

FAMILIES OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Thursday, 31 October 2019 at 1.30 pm in the Bridges Room - Civic Centre

From the Chief Executive, Sheena Ramsey

Item	Business
1	Apologies for absence
2	Minutes of last meeting (Pages 3 - 8) The Committee is asked to approve as a correct record the minutes of the last meeting held on 12 September 2019
3	Child and Adolescent Mental Health Service Update (Pages 9 - 18) Report of Associate Director Central Locality Community Services, CNTW NHS Foundation Trust
4	Impact of Early Help - Progress Update and Case Studies (Pages 19 - 22) Report of Strategic Director, Care Wellbeing and Learning
5	Integrated Referral and Assessment Team (Pages 23 - 32) Report of Strategic Director, Care Health and Wellbeing
6	Performance Update on Children's Centres, IAG and Early Years Childcare Service (Pages 33 - 40) Report of Strategic Director, Care Wellbeing and Learning
7	New Guidance on Overview and Scrutiny Committee (Pages 41 - 48) Report of Strategic Director, Corporate Services and Governance
8	Work Programme (Pages 49 - 52) Joint report of the Chief Executive and the Strategic Director of Corporate Services and Governance

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GATESHEAD METROPOLITAN BOROUGH COUNCIL
FAMILIES OVERVIEW AND SCRUTINY COMMITTEE MEETING

Thursday, 12 September 2019

PRESENT: Councillor B Oliphant (Chair)
Councillor(s): M Hall, D Bradford, C Buckley, P Craig,
S Craig, S Gallagher, L Kirton, K McCartney, E McMaster,
M Ord, R Oxberry, I Patterson, Reay and N Weatherley

CO-OPTED MEMBERS Cheryl Lain

F9 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Caffrey, Councillor Clelland and co-opted members Jill Burrell and Tim Kynoch.

F10 MINUTES OF LAST MEETING

RESOLVED - That the minutes of the last meeting held on 20 June 2019 were agreed as a correct record.

F11 SAFEGUARDING CHILDREN - LSCB ANNUAL REPORT AND PLANS

Committee received the 2018/19 Annual Report of the Local Safeguarding Children Board (LSCB). It was noted that it has been a good year for the LSCB with Ofsted reporting that the partnership as a whole is working effectively.

It was reported that areas of progress over the last year include early help and early intervention, where the strategy has had positive impacts on children and their families. Positive work has also been ongoing around domestic abuse, Operation Encompass has been working to inform schools of domestic abuse incidents where children are part of the family involved. The next steps are to roll this out further as domestic abuse levels remain high in Gateshead. Progress has also been seen through the Integrated Referral Team (IRT), this has restructured the council's front door in order to support a more effective response to referrals.

In relation to performance it was noted that the number of Child Protection Plans are decreasing, also the number of on time assessments is extremely good. Overall in terms of children and young people in the system progress is being made in the right direction.

The LSCB was quickly responsive to Ofsted around missing children procedures

and the Board was able to agree to change procedures within 48 hours.

It was reported that there has been a reduction in the number of children and young people being referred through the Missing and Sexually Exploited (MSET) sub group. This is due to improved screening and assessment of risk rather than a decrease in the incidence of exploitation.

It was noted that permanent school exclusion numbers have increased, despite the partnership working on strategies to tackle this issue.

It was noted that there still remains concern around sexual exploitation, drug abuse and in particular the issue around county lines, although there is no strong evidence that this is an issue in Gateshead it would be naïve if this did not stay as a focus. Similarly knife crime will be a focus going forward due to the national focus, although this has not increased in Gateshead.

New arrangements are in place for next year following new government legislation. There will be more work done on a regional basis in the future. It was noted that due to the changes to the arrangements this would be the final LSCB annual report.

The independent Chair of the LSCB gave a summary of the last year and advised that arrangements are going well, public service in Gateshead on average are good. However, there are concerns around mental health and in particular access to services at a lower level.

RESOLVED - That Committee noted the contents of the report.

F12 ANNUAL REPORT ON COMPLAINTS AND REPRESENTATIONS - CHILDREN

Committee received the annual report on the number of complaints and compliments received from April 2018 until March 2019.

