LRLSCB. A new joint Independent Chair has been appointed by Leicestershire & Rutland and Leicester City Safeguarding Adults Boards as part of aligning safeguarding adults work across the two areas.

The Independent Chair provides independent scrutiny and challenge and better enables each organisation to be held to account for its safeguarding performance.

During this plan period the Independent Chair was accountable to the Chief Executives of Leicestershire and Rutland County Councils. They, together with the Directors of Children and Adult Services and the Lead Members for Children and Adult Services, formally performance manage the Independent Chair.

The structure of the LRLSCB and membership of the Board can be found on the Board's website www.lrsb.org.uk.

LSCB Business Plan Priorities 2017/18

Priorities set by the LRLSCB for development and assurance in 2017/18 were that:

- Children at risk of child sexual exploitation (CSE), trafficking and missing are effectively safeguarded
- Safeguarding risk with regard to children with disabilities is understood and responded to
- Consistency of practice is developed across the partnership in delivering the Signs of Safety model of practice in Early Help, Child Protection and Care

In addition the LRLSCB shared the following priorities for joint development and assurance with the LRSAB:

- To be assured that in situations where domestic abuse, substance misuse and mental health difficulties are all present (toxic trio) the impact is recognised and responded to using robust multi-agency risk assessment, information sharing and sign posting to resources
- Children and vulnerable adults have effective, direct input and participation in the work of the Boards
- The Board is assured that the emotional health and well-being of adults and children and safeguarding risk is understood
- To strengthen multi-agency risk management approaches

Safeguarding Children in Leicestershire

From its scrutiny, assurance and learning work the LSCB assesses that whilst there are some areas for improvement organisations are working well together in Leicestershire to safeguard children.

Safeguarding children snapshot for Leicestershire:

- ▲ **134,800** children and young people aged under-18 live in Leicestershire¹ (20% of the population).
- ▲ **13.7%** of children and young people aged 0-17 are from a Black or Minority Ethnic (BME) background, slightly above the general population (11.1%).
- ▲ **16,855** contacts to First Response (Children's services) in Leicestershire
- ▲ **3,156** referrals to Early Help services
- ▼ **6,609** referrals to Children's social care
- ▲ **30%** of referrals to CSC were re-referrals
- ▼ **2,763** Children in Need at the end of March 2018
- ▼ **394** Children on Child Protection plans at the end of March 2018
- ▲ **284** Child protection plans during the year where Neglect is a factor – **63%** of all new plans.
- ▲ **24%** of Child Protection plans were for children who had previously been on a plan.
- ▼ **247** referrals regarding Child Sexual Exploitation
- ▼ **560** children reported missing
- ▲ **73%** of return interviews completed
- ▲ **496** Children in Elective Home Education (EHE) at the end of March 2018
- ▼ **79%** of children in EHE during the year received their statutory visits
- ▲ **548** Children in Care
- ▼ **4** notifications regarding Private Fostering arrangements
- ↔ **245** referrals to the Local Authority Designated Officer (LADO)
- ▲ **4,448** referrals to Child and Adolescent Mental Health Services (CAMHS)

¹ ONS mid-year population estimates 2014

While there were more contacts to Children's Services on 2017/18 than the previous year referrals into Social Care, and the number of children in child protection plans has reduced. However more referrals are repeat referrals and more child protection plans were for children who have previously been on a plan. Neglect is recognised as a factor in a much larger number and proportion of cases than previously.

The reduction in the number of Child Protection plan starts mainly occurred in the last half of the year, and corresponds with an increase in cases assessed for no further action. The Local Authority report this may reflect positive action in the First Response Team to try to only put children to an Initial Child Protection Conference (ICPC) if they are likely to be put on a Child Protection Plan. In addition there has been an increase in proceedings regarding neglect which may have resulted in the reduction in Child Protection plans. The LSCB have requested further analysis from the Local Authority on this.

The increase in the proportion of plans that were for children who had previously been on a plan (second or subsequent plans) has been found to partially relate to large sibling groups coming back onto child protection plans, having not been subject to a plan for more than two years.

During the year the LSCB monitored completion of single assessments within 45 days after a reduction at the start of the year following a change in process. By the end of the year the Local Authority had cleared the resulting backlog and performance was back in line with previous years with 82% were being completed on time.

Leicestershire County Council have reviewed and revised the service delivery model for First Response, strengthening the 'front door' into children's services. The Local Authority is are part of the Signs of Safety England Innovation Project, which is supporting ongoing development of the Signs of Safety approach within the authority and partnership, engaging practitioners and families.

Leicestershire County Council are reviewing Early Help services due to financial constraints. The Board will monitor the impact of this on safeguarding children.

There have been fewer referrals regarding CSE, fewer reports of children going missing and fewer children have gone missing and more return interviews have been carried out with children who have gone missing.

Following a concern regarding Police Child Abuse Investigation Unit cases which did not appear to have allocated Social Workers a process issue regarding meeting notification was identified in the Local Authority. The process has been changed and the impact will be monitored.

The number of children in Elective Home Education continues to rise, and there has been a drop in the proportion of children who have had a home visit.

The LSCB requested a specific report regarding safeguarding and Elective Home Education. The report from the Local Authority outlined processes and procedures

in place and provided assurance that arrangements in place were supporting safeguarding of children who are home educated and known to the authority.

The number of Children in Care has continued to increase.

DRAFT

Safeguarding Children in Rutland

From its scrutiny, assurance and learning work the LSCB assesses that whilst there are some areas for improvement organisations are working well together in Rutland to safeguard children.

Safeguarding children snapshot for Rutland:

- ▲ **7,685** children and young people aged under-18 live in Rutland² (20% of the population).
- ▲ **5.7%** of the population of Rutland are from a Black or Minority Ethnic (BME) background.
- ▲ **1,522** contacts to Children's services in Rutland
- ▼ **308** referrals to Children's social care
- ↔ **26%** of referrals to CSC were re-referrals
- ▼ **244** Children in Need at the end of March 2018
- ▼ **19** Children on Child Protection plans at the end of March 2018
- ▼ **11** Child protection plans during the year where Neglect was a factor – 52% of all new plans.
- ▼ **21%** of Child Protection plans were for children who had previously been on a plan.
- ▲ Average caseloads of **18** cases per worker
- ▲ **13** referrals regarding Child Sexual Exploitation
- ▲ **21** children reported missing
- ▲ **60%** of return interviews completed
- ↔ **No** Private Fostering referrals
- ▼ **No** children in Elective Home Education (EHE) at the end of March 2018
- ▼ **75%** of children in EHE during the year received their statutory visits
- ▼ **30** Children in Care
- ▲ **179** referrals to Child and Adolescent Mental Health Services (CAMHS)

² ONS mid-year population estimates 2014

While there were more contacts to Children's Services in 2017/18 than the previous year, referrals into Social Care and the number of children on child protection plans has reduced. A similar proportion of referrals were repeat referrals and a smaller proportion of child protection plans are for children who have previously been in a plan. Neglect and Emotional Abuse continue to be the main types of abuse.

The LSCB will continue to monitor the notable reductions in referrals and Child Protection plans in Rutland.

There have been more reports of children going missing and more return interviews have been carried out with children who have gone missing.

Numbers of children in Elective Home Education (EHE) remains very low. There has been a drop in the proportion of children in EHE who had a statutory home visit.

The LSCB requested a specific report regarding Elective Home Education which outlined processes and procedures in place and provided assurance that arrangements in place were supporting safeguarding of children who are home educated and known to the authority.

The number of Children Looked After has reduced.

Rutland County Council report that creative approaches have resulted in positive outcomes for some current and former Children Looked After.

The multi-agency Children Looked After / At Risk Children (CLA/ARC) panel in Rutland established in 2016/17 continues to support timely & effective decisions through monthly meetings to discuss cases where there has been an escalation of concerns.

Rutland County Council have continued to embed the Signs of Safety approach in practice through the year, embedding this in Child Protection Conferences & CLA reviews, and this is well received by Social workers and other professionals.

The Local Authority consistently holds Practice Workshops which review current practice and develop skills and knowledge which impact on practice.

Safeguarding Children in Leicestershire and Rutland

Voluntary Sector Safeguarding Assurance

As part of its assurance work the Board has commissioned Voluntary Action LeicesterShire (VAL) to carry out a survey to assess safeguarding approaches across the community, voluntary and independent sector.

The project ran for one year from August 2016 to August 2017 and was promoted through voluntary sector communication channels, newsletters and forums encouraging voluntary sector groups across the two Counties to complete the questionnaire in a paper, online format or by telephone. In addition, VAL contacted and followed up agencies directly by telephone to encourage completion.

During the year there was focused work to engage sports organisations and organisations working with children with special educational needs and disabilities in line with the Boards priorities.

Overall 188 organisations responded to the survey covering 7,849 volunteers and 2,096 paid staff across the two counties. With organisations reporting they delivered services to almost 45,000 children.

The key findings include:

- Staff or volunteers have received safeguarding training in **86%** of organisations
- **85%** of organisations have a designated lead person for safeguarding concerns
- **86%** of organisations have carried out DBS checks, though only 61% have carried out DBS checks for both relevant staff and volunteers, though this may be impacted by their workforce make up.
- **48%** of organisations were aware of the LSCB and its procedures and only **34%** of the Threshold guidance
- **42%** of organisations were aware of their obligations to report incidents to the LADO.
- **52%** of organisations were aware of Prevent (Preventing Violent Extremism) and only **26%** of organisations had accessed training on this.
- Levels of knowledge of Child Sexual Exploitation and Neglect varied across agencies.
- **21%** of agencies use the Leicestershire & Rutland Safeguarding Competency framework.

These findings suggest good coverage of safeguarding training and awareness in the voluntary and community sector, but a small minority of organisations that do not have robust safeguarding training, understanding or procedures. The nature of the project means that VAL has been able to signpost and support organisations to improve their procedures and practice and gain training as required.

The LSCB Voluntary and Community Sector reference group are developing a communications strategy in response to this report to support communication of key messages to the sector to further address some of the apparent gaps in knowledge

and practice in some areas regarding safeguarding children, particularly regarding DBS checks, LADO obligations and Prevent.

Partner updates

Our partners provide assurance regarding safeguarding practice and development throughout the year to our Safeguarding Effectiveness Group, key points and developments are included in relevant sections of the report and responses from all partners are included at the end of the report.

70 children were referred into the LFRS firestarters scheme in 2017/18. 75% were referred through an agency working with the child, and 20% were known to social care. Engagement in this work is having positive outcomes for vulnerable children. One Child in Care having gone through the course is reported by support workers to be 'a different child,' and the Fire Service is working towards them joining as a fire cadet. The Board are exploring links between this service and mental health services.

The partnership has noted a sustained increase in the average caseload of the Police Child Abuse Investigation Unit non-recent team, however the Police report they are able to appropriately manage cases.

Business Development Plan Priorities

Progress on the Boards priorities is outlined below

LSCB Priority 1 – Children at risk of Child Sexual Exploitation (CSE), trafficking and missing are effectively safeguarded

We planned to review how information from Missing children return interviews is analysed and used to support improvements to services and gain assurance that work on Child Sexual Exploitation is safeguarding and improving outcomes for children.

We also planned to identify potential areas for action regarding safeguarding compliance assessments in sport and other voluntary organisations across Leicestershire and Rutland and check that online safety information is supporting safeguarding of children and young people online.

The partnership increased oversight of missing cases to support effective operational responses and completion of return interviews and the CSE Hub developed a new approach to identifying and acting upon key themes from missing interviews and piloted this from December 2017.

The partnership continued to carry out communications regarding CSE as part of a partnership communication plan. CSE Outreach Workers and the Faith and Communities CSE Champion Service (EngageME) worked to engage and raise awareness regarding CSE with third sector organisations, sports clubs, voluntary organisations, faith groups and other community groups.

The partnership developed and rolled out 'In the Net' resource to appropriately raise awareness of CSE and online safety with primary age children. This was seen by almost 5,500 primary school children across 73 schools in Leicestershire and over 400 children across 7 schools in Rutland.

Chelsea's Choice theatrical CSE education productions were also further rolled out to children of secondary school age. This was seen by 11,000 secondary school children across 46 schools in Leicestershire and almost 500 children across 3 schools in Rutland.

In addition the partnership started to develop an educational campaign to further highlight online risks particularly via gaming platforms and 'Train the trainer' CSE training was delivered to secondary school leads and CSE awareness to primary school leads.

In Leicestershire there was a **10% reduction** in the number of children going missing (68 fewer) and a 16% reduction in missing episodes (230 fewer) compared to the previous year.

In Rutland there was a **133% increase** in the number of children going missing (12 more) and a 108% increase the number of missing episodes (13 more) compared to the previous year

An increased number and proportion of return from missing interviews were completed this year. In Leicestershire 884 interviews were carried out in 2017/18 for 1210 missing episodes, compared to 747 for 1440 episodes in 2016/17. In Rutland 15 return from missing interviews were carried out in 2017/18 for 21 missing episodes, compared to 3 for 12 episodes in 2016/17.

CSE and Missing will remain as a priority of the LSCB into 2018-19. This will include following up the impact of these areas of work and assurance regarding changes to services.

We plan to carry out case file audits of CSE and Missing cases and follow up the result of the analysis of return interviews in 2018.

LSCB Priority 2 – Safeguarding risk with regard to children with disabilities is understood and responded to

We planned to carry out an organisational self-assessment to understand the current approach to safeguarding children with disabilities across agencies compared with good practice and carry out Multi-agency Case File Audits to test the effectiveness of current arrangements. The findings of these would inform an improvement plan that enables us better to safeguard Children with Disabilities.

We identified initial areas for improvement in the assessment, but the final report incorporating findings from the audit was not completed by the end of the year. Agencies responded to urgent matters identified in the assessment and audit, carrying out improvements to case working and procedures.

The final report on the assessment and audit will be reported to the Board in July 2018.

This priority has been carried forward into the Business Plan for the Board for 2018/19 and **we plan to** address key areas for improvement, including safeguarding procedures and training as part of this plan. This will include a learning event in the Autumn of 2018 to disseminate learning from the assessment and audit.

LSCB Priority 3 – Consistency of practice across the partnership in delivering the Signs of Safety model of practice in Early Help, Child Protection and Care

We planned to promote and support the embedding of Signs of Safety across the partnership, particularly increasing schools awareness, engagement and skills in engaging in the Signs of Safety model. We also planned to support development of a quality assurance and performance management framework to test the impact of Signs of Safety on the quality of safeguarding services and practice and on safeguarding outcomes for children and young people.

We revised multi-agency documentation to support all organisations to contribute to the Signs of Safety approach and supported briefing sessions in the LSCB and for frontline workers on Signs of Safety.

We developed 3 key 'bottom lines' for good multi agency practice with the expectation that leaders, managers and trainers across the partnership actively promote. These are:

- Agencies attend multi-agency meetings.
- Agencies use the relevant forms to help develop a focused contribution to all multi-agency meetings.
- Agencies actively contribute to decision making and safety planning.

We embedded Signs of Safety within the LSCB case file audit approach.

The approach incorporating Signs of Safety has become more aligned across Leicester, Leicestershire & Rutland and partners, particularly schools, fed back that they found the revised documentation helpful and reported that they better understand the Signs of Safety process and multi-agency aspects of this.

Adult Social Care services in Leicestershire County Council are actively considering how the principles, disciplines and tools of the approach may be used and linked effectively with 'Making Safeguarding Personal'

As this is now well understood across the partnership, further development work on this will be led by the Local Authorities.