It was reported that last year representations decreased by 22% from the previous year. There was an 18% decrease in stage one complaints. During the last year only three out of 40 complaints received moved to a stage two investigation. In relation to complaint related queries (CRQ), these are low level issues dealt with by the service. It was noted that the service has been proactive in dealing with CRQ's and none have moved to a stage one complaint over the last year.

The key themes from the complaints were around quality of service, including quality or worker support or involvement and attitude of staff. This is an increase on the previous year. In terms of attitude of staff complaints three of these were in relation to the quality of foster care placement or the professional behaviour of the foster carer. Two of the complaints were partially upheld, following this the service address the issues directly with the foster carers. Where the complaint is around staff conduct additional training and monitoring is carried out.

It was noted that the majority of complaints for this year were in relation to Looked After Children services and quality of service.

The number of complaints in relation to safeguarding and care planning reduced by 57% this year. This is due to low level issues being dealt with a resolved at an earlier stage.

For this year the main methods of complaint were by email and telephone.

11 complaints were received from Looked After Children or an advocate acting on behalf of the child. This is an increase of 120% on the previous year and demonstrates that children and young people are getting more confident to complain on their own behalf.

The statutory timescales for resolution are 10 working days however this can be extended to 20 working days at the agreement of the complainant. It was reported that 62% of the complaints were responded to within the extended timescale, and the majority of complainants were happy to waive the timescale if officers kept in touch with them.

It was found that 18 complaints were not upheld after investigation and 19 were partially upheld. Three complaints out of 40 moved to stage two of the Complaints Procedure, this involved a full and formal investigation and is reported back to the Service Director. If unsatisfied a complainant can request to move to a Stage 3 Review Panel, there was one held during 2018/19.

Over the last year 73 compliments were received, this is 44% of all representations received.

RESOLVED - That Committee noted the annual report and was satisfied with the performance of Care, Wellbeing and Learning in responding to complaints and ensuring that this results in continuous service improvement.

F13 SCHOOL EXCLUSIONS - PERFORMANCE UPDATE

Committee received a report outlining the current situation around permanent exclusions. It was noted that the number of permanent exclusions increased by 11% last year, with the Pupil Referral Unit (PRU) excluding the highest proportion of pupils. Committee was advised that a working agreement is now in place with the PRU so that they do not exclude but instead approach the authority with any potential cases.

It was reported that during 2018/19 Joseph Swan School had a high proportion of permanent exclusions. It was confirmed that officers are now working with the new Headteacher to manage avoidance of permanent exclusions. Similarly, work is ongoing with Lord Lawson to look at alternatives to exclusion.

Work is underway at a strategic level, an annual report on exclusions is presented to the LSCB, therefore this provides an opportunity to link with other partners to work on a multi agency approach. At a strategic level, regular conversations are held with

all Headteachers and at an operational level there is an officer who works with schools.

Schools work with the authority when they choose to permanently exclude therefore officers are able to look at whether a permanent exclusion is appropriate. In addition the authority actively supports parents and looks at suitable alternatives.

A Headteachers conference is due to be held in October, where another local authority will attend to help look at good practice in the areas of leadership and arrangements for their PRU.

The Timpson Report has been published which looked into the use of permanent exclusions. Committee was advised that Gateshead schools and the authority are currently doing what is recommended in the Timpson report. It was noted that guidance has changed to say that Social Workers must be notified when a child in need is moved out of their school, this is to ensure that no child slips through the net.

It was queried whether there is any indication that secondary Headteachers use permanent exclusions to get rid of problems. It was acknowledged that there are inconsistencies however all Headteachers regard permanent exclusions as a last resort. Reassurance was given that the authority would challenge any potential permanent exclusion that was weak and would look at alternatives such as managed moves to another school.

The question was asked as to how responsive the PRU is to Gateshead's needs. It was confirmed that the relationship with the PRU is strong, meetings are held regularly with the PRU's leadership team which allows challenge between both the PRU and the authority.

In terms of those pupils being home schooled it was confirmed that a Home Education Multi Agency Group has been established to support and encourage pupils back into mainstream education. It was noted that Ofsted is increasingly challenging home education.

RESOLVED - Committee noted the information contained in the report.

F14 OFSTED INSPECTIONS / SCHOOL DATA - PROGRESS UPDATE

Committee received a report outlining the Ofsted inspection findings for the spring and summer terms 2019.