Progress on the four priorities shared with the LRSAB:

LSCB / SAB Priority 1 – To be assured that in situations where domestic abuse, substance misuse and mental health difficulties are all present the impact is recognised and responded to using robust multi-agency risk assessment, information sharing and sign posting to resources

We planned to develop a coherent, co-ordinated framework that delivers effective safeguarding responses where these three factors are present across families.

We researched the issues facing adult and children safeguarding and individual agencies with regard to this 'trilogy of risk'.

We developed a package of customisable materials for agencies to use within their own organisations to communicate key messages and improve practice.

We plan to launch the materials in July 2018 and will assess the dissemination of the materials and the impact of this work through a quality assurance plan developed alongside the materials.

LSCB / SAB Priority 2: Children and Vulnerable Adults have effective, direct input and participation in the work of the Boards

We planned to research models of participation for children and vulnerable adults and put in place an appropriate model of participation for the LSCB so that children have direct input into the work of the Board.

We also planned to develop an effective model for engagement of adults with care and support needs.

We set up a Young Peoples LSCB Advisory Group following research and engagement with young people.

The Advisory group will lead part of the LSCB Board meeting in July 2018 and **we plan to** work with the young people to further develop the group through the coming year.

LSCB / SAB Priority 3: The Board is assured that the emotional health and well-being of adults and children and safeguarding risk is understood.

We planned to produce practice guidance and implement appropriate training and development activities to develop common understanding of emotional health and safeguarding risk across all agencies and ensure emotional health and safeguarding risk

with regard to the broader family context is considered in safeguarding work with children and adults.

We also planned to review the Safeguarding Risk Assessment of the local Sustainability & Transformation plan for health.

We explored the gap in understanding and needs across the workforce with regard to emotional health and wellbeing and safeguarding. The breadth of scope for this piece of work meant that this work took longer than anticipated.

As a result of the assessment work, understanding emotional health needs of parents and carers was identified as the key area for work.

Further work will be taken forward by Future in Mind and Better Care Together within the Sustainable Transformation plan (STP).

Leicestershire Partnership Trust are developing their 'Whole family' approach which will support this.

LSCB / SAB Priority 4: To strengthen multi-agency risk management approaches

We planned to develop a structured multi-agency framework to enable a reflective supervision session to be used in cases where the issues are complex or entrenched.

We created an initial process following research into existing models locally and nationally and collating ideas and views of staff and tested the process.

We plan to test the process and adopt it by September 2018.

The impact of the process will be tested by reviewing outcomes for cases where the process has been used.

Operation of the Board

Partner and Public Engagement and Participation

Partner Engagement and Attendance

The Board met four times during 2017/18 with an additional extraordinary meeting to discuss the final report for a Serious Case Review.

Leicestershire and Rutland County Councils, the District Council representatives, the Police, University Hospitals of Leicester NHS Trust, East Midlands Ambulance Service and East Leicestershire & Rutland Clinical Commissioning Group attended all ordinary Board meetings during the year. Schools were also represented at all ordinary Board meetings.

Attendance by other members at Board meetings remain good across most other partners, with some exceptions. The National Probation Service only attended one ordinary meeting, sending apologies to two of the other three. CAFCASS have not attended any Board meetings this year. This is being followed up by the Independent Chair of the Board.

Attendance at subgroups of the Board is good across agencies.

The membership of the Board can be found on the Boards website www.lrsb.org.uk.

Voluntary Sector Engagement and Participation

The Board has a Voluntary and Community Sector (VCS) Reference Group that provides a link to a broad range of voluntary sector groups to communicate key messages from the Board to the voluntary and community sector and to feed in the views and challenges of the sector into the Board.

As well as follow up to the voluntary sector safeguarding assurance survey the VCS Reference Group consistently promoted key single and multi-agency learning events and safeguarding resources, such as the Neglect toolkit to the sector.

The group identified the need to set up and then promoted a lunchtime workshop for working parents across Leicester, Leicestershire and Rutland to access to raise awareness of Child Sexual Exploitation.

The group highlighted issues within the MARAC process framework to the LSCB, which was fed into the Domestic Abuse and Sexual Violence Partnership. As a consequence there was a review of the level of resources and improvement in consistency of delivery.

Public Engagement & Participation

The Board has developed its approach to engaging children and young people in its work, as outlined under the shared engagement priority with LRSAB.

Young people were directly involved in shaping the set-up of the Safeguarding Board's Young People's advisory group. This group will lead agenda items for Board meetings and be involved in pieces of work for and with the Board.

Views of children and young people, including from Leicestershire Children in Care Council and Rutland Youth Council were considered in the development of the Board's priorities for 2018/19. This directly influenced the work plan of the Young People's Advisory Group and a continued focus on the voice and 'lived experience' of children across all Board priorities.

The LSCB has received reports on the voice of children and families and how agencies are recording and responding to these through its Safeguarding Effectiveness Group. These show that agencies across the partnership are listening to and responding to the voice of children to support safeguarding and broader service delivery.

Assurance – Challenges and Quality Assurance

Challenge Log

The Board keeps a challenge log to monitor challenges raised by the Board and the outcomes of the challenges. During the year the following challenges were raised by the Board with safeguarding partners regarding the following topics:

- Attendance at Child Protection conferences. The Board challenged partners regarding low attendance at Initial Child Protection Conferences. The Board Chair challenged Police and Leicestershire County Council to cross-reference the data they hold with regard to this to provide a definitive picture of the issue.
- Child Sexual Exploitation service provision. The Board Chair, with his counterpart in Leicester City requested the Police and Crime Commissioner consider continuation of time-limited funding for key elements of the partnership response to Child Sexual Exploitation.
- Multiagency Safeguarding Arrangements. The Board Chair challenged statutory partners under the Children and Social Work Act 2017 to have early consideration of future structures for multi-agency safeguarding arrangements to be brought in with Working Together 2018.
- The Board continued to monitor timeliness of Initial Health Assessments for Children coming into care following a challenge in 2016/17.

Following these challenges:

- A Task and Finish Group has been set up to review procedures and set agreed parameters for attendance at Child Protection meetings and conferences and collate data regarding this. The Police have reported that they are committed to supporting ICPCs as appropriate with the resources they have.
- PCC funding for analyst and health posts in the multi-agency CSE team was continued into 2018/19.
- Senior Officers from statutory partners met to discuss the new multi-agency safeguarding arrangements prior to the release of Working Together 2018.

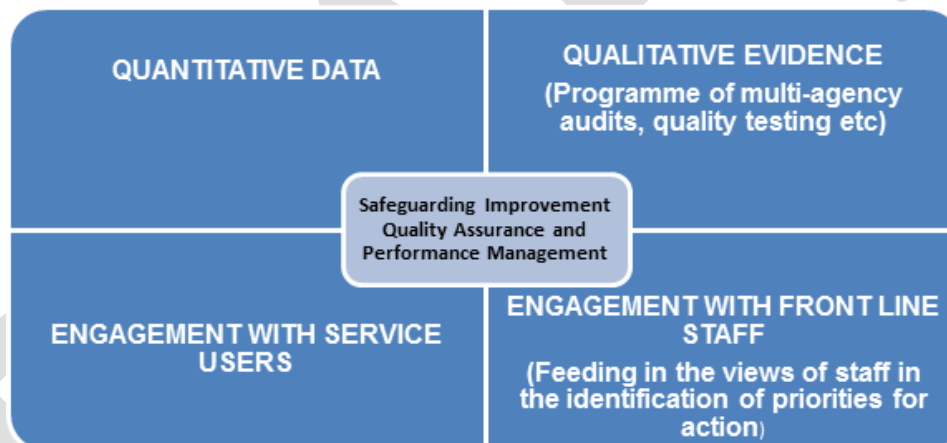
- In Leicestershire more Initial Health Assessments for Looked after Children were carried out on time and the Corporate Parenting Board is now overseeing performance on this.

Quality Assurance and Performance Management Framework

The Board operates a four quadrant Quality Assurance and Performance Management Framework as outlined below. This is overseen by the Boards Safeguarding Effectiveness Group (SEG) shared with the SAB. The outcomes of and findings from this performance framework are incorporated in the relevant sections within the report.

The detailed elements of this are reviewed each year to ensure this provides assurance regarding core safeguarding business as well as business plan priorities and other emerging issues.

The overall model is also reviewed and engagement elements of the framework, both with staff and service users require some further development in the coming year.



Audits

During 2017-18 the LSCB, along with the Leicester City LSCB trialled a new methodology for a 'Section 11' peer challenge of agencies' compliance against their duties within Section 11 of the Children Act 2004. In previous years this has taken place as a paper assessment, which has provided limited scope for challenge and further scrutiny.

For the peer challenge process agencies reviewed their compliance against the nine standards previously tested in our Section 11 processes. Each agency presented their findings to a panel made up of members of the two Safeguarding Children Boards, including Independent Chairs and Lay members. Presentations took place over three sessions. This process gave the opportunity for further focussed exploration and challenge of agencies assessments and compliance with safeguarding duties.

Most agencies provided evidence of good practice which included: website development; safeguarding training, raising awareness (including with the public and children) and adopting quality assurance frameworks and processes.

The conclusions of the chairs of the panels were that processes for safeguarding children are in place across the key agencies, but specific actions were identified for all individual agencies to take forward.

The peer challenge process also led to further follow up work with the Community Rehabilitation Company and District Councils in 2018/19 to gain assurance regarding their safeguarding compliance.

This Peer Challenge approach was found to be a positive experience and more informative than the previous document based approach. There was a good participation and contribution from partners in this process leading to a balance of challenge and support.

This 'Section 11' peer challenge process is to be considered as part of a two-year model subject to future safeguarding arrangements for Leicester, Leicestershire and Rutland.

In addition to its 'Section 11' assurance process the Board continued its approach to multi-agency auditing. During the year two safeguarding multi-agency case file audits were carried out focussing on the following priorities:

- Early Help (and step up to Social Care)
- Safeguarding Children with Disabilities

Two further audits focussed on domestic abuse and missing children were planned to take place, but were delayed due to a reduction in Board office capacity during the year. Audits on these themes will take place in 2018-19.

The audit process follows a Multi-Agency Case File Audit approach. All relevant agencies audit their practice and involvement in a set number of identified cases. Each case and the findings of each individual agency's audit of that case are reviewed in a multi-agency meeting to discuss practice and identify further single-agency and multi-agency learning.

The Early Help audit considered nine cases, seven in Leicestershire and two in Rutland and found:

- Gaps in supervision and management oversight led to drift in a number of cases
- Significant inconsistencies in practice including regarding:
 - Quality of record keeping
 - Use of chronologies
 - Quality of assessments
 - Quality of plans
- Inconsistency in the level of understanding regarding thresholds for step-up to Social Care
- A gap in understanding regarding neglect, reducing the effectiveness of the response to neglect in some cases

- Whilst there was some good practice with regard to hearing and responding to the views of children, the consideration of the voice of the child was not evident in many cases

Agencies have taken away these learning points to embed appropriate responses within their practice. Progress on actions from the Early Help audit will be reviewed by the LSCB in 2018.

The Children with Disabilities audit considered ten cases, seven from Leicestershire and three from Rutland and found:

- Multi-agency information sharing was good in most cases, but there were gaps regarding multi-agency co-ordinated assessment.
- Children's views were sought well in most cases, however how well they were taken into account in planning was variable.
- Some gaps evident in recording, management supervision and oversight,
- Many plans were not SMART
- Significant practice issues in a couple of cases that were immediately addressed by partners.

This audit followed an organisational assessment against standards identified within national Safeguarding Disabled Children practice guidance. This organisational audit found a number of areas for improvement for individual agencies and the multi-agency framework for safeguarding children with disabilities.

The recommendations from the organisational assessment and the audit together are as follows:

- a) The LSCB Task and Finish group representatives communicate the findings of the self-assessment and case file audits to their agencies and services;
- b) Each agency or service and the Leicestershire and Rutland LSCB develop their own improvement plan and contribute to a multi-agency improvement plan based upon the findings of the assessments and audit. Progress in implementing the multi-agency plan is then monitored by the LSCB
- c) The LSCB Task and Finish group meets on one or two more occasions to coordinate this work and the need for continuation of this group is reviewed at the end of the year within the new multi-agency safeguarding arrangements.
- d) Multi-agency procedures are reviewed in line with the findings of the organisational assessment, specifically considering the risks and needs relating to safeguarding children with special educational needs and disabilities, and specific responses.
- e) The LSCB training sub-group reviews the safeguarding training at all levels to ensure it effectively covers disabled children and consider broader multi-agency training needs regarding safeguarding children with disabilities.
- f) The LSCB considers a partnership awareness campaign regarding safeguarding children with disabilities
- g) Action is taken to integrate the EHCP assessment, care planning and review process to promote an holistic picture of the child's needs and reduce the number of meeting parents and young people need to attend;

- h) Further case file audits are undertaken on a six-monthly basis to assess if there are improvements in practice.

These recommendations provided the basis for action under this Board priority for 2018/19.

A multi-agency audit plan has been set in conjunction with the Leicester City LSCB for the coming year linked to the Board's priorities and national Joint Targeted Area Inspection themes.

Learning and Improvement

Serious Case Reviews and other Learning Reviews

Serious Case Reviews (SCRs) are described within *Working Together to Safeguard Children 2015* and are statutory reviews undertaken by Local Safeguarding Children Boards (LSCBs) for cases where abuse or neglect is known or suspected and either:

- A child dies; or
- A child is seriously harmed and there are concerns as to the way in which the authority, their Board partners or other relevant persons have worked together to safeguard the child.

The LSCB has a well-used referral process into its Safeguarding Case Review Subgroup that considers whether cases meet SCR criteria or may otherwise be appropriate and beneficial to review to support learning and improvement across the partnership. Decisions regarding cases to review and appropriate types of review are supported by the Learning and Improvement Framework, shared with between the two LSCBs and two SABs across Leicester, Leicestershire & Rutland.

The Board completed one SCR in line with Working Together 2015 guidance during the year.

Five further SCRs were underway at the end of the year.

The LSCB took the opportunity to gain learning regarding multi-agency safeguarding practice from four cases that did not meet the criteria for a SCR. The LSCB utilised alternative review methods including Appreciative Enquiry learning events, Multi-Agency Panel review of the work undertaken by single agency, Case Management Review and Multi-Agency Case Audit.

Learning from reviews

The following arose in the learning and recommendations from all reviews:

- Ensuring that families whose first language is not English are able to communicate with emergency services in crises situations.
- Denied/concealed pregnancies present a high risk to the babies, particularly at the time of birth, and have statistically significant worse outcomes
- The categories of harm for children in situations of parental domestic abuse need to be carefully considered to ensure all risk factors are considered.

- The importance and specific purpose of parts of the child protection process are not always well understood by professionals not regularly involved in child protection processes.
- The Board needs greater assurance that Child Protection plans are both SMART and robustly implemented
- All professionals should be supported in considering the impact on them of working with people who present as aggressive / challenging behaviour

The influence of this learning can be seen in the work of the Board in its priorities, Training and Development of Procedures this year and in priorities and areas for development for 2018/19.

The Safeguarding Case Review Subgroup monitors a master action plan containing recommendations and actions arising from all reviews.

Domestic Homicide Reviews

The LSCB and SAB manage the process for carrying out Domestic Homicide Reviews (DHRs) on behalf of and commissioned by the Community Safety Partnerships in Leicestershire and Rutland. This is managed through the joint Children and Adults section of the Boards' SCR Subgroup.

One DHR was completed during the year. Two further potential DHRs were considered, one is being taken forward as a DHR locally and the other is being reviewed in another geographical area.

Development Work and Disseminating Learning

The LSCB produces a quarterly newsletter in conjunction with the Safeguarding Adults Board, called Safeguarding Matters. This is used to disseminate key messages including from reviews and audits across the partnership and to front-line practitioners.

Learning has also been shared through Learning Events and the Trainers Network and single agency internal processes, including to GPs via the Primary Care Safeguarding Children Quality Markers (SCQM) tool.

The Board carried out a review of Safeguarding Matters and the Board website with practitioners across partners. Feedback included that Safeguarding Matters was a useful tool for keeping up to date with safeguarding learning, and also for disseminating safeguarding information across teams. Some areas for improvement were identified regarding design and highlighting items of interest for specific audiences.

The Boards website was felt to be easy to access and find relevant information on, but not so easy to find out what had been updated. Some areas for improvement were identified with regard to colours used and adding Board papers to the site.

Child Death Overview Panel (CDOP)

The CDOP is a key part of the LSCB's Learning and Improvement Framework since it reviews all child deaths in the Local Authority areas and identifies any modifiable factors, for example, in the family environment, parenting capacity or service provision and considers what action could be taken locally, regionally and nationally to address these.

The local CDOP, shared with Leicester City, reviewed all child deaths in the area and identified learning from these. In addition the CDOP supported by Public Health completed a review of cases over the past eight years where suicide or self-harm was categorised as the cause of death.

The review found the following common factors in local suicides:

- Social isolation
- Bullying (including online) (30% of cases)
- Autism, personality disorder and ADHD in (40% of cases)
- A number of the cases were struggling to cope with negative changes in their environment, for example separation of parents.

These were considered alongside national learning and the following recommendations identified:

- Raise awareness with schools-highlight the support services that are available to support students, parents and teaching staff.
- Work with front line staff, teaching staff and commissioners to highlight the potential impact on mental health of parental separation – particularly for those children with other risk factors
- Target resilience programmes on children and young people with diagnosed or suspected neurological developmental issues e.g. Asperger's/ Autistic Spectrum disorders and ADHD.
- Raise awareness of the potential impact of the pressure to succeed academically on mental health and wellbeing with both students and teaching staff.

The local CDOP produces its own annual report, which will be published in the Autumn of 2018.

Co-ordination of and Procedures for Safeguarding Children

The Board shares its Multi-agency procedures with the Leicester City LSCB. Throughout the year the Board has reviewed and revised Multi-Agency Procedures in line with developments in practice and learning from reviews and audits.

The Board has developed a standalone procedure with regard to pre-birth safeguarding.

The Board updated the thresholds document for referral to children's services and has also revised procedures relating to:

- Reports for Child Protection Conference
- Whole family approach

- Historical abuse and allegations
- Contacts

The Board commenced work on a single Multi-Agency Referral form for all agencies to use to refer into children services front door for any of the Local Authorities in the area. This will be completed in 2018/19.

Changes to procedures have been communicated through bulletins, the LSCB and SAB's Safeguarding Matters newsletter and through training events.

Training and Development

The Competency Framework for Leicester, Leicestershire & Rutland, prepared in accordance with 'Working Together 2015' sets out minimum competencies and standards across the children's workforce and gives advice as to how practitioners can meet these requirements through learning, development and training, supported by briefing sessions, bespoke training, consultation and advice. This supports practitioners, managers and organisations to ensure a good level of competence across the partnership workforce with regard to safeguarding children.

This framework will be reviewed in 2018/19 in line with Working Together 2018.

The Boards Training and Development Work is led by the Interagency Training, Group, which is shared with Leicester City LSCB.

The group leads development and delivery of an annual training and development programme. This reflects the priority elements within the two LSCB's business plans and national priorities, as well as the learning from national and local Serious Case Reviews. The training programme is delivered through a 'mixed economy' of partner contributions, commissioned training and national training opportunities, as set out in a partnership agreement.

The LSCB also facilitates a local trainers' network, which supports development of local safeguarding trainers through development sessions and networking.

The LSCB, through its Safeguarding Effectiveness Group, regularly requests information from its partners regarding the effectiveness of their safeguarding training programmes in line with the Leicestershire & Rutland Safeguarding Competency Framework.

All agencies have been able to provide information to give assurance on training and competency during the year. At the end of the year training data was outstanding from the Clinical Commissioning Groups due to a reduced administration resource in the CCG safeguarding team. Earlier returns through the year had consistently given assurance, and the availability of data to provide this assurance from the CCGs will continue to be monitored by the LSCB.

During 2017/18 evaluation of the interagency training programme was undertaken by Voluntary Action LeicesterShire (VAL), on behalf of the two LSCBs.

During the year 67 themed training events took place within the LSCB Interagency programme across Leicester, Leicestershire and Rutland with 1047 attendees.

This was a 39% decrease in attendees on multiagency training compared with 2016/17. This was in line with 40% fewer places available due to running fewer large scale events than the previous year.

In addition 25 LSCB funded Essential Awareness training sessions for the voluntary and independent sector offering 625 spaces in total supporting consistency in knowledge and skills across the wider workforce across Leicester, Leicestershire and Rutland. These were well received and almost all courses were full.

Following introduction of a charging policy for no shows in 2016/17 the number of no-shows has reduced further by 25% this year to 106, in addition the number of cancellations halved to 71.

The evaluation includes a three-month follow-up of attendees to support the assessment of the impact of training and development on practice.

Analysis of this feedback continues to demonstrate sustained improvements in knowledge, skills and confidence in key subject areas and continues to provide a greater insight to the ways in which professionals are working together, sharing information and taking personal responsibility in respect of safeguarding children and young people

Participants are asked to identify post training actions. There was a continued shift from cascading learning to specific practice related actions from previous years' results. At the three-month follow up 82% of participants reported they had implemented the actions they identified in training at least in part. Where these were not able to be implemented, the key issue was reported as relating to capacity.

Capacity of workers across the children's workforce is a barrier to learning, because it prevents workers from attending training and/or committing to the learning when they are there. 'Other work priorities' was given as a non-attendance reason in 42% of cases with only sickness at 59% being higher.

The Board undertook some development work with regard to its approach to training during the year, including developing a training strategy for 2018/19 and agreeing a transfer of the support function from VAL to the Leicester City Safeguarding Board Office.

The Board will pause training for April to July 2018 while the support function is transferred to Leicester City Safeguarding Board Office.

An LLR Sharing Learning from Reviews: Research in Practice proposal has been accepted to look at disseminating learning from reviews in a timely way, with a 'cascade' pack of information for safeguarding leads, including a synopsis of the case, detail of the learning, links to research and relevant articles. This information can then be shared widely within agencies. This will be implemented in 2018/19.

The LSCB would like to express its appreciation to organisations that have contributed to the partnership training programme through trainer time or venues. The estimated value of the in-kind contribution to the programme from all agencies is over £10,000.

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Leicestershire & Rutland SAB and LSCB Finance 2017-18

	£
SAB Contributions	
Leicestershire County Council	52,798
Rutland County Council	8,240
Leicestershire Police	7,970
Clinical Commissioning Groups (West Leicestershire and East Leicestershire & Rutland)	15,930
University Hospitals of Leicestershire NHS Trust	7,970
Leicestershire Partnership NHS Trust	7,970
Total SAB Income	103,334
LSCB Contributions	
Leicestershire County Council	84,003
Rutland County Council	52,250
Leicestershire Police	43,940
Clinical Commissioning Groups (West Leicestershire and East Leicestershire & Rutland)	55,760
Cafcass	1,100
National Probation Service	1,348
Derbyshire, Leicestershire, Northamptonshire and Rutland Community Rehabilitation Company (Reducing Re-offending Partnerships)	3,000
Total LSCB Income	241,401
Total Income (LSCB & SAB)	344,735
£	
SAB and LSCB Operating Expenditure	
Staffing	214,966
Independent Chairing	22,500
Support Services	30,500
Operating Costs	13,500
Case Reviews	16,290
Training Co-ordination and Provision (LSCB)	55,641
Total SAB & LSCB Operating Expenditure	387,037
Deficit	£8,662
LSCB & SAB Reserve account at end of year	£51,016

Business Plan Priorities 2018-19

From analysis of current and emerging issues the following have been identified as our priorities for 2018-19:

Development Priority	Summary
1. Partnership Transition	Influence the development of new multi-agency safeguarding arrangements.
2. Multiple Risk Factors	The impact of multiple risk factors on children is recognised, understood and responded to across agencies.
3. Safeguarding Children – Access to Services	Ensure the pathways for access to services for safeguarding children are robust and effective
4. Child Exploitation - (Child Sexual Exploitation, Trafficking, Missing and Gangs)	Children at risk of exploitation are effectively safeguarded.
5. Safeguarding Children with Disabilities	Improve the approach to safeguarding children with Special Educational Needs and Disabilities.

Action plans are in place for each of these priorities.

For 2018-19 there are no specific joint priorities with the Leicestershire & Rutland Safeguarding Adults Board though joint working will be promoted where possible.

Partner Updates



West Leicestershire
Clinical Commissioning Group



East Leicestershire and Rutland
Clinical Commissioning Group

Leicestershire and Rutland and West Leicestershire Clinical Commissioning Groups (CCGs) are committed to the promotion of safeguarding children, supporting the work of the safeguarding board and to support staff and partners to undertake their safeguarding responsibilities.

In 2017-18 the CCGs have continued to monitor evidence and assurance from commissioned health services. As Commissioners of local health services West Leicestershire and East Leicestershire and Rutland Clinical Commissioning Groups are required to evidence compliance with *NHS England (NHSE) Accountabilities and Assurance Framework Safeguarding Vulnerable People in the NHS (2015)*. This includes the CCG receiving evidence and assurance from commissioned health services about the quality of the safeguarding arrangements in relation to key adult & children (including Looked After Children) safeguarding requirements, Deprivation of Liberty standards (DoLs) and Mental Capacity Act legislation, and to identify areas for development or where additional assurance is required. As part of this process all CCG commissioned health services are required to submit the CCG Safeguarding Assurance Tool (SAT) together with supporting evidence.

The CCGs have also demonstrated their support to the promotion of the child safeguarding agenda by supporting and/or coordinating a number of initiatives and policy developments.

The CCGs Safeguarding team is coordinating across Leicester, Leicestershire and Rutland the roll out of the NHS England Child Protection – Information Sharing (CP-IS) programme. This is a nationwide information sharing solution that identifies children with Child Protection Plans or Looked After Children who visit NHS unscheduled care settings such as accident and emergency wards, ambulance service, maternity, minor injury units, out of hours and walk-in centres. The outcome of this means that when a child attends a NHS unscheduled care setting the CP-IS alert is shown on the child's medical records about the child's safeguarding or LAC status. The CP-IS alert is then automatically sent to inform the child's social worker about the geographical location of the Out of Hours or Urgent Care/Emergency Department.

The CCG endorsed the work of the CCG Domestic Violence Health Group and the production of the Domestic Violence and Abuse Policy that has been disseminated to all GP Practices across Leicestershire and Rutland.

In addition UAVA have been commissioned by the CCGs to deliver Managing Disclosures of Domestic Abuse briefings to all GP Safeguarding Leads. UAVA have also provided Train the Trainer sessions to all members of the CCG Safeguarding Team to enable the team to continue to deliver the Domestic Abuse briefing sessions to GP's once UAVA have delivered their CCG 6 commissioned sessions.

The CCG Safeguarding Team led the arrangements for the Safeguarding Health Network- a quarterly meeting of safeguarding leads from all of the CCG commissioned services. Leicestershire & Rutland Safeguarding Children Board information has been cascaded to the Safeguarding Health Network that includes NHS and Non NHS Providers.

Messages from Serious Case Reviews and Domestic Homicide Reviews have been cascaded to GP's via the Primary Care Safeguarding Children Quality Markers Tool (SCQM). The CCG Safeguarding Team promotes GP compliance with recommendations arising from SCRs and Alternative Reviews through the delivery of GP Safeguarding Children Training Programme and discussions at the GP Safeguarding Forums.

The CCGs' commitment to safeguarding and working in partnership will continue into 2018/19.



Leicestershire County Council children and family services continue to make progress against the continuous improvement plan 'Road to Excellence 2017 to 2020.' The plan is closely monitored and driven by the senior leadership team and six-monthly progress reports are presented to Overview and Scrutiny Committee. These show a clear direction of travel and improvement that focuses on improving the experiences and outcomes of children in need of help and protection, children looked after and care leavers. The plan incorporates developments in line with recommendations from Ofsted following their inspection in 2016.

The plan is based around the four building blocks of:

- Being a Learning Organisation
- Embedding Excellent Practice
- Taking the Right Action at the Right Time, and
- Developing Policy and Performance

And is underpinned by four behaviours for all staff:

- Voice; Listening and responding to what children and families say
- Signs of Safety; doing with, rather than 'for' or 'to'
- Outcome focussed; striving to improve children and families lives
- Leadership; everyone is responsible and accountable

The Assistant Director and Heads of Service lead a monthly meeting with service managers and all child care managers to focus on practice development and performance.

The Council invested to enable a significant increase in staffing to support the improvement journey. Substantial work on recruitment and retention has taken place

over the last twelve months and despite the national challenges of recruitment in social work Leicestershire is beginning to see steady growth. A number of staff have been recruited across the teams although many are newly qualified.

Work has taken place in First response and an in-house inspection by Senior managers in December 2017 and an independent mock inspection in May 2018 demonstrated improvements in this key area. Practice Standards to support the 'Growing Quality in Children's Social Care' have been launched in all areas and audit and improvement work is supporting the embedding of these standards.

The establishment of the Practice Excellence arm of the service to deliver on embedding Signs of Safety, quality assurance and improvement, and practice is seeing a positive impact. The ASYE (Assessed and Supported Year in Employment) programme for newly qualified social workers has been revised and strengthened and an ASPIRE programme developed for new team managers and aspiring senior practitioners. A progression framework for social workers and a learning offer have been agreed.

The second annual social work conference took place in June with a focus on 'Making a difference to children and families'. The event celebrated good practice.

The Council has worked to ensure that rigorous management oversight is supported by improved performance management arrangements.

Caseload number and workloads are closely monitored. In key areas of the service, namely First Response, Children in care, CSE Hub, disabled children workloads are now in line with our caseload standard. There is ongoing work to realign the children protection and strengthening families teams to ensure reasonable workloads across all of these teams.

Performance has improved in key areas: timeliness of response at the Front Door; number of assessments completed and of these the number completed within 45 working days; quality and compliance of strategy discussions/meetings; permanence planning; contact with care leavers and care leavers in suitable accommodation. There is an improving picture regarding repeat child protection plans.

Participation work with young people including advocacy work to support young people in their case conference and work with the children in care councils and care leavers is strong.

The continued work in line with the 'Road to Excellence' will support safeguarding children and young people in Leicestershire by championing and embedding consistently high quality practice and management oversight. The improvement and performance culture and framework will support this and evidence impact for children, young people and their families.

Leicestershire will also work to ensure that the Listening Support Service's return interviews for children going missing from home and care are timely and that the quality of these is consistent, monitoring demand to ensure resourcing of the service is sufficient.



A stable and effective operational and portfolio holder leadership is in place which ensures services continue to strive for better. There is committed political support expressed through the continued investment in a broad range of children's services. Previous instability in social care teams has meant that some children have had several changes of social worker. Successful recruitment and retention strategies have led the service to a more stable position. The service is sufficient and caseloads are manageable. We have few vacancies within children's social care and we have significantly reduced the use of agency staff. Small focused social work teams enable close working and shared learning; social workers know their children well. Social Work and Early Help teams are located together which enables professional dialogue and good practice to be shared.

The integrated front door to children's services, including a Special Education Needs (SEND) pathway is established, understood and used appropriately by our partners. We have worked with partner agencies and provided a training programme to our schools, health service, police and Ministry of Defence staff which is aiding an appropriate and timely response to concerns raised.

We now have a fully embedded children's services Performance and Quality Assurance Framework. Monthly audits assure us that children are safe and protected. Managers and senior leaders have a clear line of sight to the quality of front line practice. Performance with regard to assessments and reviews is within timescales and outcomes for Children Looked After, Care Leavers and Children with SEND are good across education, employment, placements and accommodation.

Our workforce development plan reflects the learning from our Quality Assurance and Performance processes and from feedback from children and families. Signs of Safety and relationship-based practice is embedded as our model of intervention with families across service areas. Our training and development programme is aligned to cover the key skills and attributes necessary moving forward into accreditation. We have embedded the use of the neglect toolkit and have introduced a toolkit with families where the trilogy of risk is evidenced.

We have developed a strong focus on reflective supervision, with the majority of staff being satisfied with its quality. There is a good range of training and learning opportunities that is also well received. This ranges from staff conferences and practice learning events based on emerging issues to bespoke training courses. We run bi-monthly multi agency learning from Serious Case Reviews (SCR) sessions.

Decisive action is taken to escalate concerns where necessary improvements and timescales are not made for children in care and our care leavers. An effective multi-agency Children Looked After (CLA) and At Risk Children (ARC) Panel agrees threshold being met for proceedings, Public Law Outline (PLO), and reviews all those on Supervision Orders. This panel has prevented drift on cases. We have

appointed a permanent Head of the Virtual School who is an effective point of contact for schools and has good oversight of our CLA attainment. The Virtual Head ensures that each young person placed out of county has an identified worker who liaises with schools and tracks progress.

We have focused on ensuring our children at risk of sexual exploitation are protected through effective multi-agency arrangements. The internal 'Exploitation Group' considers all children at risk of exploitation and there are strong links with the multi-agency CSE Hub.

We have made significant improvements in our fostering service, aligning all areas to the Signs of Safety approach and use all the Coram/BAAF materials in our assessments. We have a proactive and supportive independent panel that are engaged with Rutland carers. There is a strong recruitment campaign to improve in-house foster carer sufficiency with a strategy in place to increase the local foster carers by almost a third which puts us in line with expected national standards. 'Staying Put' is embedded within our fostering service and we have completed our Local Offer for Care Leavers recently to include new statutory provision up to 25 years. We will build on our existing resource such as our skilled foster carers, such as completing life story work and supervising family time and extend our fostering service to other Local Authorities.

We have increased our social worker capacity in our children with disabilities team and reviewed our 'offer' for children with disabilities. Multiagency audits of safeguarding children with disabilities (February 2018) rated all good and outstanding.

We are reviewing our domestic abuse offer including toolkits and training ensure that services are accessible and timely in the Rutland area for victims and perpetrators but also the children involved in such experiences to improve outcomes for them.

We have strengthened our Participation and Engagement Framework to ensure we have a system of continuous feedback from service users which informs our practice and supports our service design and review. Our families and foster carers report seeing positive changes and communication and support strengthening.

We have completed our 2017/18 'Next Steps' Action plan, which has addressed the 17 recommendations from the 2017 Ofsted report. The learning from that and from our Peer Challenge May 2018 has enabled us to create a comprehensive Children's Services Continued Development Plan 2018/ 2020 which will provide leadership direction and clarity in our service plans supported by a robust needs assessment and a coherent commissioning strategy.

Concise recording and analysis are key areas for further development in the coming year alongside improving the recording of the lived experience for children and young people. Whilst we have good outcomes we are not always good at recording how we achieved them. We will continue to build on SMART planning and monitor how plans are progressed, we will use data to inform practice further and ensure robust Core Groups are being held to progress plans effectively.

We will continue to strengthen links across the local authority, with elected members, children and young people's fora and the whole partnership system to ensure the conditions for excellent partnership working and practice flourish. Partner agency attendance at Child Protection Conferences continues to be an area of concern; some agencies are not attending as we would like and this we continue to address via the LSCB.



Children are at the heart of the strategic priorities of Leicestershire Police which include Child Sexual Exploitation and Abuse, Sexual Offences and Domestic Abuse. Her Majesty's Inspectorate of Constabularies and Fire and Rescue Services (HMICFRS) in their Child Protection visit in 2017 concluded, 'the force continues to demonstrate a strong commitment to reviewing, improving and implementing changes to its services and to prioritising child protection.'

The Force has continued to demonstrate its commitment to multi-agency working taking leading roles in developing executive structures to respond to Child Sexual Exploitation, Domestic and Sexual Violence and Abuse and children linked to 'Urban Street Gangs.' The Force takes an active role in all Safeguarding Children Board activity and has committed an additional Inspector post to support this work.

The Force has invested significant funds to renovate the Child victim suite in consultation with local children. The Force has continued to develop a culture of seeing the child in any incident by creating a 'Childs Voice' video which is supplemented by a 'Think victim' booklet which contains specific advice in respect of Children.

The Force has worked with partners to strengthen the combined assessment of CSE concerns through a multi-agency daily management meeting, weekly partnership meeting and monthly strategic meeting. Leicestershire Police have redesigned their response to missing people. The Missing Persons Operational Team provides consistency of assessment, whilst the Missing Persons Engagement Team work with partners to reduce the risk to people who repeatedly go missing; children making up the majority of these.

The Child Referral Team reviews all public protection notices submitted by frontline officers and staff. Through a re-structure and a change in processes it is now able to undertake all strategy discussions on behalf of the Force including those relating to sexual offences and Domestic Abuse. Part of the process redesign included the audio recording of S.47 strategy discussions; HMICFRS described this practice as 'innovative' and 'good practice.'

HMICFRS, during their re-visit in December 2017, graded over twice as many child protection cases as good, and nearly half as many as inadequate compared to their original inspection in January 2017. Despite the improvement, there is clearly more work to be done. HMICFRS were assured of a continuing commitment to make further improvements.

The Forces Paedophile Online Investigation Team (POLIT) has joined the newly developed Digital Hub. Enhanced processes within the hub and in POLIT, has led to more people who view indecent images of children being identified and more children being safeguarded.

The Force is committed to meaningful engagement in Child Protection Conferences, particularly pre-birth and initial conferences. Demand in this area has more than doubled. Although resources have been increased, those which are attended have had to be prioritised; all receive a report in respect of Police information about the family. The Force is chairing a multi-agency group tasked to look at alternate options to attendance, including video conferencing.

The Force is developing a Children's Strategy to ensure the voice of the child is incorporated into every strand of policing. The Police and Crime Plan 2017-21 includes a focus on specific areas where children are affected.

The Force is working with Local Authority partners to improve the provision of appropriate adults for children in custody and to reduce the amount of children kept in Police custody overnight due to a lack of appropriate accommodation.

The Force is undertaking a project to create a Safeguarding hub encompassing Children and Adults. Building upon the innovative processes adopted by the Child Referral Team, and the multi-agency CSE team, it will also include Domestic Abuse support, MARAC, Adult Vulnerability and Mental Health. It will allow the holistic review, research and assessment of cases, ensuring the response considers the most appropriate response to often complex situations. Some of the existing teams include staff from partner agencies. It is hoped the aligned hub will facilitate further co-location and partnership working.

Leicestershire Police will maintain a regime of internal audits and will engage with multi-agency and external reviews in order to continually improve the service to provide the best outcome for children and families.



We successfully introduced a hospital 'independent domestic violence advisor' (IDVA) into the Emergency Department at the Leicester Royal Infirmary. The IDVA has been instrumental in supporting the team to secure refuge for a woman who had no recourse to public funds due to her circumstances. The IDVA has also ensured

that a number of patients have received specialist domestic abuse support before leaving the department.

We transferred all of our safeguarding records for maternity, children and adults onto an electronic database to ensure data is kept in one place. This means that the team have ready access to cases and information, to enable us to cross reference information that the Trust holds on safeguarding concerns.

We delivered accredited PREVENT WRAP training to over 7,475 staff as part of a plan to train 85% of clinical staff by June 2018, as part of our NHS England contractual requirements.

We completed IT preparatory work to support the implementation of the Child Information Sharing Project (C-PIS) by April 2018. This national programme will provide real-time alerts about children who are known to be Looked After or on a Child Protection Plan.

We have worked with safeguarding partner agencies to complete 5 multi-agency audits. In child safeguarding we were able to demonstrate that we have effective processes to share information about children considered at risk with police and social care.

We have promoted the use of the NHS England Safeguarding App. This means that staff using the App have immediate access to consistent information about safeguarding and the wider agenda such as Mental Capacity Act.

In 2017 the Trust's safeguarding assurance self-assessment and subsequent CCG review identified the following developmental areas:

- To improve compliance with PREVENT WRAP Training
- To explore further methods to capture the 'Voice of the Child'
- Finalise the revised UHL Safeguarding Supervision Policy and Management of Allegations Against Staff Policy.

In response to this the following work has taken place –

- A revised training strategy for PREVENT training was developed together with a monthly performance monitoring tool, to ensure that relevant staff attend PREVENT training
- In conjunction with the Patient Experience Team and Women's and Children's CMG, further data was collated to demonstrate how the Voice of the Child is captured
- UHL Safeguarding Supervision Policy has been re developed in line with changes in practice. The Trust has also developed and updated policies in relation to the "Management of allegations against staff".

Due to the changing nature of safeguarding work the complexity of cases, together with the available resources to manage cases will be reviewed taking into account referral patterns and activity data. An option appraisal will be completed during 2018 to determine the required resource and team structure to deliver the future safeguarding service.



The NPS is committed to protecting the right of a person, whether an adult or a child, to live in safety, free from harm, abuse and neglect. It recognises that safeguarding is everyone's responsibility and that children are best protected when professionals are clear about what is required of them individually and how they need to work together. The NPS national policy, "Safeguarding and Promoting the Welfare of Children" clearly describes our work, its links to child safeguarding, and how we meet our Working Together Section 11 duties.

The National Probation Service continues to engage positively with the LSCB and with partnership agencies.

In the past year, significant work has gone into further developing the safeguarding processes in an online repository of process maps, documents, policies and guidance called EQUiP - Excellence and Quality In Processes. This outlines to staff how to make safeguarding checks, referrals, child protection conference responsibilities, and provides aide memoirs and toolkits. It will be used to inform Safeguarding Quality Assurance tasks that will be scheduled in coming 12 months. Additionally, a new Practice Improvement Tool has been developed to quality assure safeguarding referrals.

In relation to training, all NPS staff, regardless of role, have to complete the Child Protection and Safeguarding Children, and the Domestic Abuse e-learning modules. All front line staff who supervise or have contact with offenders also have to complete the two day Safeguarding Children face to face training.

As of April 2018, no staff have the e-learning outstanding, and only just under 10% of staff still require the face to face input. Other training relating to safeguarding children has continued to be offered in the past year such as Working with Sex Offenders, Domestic Abuse. Whilst additional training offered by partner agencies/local authority has been offered to, take-up has been low due to workload demands; this is acknowledged as action required for the coming year.

LLR NPS Senior Management have made efforts to maximise attendance at LSCB Board Meetings, with additional involvement in a subgroup review of Child Protection Conferences and Appeals, and a pending subgroup review of quoracy, partnership representation and contribution to CP conferences. Serious incident information requests and data trawls have been returned within timescales.

Front line NPS staff continue to manage high risk violent and sexual offenders, some of whom will pose a risk to children. Staff make referrals, with NPS management support and oversight, where safeguarding concerns arise. There is room however to develop our staff's understanding and links with the Early Help aspect of Children's Social Care so that we are fully utilising the "One Front Door" approach to address the needs of all children of service users under NPS' supervision.

The challenges in the year ahead for NPS remain high workloads; with the Leicestershire Cluster being consistently amongst the highest workload in the Midlands region. Additionally, there has been a large intake of staff, with more trainee Probation Officers joining later in the year. Whilst this will hopefully alleviate some of the workload pressure in the future, in the interim two years it presents further workload challenges whilst these new staff are developed, supported and trained.

NPS LLR remain committed to delivering a quality service, and learning from our practice and partnerships.



Safeguarding touches everyone's lives at some time, including the lives of the service users and staff of Leicestershire Partnership NHS Trust (LPT). Many of our service users have experienced abuse of some kind, or may be at risk of experiencing abuse either now or in the future. Few of these service users exist in isolation, which is why in 2017 LPT have continued to build on the work to adopted a 'Whole Family' approach to safeguarding, including moving to a position of a Whole Family safeguarding team instead of separate Adult and Children team.

Training and information for staff has been adapted in relation to Individual and organisational responsibilities and in line with promoting a Whole family approach. Likewise, LPT has continued to work towards improving health outcomes for Looked after Children (LAC) and supporting the Child Death Overview Process (CDOP).

The PREVENT Statutory Duty was introduced in 2015, placing specific statutory obligations on health organisations and other partners to support the protection of individuals vulnerable to exploitation by extremist groups. Moving forward LPT will have a Prevent Lead and Prevent co-ordinator as part of the Whole Family Safeguarding Team, who will ensure compliance with statutory responsibilities including training delivery.

Given the vulnerabilities of those we work with in LPT, we must continue to focus on 'Early Help' and Prevention and lesson learning in 2017-18 in order to prevent the risk of Abuse to Vulnerable Adults and Children in contact with LPT services.

LPT is closely monitored in relation to safeguarding activity both internally and externally to ensure the organisation is compliant with statutory requirements placed upon health organisations.



Derbyshire, Leicestershire, Nottinghamshire & Rutland Community Rehabilitation Company (DLNR CRC) is responsible for the supervision of low and medium risk of harm adult offenders, the provision of a range of rehabilitative interventions for CRC and National Probation Service (NPS) cases and the delivery of 'Through the Gate' (TTG) services in Resettlement Prisons. This work involves working with adult offenders who are both perpetrators of abusive behaviour and individuals who present with multiple vulnerabilities

Safeguarding is a core statutory function of DLNR CRC. Risk assessment and risk management is one of its key activities, driving all its activities with service users. Safeguarding considerations are considered within assessment and risk management plans at all stages. DLNR CRC use specialist risk assessment tools such as Offender Assessment System (OASys) and Spousal Assault Risk Assessment (SARA) to support defensive decision making across all areas of risk. All operational staff are trained in safeguarding as part of their core training and DLNR CRC has a competency framework to ensure that all cases are allocated to appropriately trained staff on the basis of identified risk and need.

DLNR has quality assurance mechanisms to support the maintenance of effective practice standards. All team managers within DLNR CRC attend 'Quality Days' on a monthly basis during which case records are sampled and quality assured. DLNR CRC also have an Internal Audit team who undertakes themed audits across DLNR. DLNR CRC are also subject to audits through Her Majesty's Prison & Probation Service (HMPPS) contract management team and HM Inspectorate of Probation (HMIP).



CHILDREN AND FAMILIES OVERVIEW AND SCRUTINY
COMMITTEE: 10 SEPTEMBER 2018

CHILDREN'S SOCIAL CARE STATUTORY COMPLAINTS AND
COMPLIMENTS ANNUAL REPORT 2017-18

REPORT OF THE DIRECTOR OF CHILDREN AND FAMILY
SERVICES

Purpose of Report

- 1 The purpose of this report is to provide the Committee with a summary of the Children's Social Care Statutory Complaints and Compliments Annual Report for 2017/18.

Policy Framework and Previous Decisions

- 2 The Children Act 1989 Representations Procedure (England) Regulations 2006 sets out the policy framework against which children's social care complaints should be considered.
- 3 Local authorities must, each financial year, publish an Annual Report (Regulation 13(3)).

Background

- 4 The Complaints Team, which sits within the Corporate Resources Department of the County Council, manage and co-ordinate complaints relating to 3 separate complaints system:
 - a) Adult Social Care - a statutory process
 - b) Children's Social Care – a statutory process
 - c) Corporate Complaints – a non-statutory process, which considers complaints relating to other services provided by the Council and where there is no other form of redress.
- 5 The Children and Family Services Department is contacted on a daily basis by service users, carers and other parties with concerns or requests for information. These queries are dealt with at a local level within care teams or through the Director's office without recourse to the formal complaints process. The complaints team do, on occasion, also receive queries and concerns that suggest a child or young person may require immediate support or which raise safeguarding concerns. Such reports are best handled outside of the formal

complaints procedure and are referred into the First Response team or allocated workers for urgent consideration as appropriate

- 6 The Annual Report for Children's Social Care is attached as Appendix A to the report, and provides a summary of the statistical information and headline issues emerging from the analysis of complaints activity for 2017/18, along with the Department's planned activity to respond to this.

Complaints received and outcomes

- 7 The number of complaints in 2017/18 were as follows:
- 92 complaints considered at Stage 1, compared to 66 in 2016/17
 - 10 complaints considered at Stage 2, compared to 6 in 2016/17
 - 2 complaints considered at Stage 3, compared to 3 in 2016/17
- 8 Using the figures on numbers of referrals made to Children's Social Care, in just 1.3% of cases a complaint is subsequently received. This is an increase on last year (+0.4%)
- 9 The number of requests escalating from Stage 1 increased this year (10), but this represents an almost identical escalation rate of 11%. Every effort is made to prevent the un-necessary escalation of complaints and these figures show that despite a significant volume increase at Stage 1, escalation rates have been largely controlled.
- 10 Analysis of the complaints received show the main areas complained about are "Professional Decision making" and "Quality of Work". A significant factor is the large increase in single assessments carried out.
- 11 During the year, seven complaints were received directly from children or young people. This is a slight increase on previous year (1%) but this figure remains low. The Complaints Manager does however meet regularly with Children's Rights Officers and has access to cases they are supporting informally. This is to ensure and validate that young people are not blocked in any way from accessing the formal complaints procedure.
- 12 72 of the complaints at Stage 1 (77%) were responded to within the statutory maximum of 20 working days. This is a significant drop in performance from 2016-17, and suggests work is required to improve performance in this area.
- 13 There are often good reasons why complaints can exceed 20 working days to resolve, for example meetings being arranged. Complaints analysis has also highlighted a number of changes that can be made to improve the performance. Examples of recent changes made include renewed emphasis on personal contact with complainants, and "stopping the clock" where it is agreed that meetings afford the best prospect of resolution.
- 14 The Local Government Ombudsman investigated thirteen complaints relating to Children's Social Care during 2017-18 and found fault in just one instance. This

provides good re-assurance that complaints are appropriately managed across the three stage process.

- 15 33 compliments were received and forwarded to the Complaints Manager during 2017-18. This is slightly down on last year (39), and reminders continue to be issued to all services of the importance of recognising and sharing positive feedback, which bring balance to the annual report.

Recurring themes with regard to complaints

- 16 The following key learning points are highlighted by the Complaints team as recurring themes:

- Lack of empathy when handling referrals
- Poor / inadequate detail within single assessments
- Delay in responding to calls left with social workers and managers

- 17 These themes have been discussed with senior managers and actions have been tabled to address the issues.

Resource Implications

- 18 The annual report outlines that the costs incurred through the complaints procedure were £38,640 an increase of £20,000 on 2016/17.
- 19 Cost increases are driven by the increased volume of independent investigations carried out during the year. This highlights the importance of local resolution.
- 20 Improvement activity will be carried out within existing resources and therefore there are no resource implications. The Director of Corporate Resources has been consulted on this report.

Conclusions

- 21 There has been a significant increase in volume of complaints this year and there is some pressure on response timescales.
- 22 A number of clear themes have been identified and discussed with managers and senior practitioners to inform service improvement.
- 23 There are clear signs of emerging cultural improvement in managing complaints and the Complaints Manager is actively supporting the department in raising performance further.
- 24 The low level of complaints upheld by the Local Government and Social Care Ombudsman gives good re-assurance that complaints are addressed appropriately through the complaints procedure, and where applicable appropriate remedies are provided.

Background Papers

25 None

Circulation under the Local Alert Issues Procedure

26 None

Officers to contact

Paul Meredith
 Director, Children and Family Services
 Tel: 0116 305 7441
 Email: paul.meredith@leics.gov.uk

Sharon Cooke
 Assistant Director, Children and Family
 Services
 Tel: 0116 305 5479
 Email: Sharon.cooke@leics.gov.uk

Simon Parsons
 Complaints Manager, Corporate Resources
 Department
 Tel: 0116 305 6243
 Email: simon.parsons@leics.gov.uk

List of Appendices

Appendix A – Children’s Social Care Statutory Complaints and Compliments:
 Annual Report - April 2017-March 2018

Equality and Human Rights Implications

27 The Children and Family Services Department supports vulnerable children and young people from across all communities in Leicestershire. Complaints and compliments are a way of ensuring that service responses are fair and equitable to all. This report does not highlight any specific equal opportunities implications.



Children's Social Care

Statutory Complaints and Compliments Annual Report 2017/2018

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1. Purpose and Summary of Report

- 1.1 To report statistical information to Members and Officers detailing Leicestershire County Council's (LCC) Children's Social Care complaints activity from 1 April 2017 to 31 March 2018 including any developments and planned improvements.
- 1.2 To meet the requirements of Regulation 18(2) of Statutory Instrument 2006 No. 1681 Local Authority Social Services Complaints (England) Regulations 2006 and Regulation 13(3) of Statutory Instrument 2006 No. 1738 The Children Act (1989) Representations Procedure (England) Regulations 2006.
- 1.3 For the current year the following Statutory guidance remains relevant
 - Getting the best from Complaints 2006
- 1.4 This report provides analysis and comment for Children and Family Services on all complaints managed under the statutory process. Those complainants not qualifying under the statutory process are considered under the County Council's Corporate Complaint Annual Report presented annually to the Scrutiny Commission.
- 1.5 The Complaints Manager role is responsible for ensuring that complaints are handled appropriately and providing support to the department in resolving complex cases. In addition, the Complaints Manager will highlight key trends that emerge each year and any recommendations that would improve how we work. The Children and Family Services department retain responsibility for actioning any such improvements.

2. Complaints and compliments received 2017-18

2.1 Foreword

This report only considers complaints identified as statutory complaints as defined by the Statutory Guidance outlined within “Getting the Best from complaints”

There are two key tests applied in making the above assessment.

- 1) Is the complainant eligible?
- 2) Is the subject matter within scope of the procedure?

Concerns that fall outside of the scope of the statutory complaints framework are responded to by the complaints unit and are then handled in line with the relevant alternative route which typically includes

- Consideration as a corporate complaint
- Referral to the LSCB appeals procedure
- Explanation that the matter cannot be considered as the subject matter has / will be adjudicated in Court

2.2 Complaint Volumes

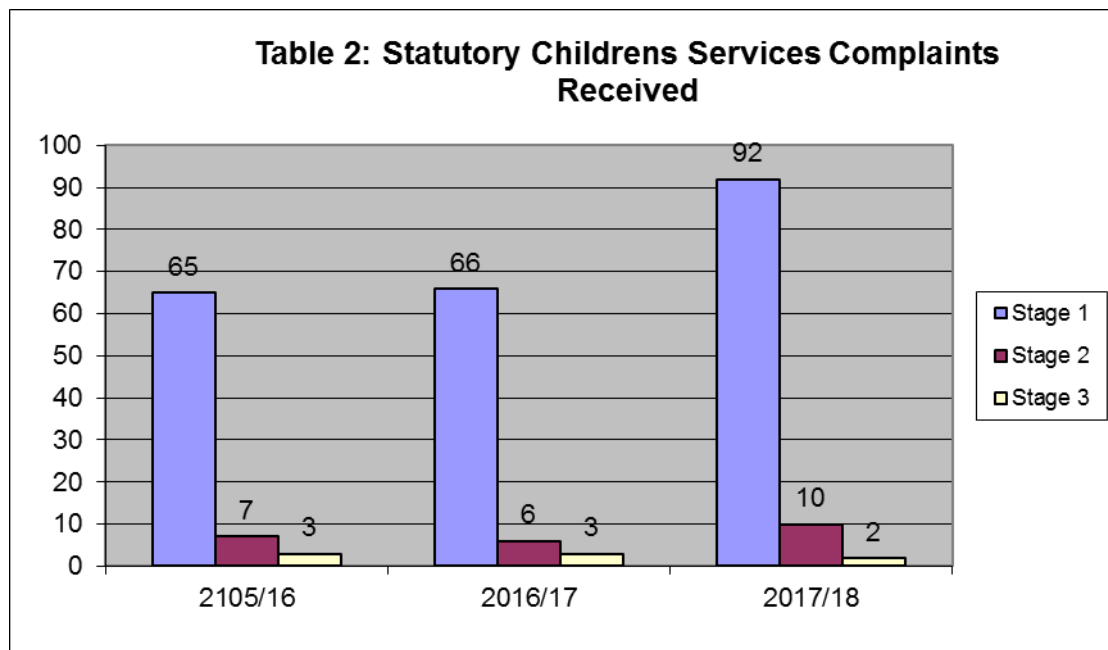
Volumes of complaints should be considered in the light of the number of cases which the Children’s Social Care service received during the year. There are a number of indicators which might impact on complaint volumes but consistently Table 1 indicates a significant demand increase to the department during 2017-18. This is most noticeable in the volume of single assessments carried out.

Table 1 – Social Care demand	2016/17	2017/18	% Change 16/17 to 17/18
Referrals to Children’s Social Care	6836	7299	+6.8%
Single Assessments	3059	4417	+44.4%
Children in Care at 31st March	509	555	+9.0%
Child Protection Plans at 31st March	428	394	-7.9%

As illustrated below (Table 2), the total number of complaints received at stage 1 also increased significantly during 2017-18 (39%)

It is important to recognise that volume increase in itself does not necessarily indicate a deteriorating picture. It could for example indicate that the complaints procedure is more accessible or that managers are “self-referring” more complaints into the formal process

To provide context to complaint volumes, the number of referrals to Children’s Social Care in Table 1 has been used and this shows that 1.3% go on to make a formal complaint (0.9% in 2016-17)



2.3 Complaints accepted at stages 2 & 3

The number of requests considered for Stage 2 of the process increased by four compared with the previous year. As a percentage of Stage 1 complaints this is a slight increase on the volume seeking escalation (+1%)

Every effort is made to prevent Stage 1 complaints escalating through alternative dispute resolution. This includes conciliation meetings (usually involving both the Complaints Manager and a Service Manager) and on occasions externally led mediation. The increased focus on early resolution continues to pay dividends in the relatively low escalation rates.

Of the ten complainants who requested escalation to Stage 2 of the process, one was subsequently dis-continued as the scope of the complaint could not be agreed. The complainant was referred to the Ombudsman who ruled that the Council had acted appropriately and the core complaint concerned matters that had been subject to a Court decision.

Two Stage 3 panel hearing requests were received during the year. Both proceeded to panel hearings.

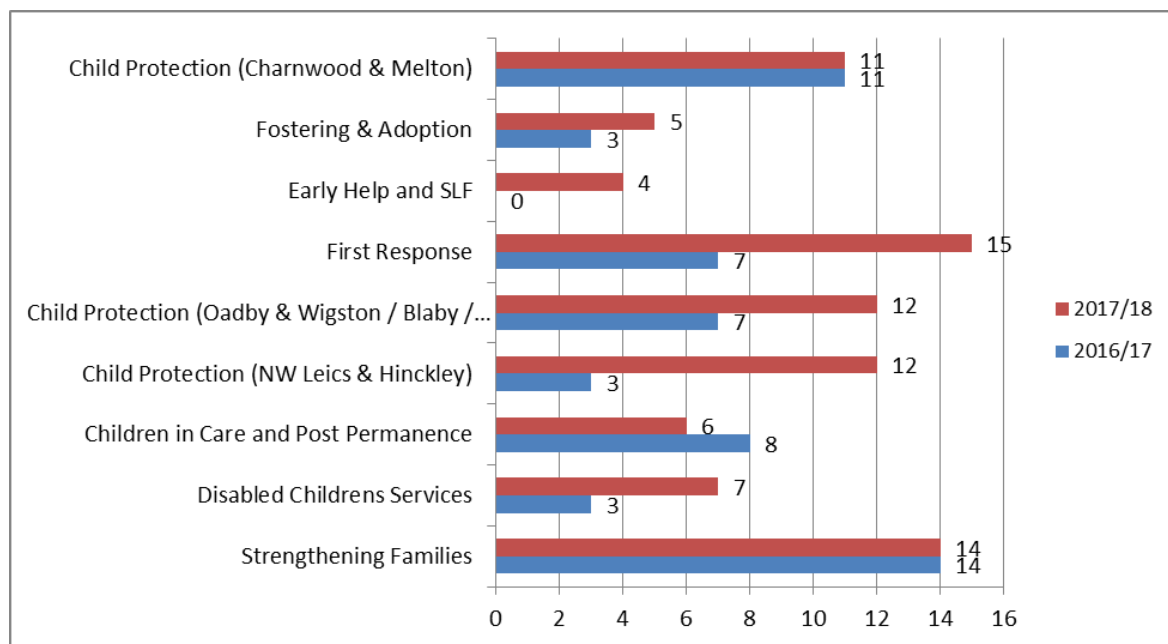
As referenced in last year's annual report, the Local Government and Social Care Ombudsman (LGO) take a rigid approach on consideration of early referrals. The implications are that it is more important than ever to be clear at the outset which complaints procedure should be used. Once the statutory procedure has been initiated, the LGO expects all stages to be completed.

This has implications for the department and highlights the need to ensure every effort is made to resolve complaints at Stage 1 of the process.

2.4 Statutory complaints by Service area

The Complaints Manager records all statutory complaints at a service level and table 2 below shows the results for 2017-18 overlaid against the closest equivalent figures for the previous year.

Table 3: Complaints received by Service Area (Stage 1 only)



Whilst some caution needs to be exercised against year on year comparison due to structural changes, there are some noteworthy changes as follows:

- Increase in complaints regarding First Response

Complaints received for this area has doubled. The rise in volume of single assessments carried out (many of which are undertaken in First Response) is a significant factor here

- Early Help complaints

In the 2016-17 annual report, no formal complaints were received for this area. This was unlikely to have been an accurate picture previously given the nature of the team's work.

- Even distribution of complaints across the 3 Child Protection localities

The principal change has been to the volume of complaints recorded within the NW Leicestershire & Hinckley office which rose significantly from prior year and is now in line with the other offices.

2.5 Compliments received

During 2017-18 there were 33 compliments recorded regarding Children's Social Care officers. This is a slight reduction from 2016-17 (39). Compliments have been received from across all areas of the business.

A selection of the positive comments received appears in Appendix A and provides an important balance when reviewing the performance of the department.

3. Service Performance 2017-18

The key performance indicators for speed of response, outcomes, causes and identified learning are linked to complaints that have been *resolved* within any given reporting period rather than received.

This is important as it ensures that full data sets are able to be presented, both to departments on a quarterly basis, and at year end. It also avoids the scenario whereby Ombudsman findings of maladministration might not appear in annual reports (where outcomes are not known at the time of production).

It follows from all of the above that the figures presented below will not match the data presented in section two of this report which focused on complaints *received*.

3.1 Responsiveness to complaints

Table 4: Children's Services Performance at stage 1

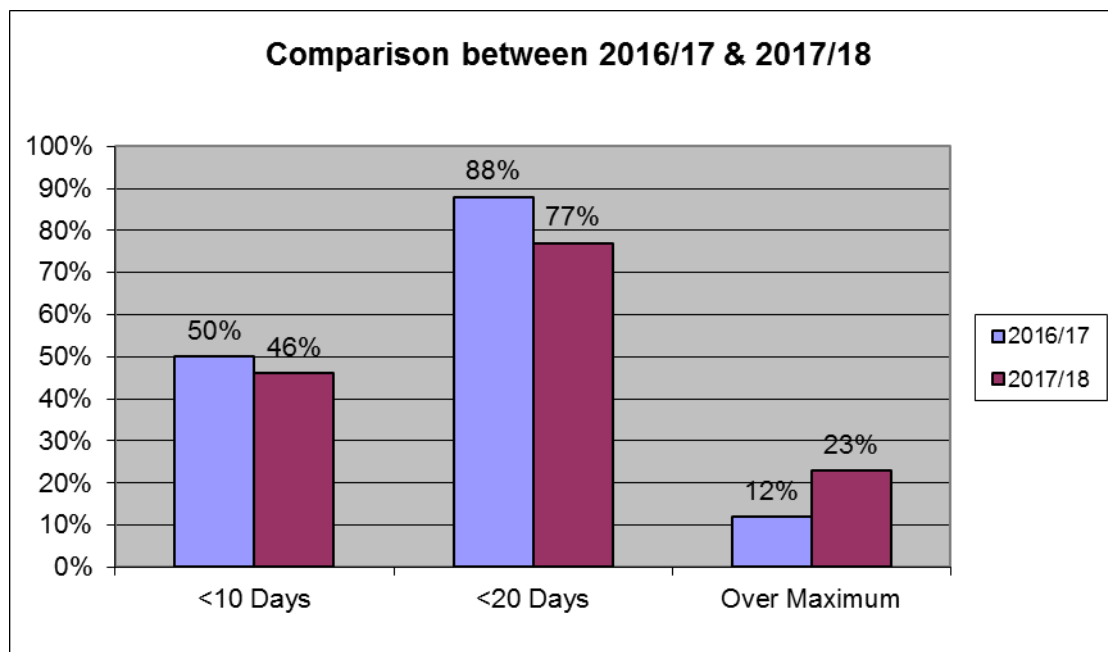


Table 4 above details the time taken to respond to complaints at Stage 1 and provides a comparison between last year and the current reporting year.

There has been a reduction in complaints resolved both within 10 and 20 working days and work is required to improve our position here. Whilst on occasions there are good reasons for complaints taking over the 20 working days to resolve (usually where meetings are being arranged) at 23% of the overall volume this figure needs to be reduced.

Work is also required to ensure that managers are proactively coming back to the complaints team to request extensions where necessary which would allow for the Council to be on the front foot in managing expectations.

It is important to stress that, where complainants have not agreed an extension and there is no good reason for a complaint to exceed 20 working days, the Complaints Manager is duty bound to offer a Stage 2 investigation. This emphasises the importance of prompt response at Stage 1.

It is perhaps unsurprising that there appears to be pressure on response times given the increased demand which will be hitting all areas. To aid targeted improvement plans, the following provides a breakdown of responses by service area.

Service Area	# responded in 10 working days	# responded in 20 working days	# Outside of statutory timescales
Safeguarding	5	0	1
Strengthening Families	8	4	2
Disabled Childrens	3	2	2
Children in Care	4	2	0
Fostering and Adoption	1	2	4
First Response	3	6	4
Early Help	3	1	0
CP Bassett	7	4	1
CP NWL / Hinckley	5	4	4
CP Pennine	3	5	3
TOTALS	42	29	21

Response timescales at Stage 2

Completion of Stage 2 investigations within the statutory guidelines (65 working days) continues to be a challenge for the Council.

Of the ten stage 2 complaints which were adjudicated on during the year, just three (30%) were completed within timescales. 3 cases took over 100 working days each to resolve

It is difficult to bring about improvements in this area as, being an 'independent' stage; responsibility for finalising reports rests with commissioned investigators.

The key point of delay appears to be at the outset of the Investigation with Investigators wanting to ensure they have an approved record of complaint even if there is already a formal complaint in writing. Whilst it is accepted that the initial meeting is vital in being clear on the scope, the Ombudsman has issued decisions making clear that the clock cannot be stopped at this point.

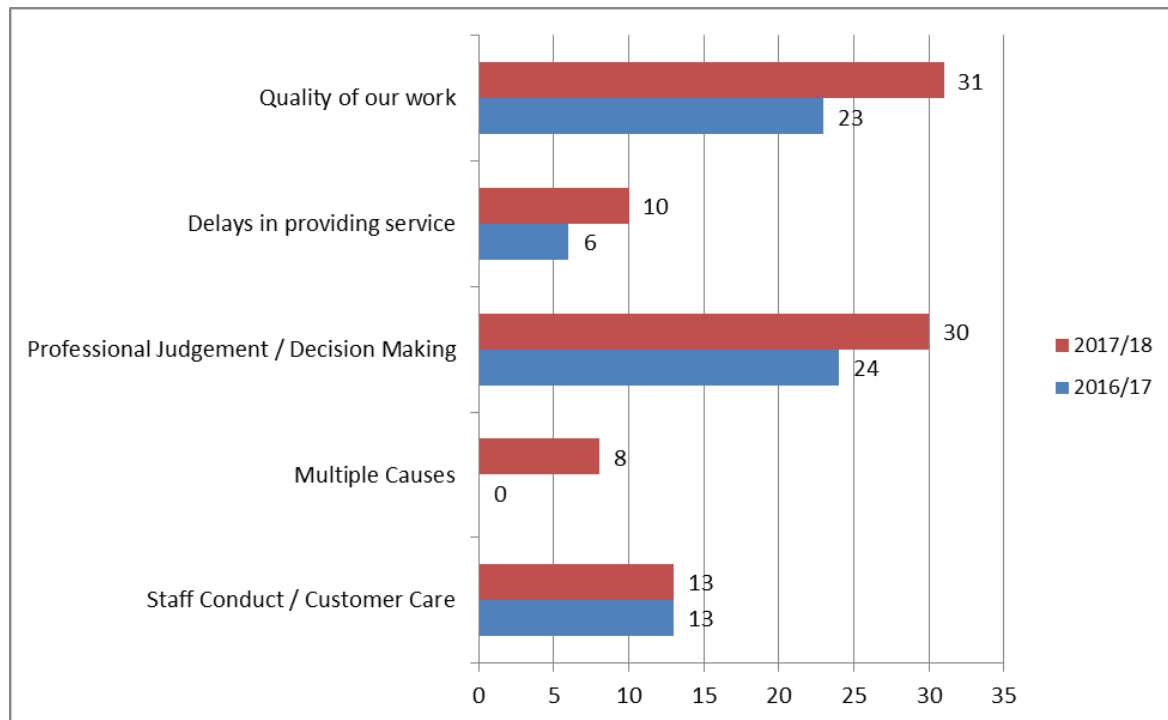
The Ombudsman has however indicated that providing the Local Authority is managing the expectations of a complainant and not unduly delaying resolution, there is unlikely to be criticism of not meeting this timescale.

Notwithstanding this, the Complaints Manager will continue to explore how the Council can improve performance in this area. During 2018-19, a trial of an agency will be undertaken to see whether this approach helps facilitate faster investigations being undertaken.

3.2 Complaint Causes

To try to understand the main causes leading to complaints, the complaints team assess the underlying principal cause for each complaint determined. The results for both 2016-17 and 2017-18 are shown below in table 5

Table 5 – What were complaints about?



There are no noteworthy differences this year with the main source of complaints continuing to relate to perceived quality of work and professional decision making.

It is recognised that the nature of our involvement with families will often mean differing viewpoints (and resulting tensions) will be inevitable on some occasions.

3.3 Who complains?

In 2017/18, seven complaints were made directly by children or young people. At 8% of the overall number, this is a slight increase from last year (7%)

It is not unusual for numbers of complaints made by young persons to be low and this mirrors the situation reported by regional colleagues.

It remains a key priority of the Complaints Manager to ensure that everything is being done to improve accessibility of the complaints process to our children and

young people and there continue to be good links between the Children’s Rights Officers and Complaints. Regular discussions are held to ensure and check that appropriate processes are followed in order to resolve issues.

The remaining complaints (85) were brought by parents, foster carers, adopters or anyone else identified as having sufficient interest in the child or young person’s welfare.¹

3.4 Complaint Outcomes

Table 6: Children’s Services complaints recorded by outcome at Stage 1

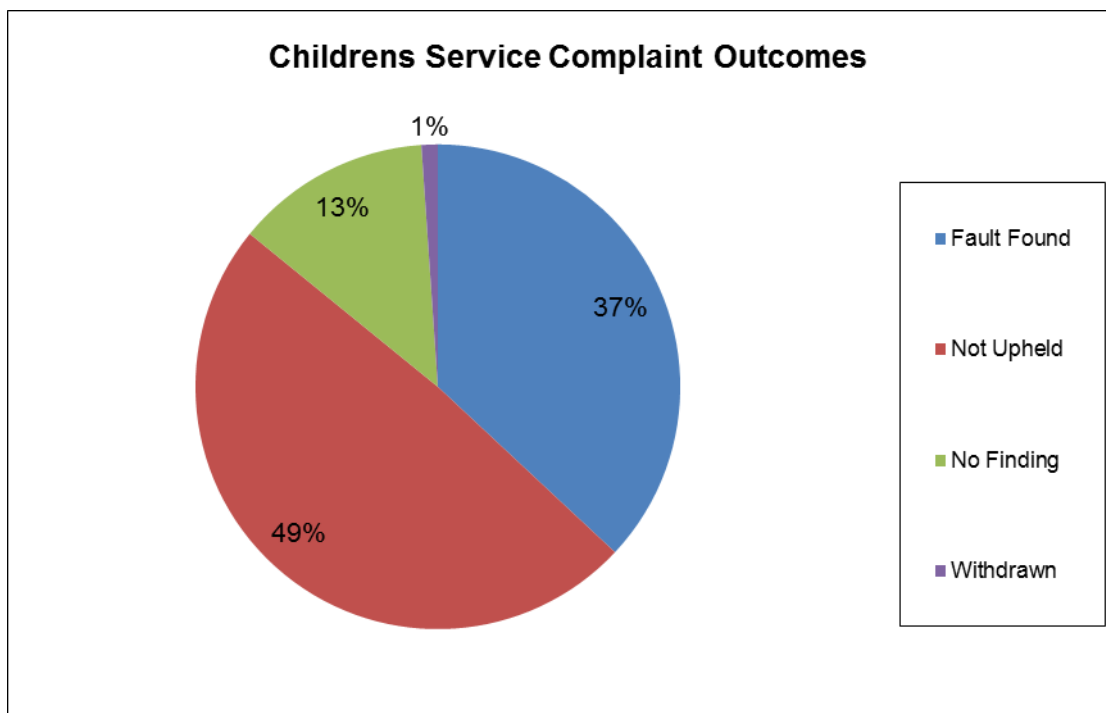


Table 6 above shows that fault was found in 37% of complaints considered during the year. This is a rise of 17% on the previous year.

The increase in findings of fault is not necessarily a bad thing as it can also be a sign of greater maturity within complaints handling. It is always important to listen to what we are being told about our service in order to put matters right at the earliest opportunity, and to learn and improve. Managers are also encouraged not to handle complaints defensively and this is evidenced in a number of cases whereby we have accepted that there are opportunities to improve.

In some cases, complaints are not able to be determined as there are irreconcilable versions of events. In these situations, rather than record the complaint as “Not Upheld”, the complaints team will instead record them as “No Finding” which more accurately reflects the outcome.

¹ Guidance set out in section 2.6 of Getting the Best from Complaints.

4. Financial Implications

Children's Service Complaints expenditure

Both Stages 2 and 3 of the statutory complaints procedure require independent investigation to take place.

At Stage 2, the authority is required to appoint an Investigative Officer who must not work in the same area as the complaint being investigated and be suitably trained to carry out investigative work.

Whilst it is not mandatory that this role is appointed externally, the County Council's current policy is to do so. In addition to the Investigative Officer, the Regulations also require an Independent Person to be appointed to ensure the investigation is carried out fairly. This is a mandatory requirement no matter if the Investigating Officer is also independent.

At Stage 3, the procedure is for a panel hearing to be held to review the Stage 2 investigation. This involves the appointment of 3 external panel members.

Leicestershire County Council also offers independent mediation as an alternative form of redress through Stages 2 or 3. Mediation has not been used this year for any cases.

There have however been a number of conciliation meetings chaired by the Complaints Manager with the emphasis on resolving complaints between Stages 1 and 2. A well-planned conciliation meeting can offer a better and more appropriate remedy for complainants

Finally, on rare occasions, financial redress is offered as part of the Complaints procedure. Usually this is by way of a Local Settlement with the Ombudsman, but can also be recommended at either Stage 2 or 3 of the procedure.

Table 8 below details the total costs incurred during the last 3 financial years. All costs are re-charged directly to the department.

Table 8 Costs incurred through complaints procedure²

Spend	Total 2015/16	Total 2016/17	Total 2017/18
Independent Persons	£3910	£5,050	£7,960
Investigative Officers	£8200	£11,490	£23,380
Stage 3	£1790	£1,810	£7,150
Mediation	£930	£0	£0
Financial Redress	£300	£0	£150
Total	£15,130	£18,350	£38,640

² Figures are rounded up to nearest £10

Costs incurred for 2017/18 are significantly up on previous year. In part this is because of increased volume but also reflects two large independent investigations carried out and which both went to Stage 3.

Costs continue to be controlled through a number of ways including:

- Complaints Team proactively looking for opportunities to resolve via meetings if any prospect of success.
- Ensuring that complainants are eligible to use the statutory complaints procedure
- Imposition of restrictions to the scope of some independent investigations. Typically around matters that have been determined in the Court arena.

5. Learning from Complaints

Complaints are a valuable source of information which can help to identify recurring or underlying problems and potential improvements. We know that numbers alone do not tell everything about the attitude towards complaints and how they are responded to locally. Arguably of more importance is to understand the impact those complaints have on people and to learn the lessons from complaints to improve the experience for others.

Lessons can usually be learned from complaints that were upheld but also in some instances where no fault was found but the Authority recognises that improvements to services can be made.

Occasionally during the course of an investigation issues will be identified that need to be addressed over and above the original complaint. The Complaints Team will always try to look at the “bigger picture” to ensure that residents receive the best possible service from the Council

5.1 Corrective action taken

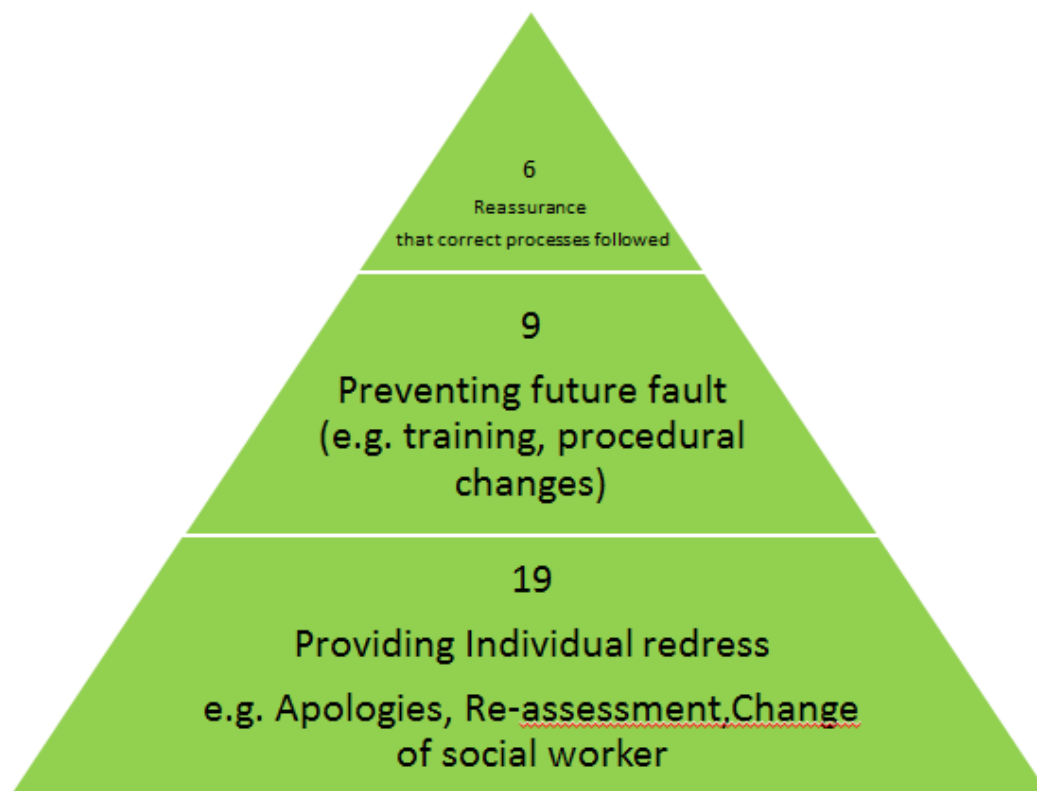
All of the 34 complaints where fault has been found have been reviewed by the Complaints Team to ascertain what action the relevant department has taken, both in remedying the fault, and any wider learning to avoid such issues occurring in the future.

Remedial action typically consists of both individual redress (e.g. apology, carrying out overdue work) and wider actions that may affect many. On some occasions, fault has already been remedied so the complaints process is used to re-assure that appropriate action has been taken.

Table 8 (overleaf) depicts the actions taken during 2017-18. This shows that in 27% of instances, clear actions were identified which should improve service for other members of the public. The most common of these is staff training but this

category would include reviewing local policies and providing additional resources to help deal with demand.

Table 8: Actions taken for upheld complaints 2017-18



5.2 Service Improvements during 2017-18

Research shows that a primary driver for making complaints is so that lessons can be learned and processes improved. It is also a key part of an effective complaints procedure to demonstrate this organisational learning so that in turn the public can feel confident that complaints do make a difference.

Case studies can be a powerful way of promoting this and to illustrate some of the positive action taken this year from complaints, two such examples are set out below:

5.2.1 Claire's Story – Frustration over lack of timely action

Claire contacted the Council experiencing significant frustration with an apparent lack of progress in actions agreed across core groups and child protection conferences.

After making a number of unsuccessful attempts to discuss the case with the Team Manager she contacted our Complaints team.

Actions taken

The Council's investigations found a number of issues with the way this case had been handled. There was evidence of a number of calls not being returned and patchy case-recording.

There was also significant "drift" on the trajectory planning for this case and 4 different Team Managers had been involved over a relatively short period. This contributed to a lack of continuity and heightened frustrations.

During the year a number of positive steps have been taken to help avoid others suffering a similar experience. This includes:

- Launch of new practice standards which clearly set out the expectations for all social care workers
- Instated Case Decision Meetings (CDM) which provide a senior forum for cases that are suffering potential drift to be discussed and help define clear and timely trajectories
- Launched our Growing Excellence team which focuses work on trajectory planning
- Recruitment of a Principal Social worker who provides targeted support for complex cases

5.2.2 Clive's Story – Unsuitable placement

Clive contacted the Council unhappy with the suitability of a shared accommodation placement and which wasn't meeting his needs. He was seeking an alternative placement through the complaints process

Actions taken

The Council's investigation agreed that this was not a suitable placement for Clive and arranged for an alternative placement to be found.

After deeper analysis, it emerged that there was an opportunity to improve our procedures and allow access for the Placements team to broader information of potential other residents and to consider when making matching decisions

This led to a change in procedures which should help avoid similar issues in the future

6. Local Government and Social Care Ombudsman

The Local Government and Social Care Ombudsman (LGO) made 14 new enquiries of the Council during 2017-18. This included complaints around Child Protection, Strengthening Families, Fostering and Adoption and First Response. This was an increase by six from 2016-17

The Ombudsman made decisions on thirteen complaints which related to childrens' social care during the year, with fault found in just one instance (8%). This is a significant reduction from last year when fault was found in four of the eight cases investigated

A brief summary of the complaints considered and their respective outcomes appears below.

- 1 Premature – relating to delay in consideration of a kinship assessment.

The Council agreed to consider as a formal complaint which was then successfully resolved at Stage 1

- 7 Outside of Jurisdiction

These complaints focused on reports that had already been considered within the Court arena. These were not recorded as Stage 1 complaints for the same reasons. The Ombudsman accepted the Council's position in all instances

- 4 Not Upheld after LGO Investigation

CASE 1 – Concerned a perceived lack of support from Disabled Children's Team and decisions made to reduce care package.

The Council had considered this matter at Stage 2 and had received a request from the complainant to early refer to the Ombudsman. The Ombudsman found no fault with the way the Council had considered the matter.

CASE 2 – Alleged that the Child Protection team gave inaccurate advice which led to a Housing debt building up

The Ombudsman concluded that the Council could not be held at fault and had acted appropriately based on the information available to them

CASE 3 - A Complaint that the Council refused to agree allocation of case to specialist Disabled Children Team as requested.

The Ombudsman found that the Council had assessed the case in line with local threshold documents and determined that Early Help could provide appropriate support. Subsequently a social work assessment had been carried out in any event.

CASE 4 - A Complaint regarding lack of engagement by Child Protection team.

Although the Council was concerned that this case strayed into matters that had been before the Court, it did agree to commission an Independent Investigation into limited matters.

The resulting Independent Investigation was dis-continued as the scope of the complaint could not be agreed.

The Ombudsman concluded that there was no fault by the Council in seeking to limit the scope and the desired outcomes could not be achieved through the complaints procedure.

- 1 Maladministration with Injustice

This relates to the loss of possessions following transition of a looked after child from foster care placement to Shared Lives placement.

The Ombudsman found fault in that the Council did not have a procedure for checking inventories when children moved from placements. The Council agreed to revisit our procedures and provide appropriate financial redress to the family.

7. Monitoring the Process

The Complaints team continues to support Children's Services to manage and learn from complaints. The key services offered to CFS are -

1. Complaints advice and support
2. Mediation
3. Production of Performance Reports
4. Liaison with Local Government and Social Care Ombudsman
5. Quality Assurance of complaint responses
6. Complaint handling training for Operational Managers

Assistance continues to be routinely provided to Heads of Service in drafting adjudication responses to Stage 2 investigations. This helps ensure a consistency of response and that clear action plans are created.

The Complaints Manager meets monthly with the Head of Service for Social Care (Fieldwork) and periodically also attends the Children's Social Care Services Senior Management Team to talk through complaints matters.

Dedicated complaints training has been arranged this year for social care managers and this will continue to ensure all Managers have the opportunity to attend.

8. Concluding Comments

It is clear that there has been significant demand increase both at front line social work and within the formal complaints process. This has also led to additional costs being incurred to respond to the expected increase in Stage 2 complaints.

There are some signs of pressure within the system which has started to manifest in longer response times and this is a key area to improve over the next year.

There does however continue to be relatively low level of fault found by the Local Government Ombudsman which provides validation that where required, appropriate remedial action is being taken by the Council to remedy any faults.

There are some good examples this year of how we have taken complaints learning to help improve our practice. The challenge is to ensure we can harness more of this learning from Stage 1 resolutions.

The complaints training being delivered to Team Managers provides a number of tools and techniques to help with this and also to help improve consistency and quality of complaint responses across the board.

APPENDIX A – Sample of compliments received

Below is a selection of the positive recognition the social care department has received during the 2017-18 year

- Our worker J has been amazing and most definitely our rock over the past few weeks allowing us to express our feelings whilst offering strategies to try...what an amazing service – **SUPPORTING LEICESTERSHIRE FAMILIES**
- I have to say that B has been fantastic. She is always available for me to speak to and has come to college as soon as she's been able to if we've had an issue. Her concern and compassion for K has been evident and in my opinion her professionalism has been outstanding. She has made a really good connection with K, who has felt able to confide in her – **FOSTERING**
- I would like to take this opportunity to say a very big thank you for all your help and support over the last 4 weeks with JSI didn't realise how isolated I had become due to the behaviour of JS and just sharing our concerns with you and your ideas on how to manage him we're all worthwhile. I'm sure J enjoyed your visits and I'm sure your early visits to his new placement must be reassuring for him ...a fantastic service and thanks again – **FOSTERING**
- Message received from a young person. When asked by the IRO what was the best thing that had happened to him in the last 3 months since the previous meeting, he said that man getting me my place in school. – **CHILDREN IN CARE TEAM**
- Thanks very much for the assistance provided to the family... Both C and B are very happy indeed – **SAFEGUARDING**
- Message received from police who made contact with Social Services in Hinckley and had the pleasure to work alongside Social Worker D. They found her to be of great assistance despite her busy work load and her knowledge of the case was of great use – **STRENGTHENING FAMILIES**
- Everything was brilliant and a fantastic help to my daughter...thanks so much (Completed Adaptation) - **DISABLED CHILDRENS**
- Just a wee note to say L is doing really well and turning into a loveable, cheeky and non-stop boy. We continue to appreciate all your (IRO team) efforts to get where we are today - **SAFEGUARDING**

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CHILDREN AND FAMILIES OVERVIEW AND SCRUTINY COMMITTEE
10 SEPTEMBER 2018

JOINT REPORT OF THE CHIEF EXECUTIVE AND DIRECTOR OF
CHILDREN AND FAMILY SERVICES

QUARTER 1 2018/19 PERFORMANCE REPORT

Purpose of the Report

1. The purpose of this report is to present the Committee with an update of the Children and Family Services Department's performance for the period April to June 2018 (Quarter 1).

Policy Framework and Previous Decisions

2. The Children and Family Services Department's performance is reported to the Committee in accordance with the Council's corporate performance management arrangements.

Background

3. A new Strategic Plan 2018-2022 has been agreed by the Council and a small number of new indicators have been added to reflect the new Outcomes Framework, including additional Social Care indicators that are monitored on the recommendation of Ofsted. The current performance dashboard is attached as Appendix A, and this has been refreshed to concentrate on indicators where new data is available for Quarter 1, including provisional primary school outcomes. Appendix B supports the Early Help indicator "Feedback from families and evaluation provides evidence of positive impact".
4. Quartile positions are added where comparative national data is available. Comparative data is not available for all indicators.

Overview

5. From 43 measures that have been reported, 17 have improved, 9 show no significant change and six have declined. In addition to this, nine indicators provide information with no polarity and two are new.
6. From 21 measures that have a national benchmark, seven are in the top quartile, eight are in the second quartile, five are in the third quartile and one is in the fourth quartile.

Children At Most Risk are Kept Safe and Protected from Harm

7. The number of 'Child Protection cases reviewed within timescales' was 95.8% in quarter 1, a similar figure to the previous quarter. This remains high by national levels and in the second quartile of all local authorities. This equates to 11 of 261 cases not being reviewed in the required timescales.
8. The percentage of 'Children becoming subject to a child protection plan for a second or subsequent time' reduced from 15% to 12%. This represents 15 children. This is now in the top quartile of local authorities by available comparisons and shows strong improvement over the previous year.
9. The percentage of re-referrals to Social Care within 12 months is reported for the first time in this report. The quarter 1 figure is 29% (415 referrals) which is higher than during the previous year when the figure was between 24% and 27%. The figure is also higher than national and statistical neighbour averages. Monthly audits take place within the service to monitor this. This is linked to ongoing work regarding Children in Need which should see an improving picture over the year.
10. The percentage of 'assessments completed within 45 days' is also new in the report. The quarter 1 figure for Leicestershire was 76% (668). This is similar to figures from the previous year but lower than available national and statistical neighbour comparisons, which are both over 80%. Current work is showing an improving picture against the target.
11. The percentage of Child Protection plans lasting two years or more that were open at the end of quarter 1 was 0.5% (two children). This was a lower number of children than the previous quarter and an improved percentage. The current figure places Leicestershire in the top quartile of local authorities using available comparators.
12. There were 81 Child Sexual Exploitation referrals in Leicestershire during quarter 1. This is higher than the quarter 4 figure of 68 but close to the same period last year when 75 referrals were made.

Children Are Living In Stable and Secure Environments

13. The 'percentage of children with three or more placements during the year' was 8.3% (48 children). This is six more children than quarter 4 and places Leicestershire in the second quartile nationally (0.3% outside the top quartile). The 'percentage of children in the same placement for 2+ years or placed for adoption' was 69.1% (103 of 149 children). This is 2.4% higher than quarter 4 and places Leicestershire in the third quartile by national levels.
14. The percentage of Care Leavers in Suitable Accommodation was 92.1% (35 of 38 young people). This is higher than quarter 3 (88.2%) and places Leicestershire in the top quartile of local authorities using available comparisons.
15. The percentage of Care Leavers in Education, Employment or Training was 55.3% (21 of 38 young people). This is 4.6% better than quarter 4 and places Leicestershire into the second quartile by comparison with other local authorities.

Child Health and Wellbeing

16. The percentage of 'Children in Care who have had an annual health assessment' within the last 12 months was 74.5% (430 children). This is a similar number to quarter 4 but a slightly lower percentage (78.8% in quarter 4). Completion of health assessments continues to be overseen by the Children in Care Head of Service and Service Manager, with specific actions identified to address delays and barriers including systems support, processes and staffing pressures.
17. The percentage of 'Children in Care who have had a dental check' was 65.2% (376 children). This is lower than quarter 4 when the percentage was 74.1%.
18. The Strengths and Difficulties Questionnaire (SDQ) is a tool which is used to identify Looked After Children who are at risk of developing emotional and behavioural difficulties. The Department for Education (DfE) class a score of 0-13 as 'normal', 14-16 as 'borderline' and 17-40 as 'cause for concern'. The mean score for Leicestershire children was 15 in quarter 1. This figure has been between 14 and 16 in Leicestershire during the past year. A score of 15 for Leicestershire is slightly better than the statistical neighbour average of 15.58. The scores for Leicestershire children range from a low of zero and one to a high of 36 and 37.

Families Are Self-Sufficient and Able to Cope

19. The number of families receiving targeted Early Help during quarter 1 was 829, similar to the previous quarter (831). The number of individuals receiving help was 2,139. This was lower than quarter 4 but similar to previous quarters where the number has been around 2,200. This includes family members and individuals supported through Supporting Leicestershire Families and the Children's Centre Programme.
20. To date, the Supporting Leicestershire Families programme has claimed Payment By Results (PBR) for 1373 families. This represents 50% of the overall target for Leicestershire. Progress towards the target remains strong in Leicestershire compared to available regional comparisons.

People Are Safe In their Daily Lives

21. The rolling annual figure for 'first time entrants to the criminal justice system aged 10-17' was 104 for the period April 2017 to March 2018 (latest available). This is lower than the same period last year when the figure was 126.
22. The rate of re-offending per young offender was 0.71 for 2017/18. This compares to 0.91 in 2016/17.
23. One young person was sentenced to custody during quarter 1. This is similar to previous quarters.

Every Child Has Access to Good Quality Education and Achieves their Potential

24. There was a small decrease in the take-up of Free Early Education Entitlement (FEEE) for two year olds to 73% - this was due to the number of eligible children increasing but not yet taking up the place. The list of eligible children is supplied periodically by the Department for Work and Pensions. 97% of these children attend a good or outstanding provision. Take up of FEEE for eligible three year olds was once again 100%, and 97% of these children attend a good or outstanding provision.
25. The percentage of Leicestershire schools rated as Good or Outstanding and the percentage of pupils in Good or Outstanding schools have both risen slightly. The current figures are 89.4% and 89.3% respectively, which are similar to national averages and above statistical neighbour levels.
26. The percentage of primary schools rated Good or Outstanding was 89.5% at the end of quarter 1. This is similar to statistical neighbour averages. The secondary school figure was 86.9% which is better than statistical neighbours and in the second quartile of local authorities.
27. The percentage of Good or Outstanding Special Schools remained at 100%.

Provisional 2018 Primary school outcomes

28. The provisional figure for the percentage of children achieving a Good Level of Development in the Reception year of school (aged 5) was 70.8%. This was a 0.7% increase compared to 2017. The national figure is expected to increase by a similar amount, meaning Leicestershire will continue to be slightly behind national levels.
29. There was a 3.9% increase in the percentage of children reaching the expected level in Reading, Writing and Mathematics at the end of Key Stage Two in Leicestershire schools (age 11). Provisional national data suggests that Leicestershire will be at least 1% above the England figure.

Outcomes for Vulnerable Groups

30. The provisional figure for the proportion of children in receipt of Free School Meals (FSM) achieving a Good Level of Development is higher than the 2017 figure for Leicestershire. Children in receipt of FSM that achieved the expected standard at the age of 11 is expected to be lower than in 2017. National comparisons are not yet available for this group.
31. The proportion of children in receipt of Special Educational Needs Support achieving the expected standard at age 11 is expected to be higher than in 2017. This has previously been identified as an area for improvement in Leicestershire.
32. Outcomes for Children in Care are not yet available.

33. Further details, including national and statistical neighbour comparisons will be available later in the year when the Department for Education (DfE) releases further data.

Special Educational Needs and Disability Support

34. The number of young people with an Education Health and Care Plan (EHCP) in Leicestershire rose from 3,350 in 2017 to 3,703 in 2018. This data is taken from a snapshot in January 2018 and published by the DfE in May. All of Leicestershire's statistical neighbours also saw a rise in the number of EHCPs.
35. This increased demand was reflected in a rise in initial requests for an EHCP which were refused. This was 226 during 2017 compared to 36 the previous year. However, of assessments undertaken, an EHCP was issued in 99.5% of cases.
36. The percentage of EHCPs issued within 20 weeks in Leicestershire was 99%. This is in the top quarter of local authorities and very high compared to statistical neighbours, where, on average, fewer than half are issued within timescales .

Leicestershire Has a Highly Skilled and Employable Workforce

37. The latest data from Prospects, commissioned by Leicestershire County Council to work with those not in education, employment or training (NEET), is for the end of June 2018 and shows a Leicestershire NEET figure of 2.0% (271 young people), which is slightly lower (better) than quarter 4. Leicestershire has a lower NEET figure than most of the East Midlands and is around the average of statistical neighbours.
38. The NEET figure for young people with Special Educational Needs and Disabilities was 3.0% at the end of June 2018. This represents 16 young people and is 0.5% better than quarter 4, although this does involve small numbers.
39. The percentage of young people in Leicestershire achieving a Level 2 qualification by the age of 19 is 83.2%. This is in the third quartile of local authorities but very close to the national average of 83.6%.

Conclusion

40. The report provides a summary of performance at the end of Quarter 1 of 2018/19, covering the period April – June.
41. Details of all metrics will continue to be monitored on a regular basis throughout the year and any subsequent changes will be notified in future reports.

Background Papers

[Strategic Plan 2018-22 and Outcomes Framework](#)

Officers to Contact

Stewart Smith, Business Partner – Performance and Business Intelligence

Tel: 0116 305 5700

Email: Stewart.smith@leics.gov.uk

Jane Moore, Assistant Director – Education and Early Help

Tel: 0116 305 2649

Email: Jane.Moore@leics.gov.uk

Sharon Cooke, Assistant Director – Children’s Social Care

Tel: 0116 305 5479

Email: Sharon.Cooke@leics.gov.uk

List of Appendices

- Appendix A - Children and Family Services Department Performance Dashboard for Quarter 1, 2018/19
- Appendix B - supports the indicator ‘Feedback from families and evaluation provides evidence of positive impact’

Relevant Impact Assessments

Equality and Human Rights Implications

42. Addressing equalities issues is supported by this report, with a focus on vulnerable groups within Leicestershire, including children in care. Education data relating to different context groups including children with Special Educational Needs and Free School Meals is reported when data becomes available.

Children and Families Performance FY2018/19 Q1

Latest update Current Performance Better or worse than previous data point^ Trend Charts Status RAG National benchmark (quartile 1 = top) Most recent Statistical Neighbour average




Children at most risk are protected from harm and kept safe

	Latest update	Current Performance	Better or worse than previous data point^	Trend Charts	Status RAG	National benchmark (quartile 1 = top)	Most recent Statistical Neighbour average
% child protection cases which were reviewed within timescales.	Q1	95.8% (250)	Similar		G	2	89.9%
% of children becoming subject to a child protection plan for second or subsequent time	Q1	12% (15)	Better		G	1	20.8%
% re-referrals to childrens Social Care within 12 months	Q1	29.0%	New		R	4	24.1%
% Continuous assessments completed within 45 days	Q1	76.0%	New		A	3	82.0%
% of Child Protection plans lasting 2 years or more open at the end of the quarter (low = good)	Q1	0.5% (2)	Better		G	1	1.8%
Placement stability - % children with 3 or more placements during a year (low = good)	Q1	8.3% (48)	Higher		G	2	12.4%
Placement stability - % children in same placement for 2+ years or placed for adoption	Q1	69.1% (103)	Better		A	3	68.0%
% of Care Leavers in suitable accommodation (end of quarter)	Q1	92.1% (35)	Similar		G	1	80.8%
The % of Care leavers in education, employment and training (EET) (end of quarter)	Q1	55.3% (21)	Better		A	2	48.1%
CSE referrals	Q1	81	Higher - no polarity		n/a	n/a	n/a

Child Health, Wellbeing and SEND							
The % of children in care who have had dental checks within last 12 months (at end of period)	Q1	65.2% (376)	Lower		n/a	n/a	n/a
The % of children in care who have their annual health assessment within last 12 months (at end of period)	Q1	74.5% (430)	Lower		n/a	n/a	n/a
The average emotional health strengths/difficulties score for children in care. (low = good)	Q1	15	Similar		A	3	15.58
SEND - Children and young people assessed and decision taken whether or not to issue a statement, or EHC plan, during calendar year	2017	390	Higher		n/a	n/a	n/a
SEND - Intial requests for EHCP refused	2017	226	Higher		n/a	n/a	n/a
SEND - children and young people assessed and EHCP issued	2017	99.5%	Higher		n/a	n/a	91.0%
SEND - children and young people assessed and EHCP NOT issued	2017	0.5%	Lower		n/a	n/a	9.0%
SEND - Percentage of EHC plans issued within 20 weeks	2017	99.0%	Higher		G	1	47.00%
SEND - Total number of statements / EHC plans over 12 month period	2017	3,703	Higher		n/a	n/a	n/a
Families are self-sufficient and able to cope							
No. of individuals with an Early Help Assessment	Q1	2,139	Lower		n/a	n/a	n/a
No. of families with an Early Help assessment	Q1	829	Similar		n/a	n/a	n/a
No. of SLF families claimed for as a % of overall payment by results target	Q1	1373 (50%)	n/a		n/a	n/a	n/a
Feedback from families and evaluation provides evidence of positive impact	See Appendix						n/a
People are safe in their daily lives							
Number of first time entrants to the criminal justice system aged 10-17 (low = good) (rolling year data)	Apr 17 - Mar 18	104	Better		G	1	n/a
Rate of re-offending by young offenders (low = good)	2016/17	0.71	Better		G	n/a	n/a
Number of instances of the use of custody for young people (low = good)	Q1	1	Similar		n/a	n/a	n/a

Every child has access to good quality education and achieves their potential							
The % of eligible 2 year olds taking up their FEEE	Q1	73.0%	Lower		A		2 75.3%
The % of eligible 3 and 4 year olds taking up their FEEE	Q1	100.0%	Same		G		1 98.6%
The % of all childcare providers rated good or outstanding.	Q1	96.0%	Same		G		1 93.1
The % of schools rated Good or Outstanding.	Q1	88.7%	Similar		A		2 89.0%
The % of Primary Schools rated Good or Outstanding	Q1	89.5%	Better		A		3 89.3%
The % of Secondary Schools rated Good or Outstanding	Q1	86.9%	Better		A		2 79.5%
The % of Special Schools rated Good or Outstanding	Q1	100%	Same		G		1 92.8%
The % of pupils in Good or Outstanding schools	Q1	89.3%	Better		A		2 88.9%
The % of reception pupils reaching a 'Good' level of development'.	2018	70.80%	Better		n/a	n/a	n/a
Key Stage 2 - pupils achieving expected standard in Reading, Writing and Mathematics	2018	65.3%	Better		n/a	n/a	n/a
Progress measures from KS1 to KS2 (Maths)	2018	0.00	Better		n/a	n/a	n/a
Progress measures from KS1 to KS2 (Writing)	2018	0.10	Better		n/a	n/a	n/a
Progress measures from KS1 to KS2 (Reading)	2018	-0.10	Better		n/a	n/a	n/a
Education of Vulnerable Groups							
The % of reception pupils with FSM status achieving 'Good' level of development'.	2018	48%	Better		n/a	n/a	n/a
Key Stage 2 - % of pupils eligible for Free School Meals achieving expected standard in Reading, Writing and Mathematics	2018	36.7%	Lower		n/a	n/a	n/a
Key Stage 2 - % of SEN statement/EHCP pupils achieving expected standard in Reading, Writing and Mathematics	2018	6.9%	Similar		n/a	n/a	n/a
Leicestershire has a highly skilled and employable workforce							
% achieveing a Level 2 qualification by age 19	2017	83.20%	Lower		A		3 84.7%
% of NEET 16-17 for children with SEN and disability (low = good)	Jun-18	3% (16)	Better		n/a	n/a	n/a
NEET young people aged 16-17 (low = good)	Jun-18	2% (271)	Similar		G		2 2.3%

RAG rating key

	Top quartile of local authorities or high in the second quartile with an improving trend
	Second or third quartile with room for improvement
	Fourth quartile or low in the third quartile with a declining trend

**Feedback from families and evaluation provides evidence of positive impact –
Quarter 1 April to June 2018**

Contents:

Voice of Children and Families – Family Voice worker report

Children in Care council

Voice of Children and Families – Family Voice worker report (edit)

UK Youth Parliament:

Two Leicestershire Members of Youth Parliament attended the UK Youth Parliament Leadership residential where they took part workshops and a simulation of planning a campaign along with other MYPs from all over the UK.

CYCLe (County Youth Council for Leicestershire):

On Thursday 12 April CYCLe held a meeting to look at their programme plan for the year April 2018 to 2019, their personal development plan and filmed the feedback on the Children and families partnership plan consultation with members of the Children in Care Council.

A CYCLe Member and MYP was on the panel to commission sexual health services in Leicestershire, Leicester and Rutland.

Councillor Rosita Page attended the CYCLe meeting to discuss a consultation with young people about what activities they would like putting on for them during both the summer and winter months.

Feedback from the Children and Families Partnership panel was presented by the partnership manager. The filmed feedback from the CiC council was shown to the panel.

CYCLe members were supported to carry out a consultation with the seven LCC SEND Groups about the appropriateness of the NHS Health for Teens Website, changes are now being made to the site and feedback will be given to the groups in September.

Family Voice and EH Support Services:

Young Carers Pop Up was held at the Leicester Space Centre.

SEND:

A very successful Leicestershire Parent Carer Forum AGM – Grant application and structure now in place. Support workers are now also signposting parents to the forum

The analysis of feedback from young people's views on the Local Offer and shared with Local Offer colleagues & digital team. Developments are now being made to the website following on from this.

E-learning project currently being developed “Listening to disabled young children” It is in its final stages and is due to launch in the summer 2018

EHCP – Information sessions held approx. 50 parents attending over 3 dates so far.

EH Short breaks – Second session completed small group of parents attended and looked at criteria, wording and publicity of the offer.

Children in Care council:

There have been three CiC Council meetings in Q1 (April - June). Key developments have included:-

Children in Care Council members have continued to work in partnership with other young people from CYCLE - The County Youth Council for Leicestershire, in order to continue development of the LSCB Young People’s Advisory Group. This has recently included members attending a full LSCB board meeting in order to provide an update of their work and also facilitate a discussion exercise focusing upon two campaign priorities concerning domestic abuse and mental health.

Recent Children in Care Council meetings have included ongoing consultation work towards development of Leicestershire’s Children and Families Partnership Plan and continuing to work with researchers from Loughborough University who are leading national research focusing upon Children in Care’s experience of sport and physical activity. Titled ‘Right to Be Active’ the research is intended to highlight the barriers children in care experience and develop strategies to more effectively promote sport and physical activity opportunities available to looked after young people.

Children in Care Council members have continued to support staff recruitment and selection, with representatives taking part in young people’s panels for both recruitment of a new Team Manager in Safeguarding and Performance and also recent appointment of the new Director for Children and Family Services

During monthly meetings Children in Care Council members continue to allocate Time to Spend Funding. Over the course of the 2017/18 financial year this resulted in over £3,000 of funds being awarded, enabling many other children in care to take part in a range of positive activities and develop new interests and hobbies.

Children in Care Council representatives continue to support the Fostering and Adoption Service on a regular basis and includes delivering a training session to prospective carers nearing completion of their Skills to Foster Care training course. Key elements of the training focuses upon what makes a good carer and what makes a new placement work well. Young People also answer any questions, worries or concerns carers may have.

At the beginning of June a representative from both junior and senior councils were supported to attend the first East Midlands Regional Children in Care and Care Leavers Conference held in Mansfield. The day included giving a short presentation about our own Children in Care Council and then involved taking part in a number of focus group discussions ranging from young people’s mental health awareness to development of a

regional pledge. Young People also had the opportunity to Meet Anne Longfield - Children's Commissioner for England, who took part in a question and answer session in order to conclude the conference.

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