It was reported that Falla Park Primary school received a 'good' rating following the appointment of a new Headteacher, this is following a 'requires improvement' finding previously. Similarly, Kingsmeadow Comprehensive received a 'good' judgement which is an improvement on the previous inspection.

It was noted that the number of outstanding schools in Gateshead has reduced over the last year.

Ofsted has increased its focus on outstanding schools in Gateshead and is now inspecting those outstanding schools where published test results have fallen.

It was confirmed that Ofsted will implement a new inspection framework from September 2019 which will put demands on primary schools in particular to take a different focus on the wider curriculum.

Concerns were raised about Fell Dyke moved from 'outstanding' to 'requires improvement'. It was confirmed that there was a senior management change which meant that the quality of teaching was not as good as it previously had been. Committee was advised that a steering group has been put in place to ensure the school gets back on track.

The question was raised as to the current situation regarding Swalwell Primary School following two 'requires improvement' findings. It was confirmed that a steering group is in place and a new Headteacher has been appointed who will work with the authority to improve the quality of teaching. It was also noted that part of the problem is low numbers.

RESOLVED - Committee noted the position of schools in relation to Ofsted inspections.

F15 WORK PROGRAMME

The Committee received the work programme report setting out the provisional work programme for the Committee for the year 2019/20.

It was requested that domestic abuse be looked at following issues raised under the LSCB report.

RESOLVED - (i) Committee noted the provisional programme.
(ii) Committee noted that further reports on the work programme will be brought to the Committee to identify any additional policy issues, which the Committee may be asked to consider.

F16 EXCLUSION OF PRESS AND PUBLIC

RESOLVED - That the press and public be excluded from the meeting during consideration of the remaining business in accordance with the indicated paragraphs of Schedule 12A to the Local Government Act 1972.

F17 MONITORING REPORT - OSC REVIEW OF CHILDREN ON EDGE OF CARE

A monitoring report was presented on the review undertaken by the Committee into

the support for young people and their families with complex needs on the edge of care.

RESOLVED - That Committee noted the recommendations outlined in the report.

TITLE OF REPORT: Delivery of Children and Young People's Mental Health and Wellbeing Services

REPORT OF: Anna Williams, Associate Director Central Locality Community Services. Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

SUMMARY

This report aims to provide an update on the delivery of children and young people's Mental Health services in Gateshead following the paper submitted to Families OSC in 2018.

Newcastle Gateshead CCG now commission Childrens & Young Peoples Mental Health Services via a lead provider model with Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust. To date the lead provider model is working well with no significant issues to report. There is significant work taking place to move activity out of the Getting More Help service to the Getting Help service with a focus on prevention.

1. Introduction and Background

On the 6th November 2018 NHS Newcastle Gateshead Clinical Commissioning Group (CCG) and Cumbria, Northumberland, Tyne and Wear Foundation Trust (CNTW) attended Families OSC to provide an update on the delivery of children and young people's Mental Health services in Gateshead, more specifically the progress we have made this year in the mobilisation of Getting Help and Getting More Help. Within the report in 2018 the case for change explained that with regard to improving outcomes for children and families, *No Health without Mental Health*¹ published in 2011, emphasises the crucial importance of early intervention in emerging emotional and mental health problems for children and young people. Effective commissioning will need to take a whole pathway approach, including prevention, health promotion and early intervention.

The report in November explained that the commissioners and providers aim was to develop a Whole Systems Model that will provide an integrated, early response to the emotional and psychological needs of children, young people and families. This aimed to improve outcomes, reduce inequalities and reduce the impact of poor mental health on the economy and individuals.

¹ No Health without Mental Health (2011) HM Government

2. Purpose of the report

This report aims to provide an update on the delivery of children and young people's Mental Health services in Gateshead following the paper submitted to Families OSC in 2018. The paper will provide an update on the progress we have made this year in the mobilisation of Getting Help and Getting More Help and improving access to children and young people's Mental Health services in Gateshead.

3. Proposals

Within the November 2018 paper there were a number of proposals including:

- Establishment of a single point of access (SPA)
- Access to KOOTH
- Continuation of third Sector contracts
- Development and introduction of new service specifications based on the THRIVE model of "Getting Help" and Getting More Help"
- Moving provision from the more complex delivery to ensuring the focus is on Early intervention and prevention
- Implementation of the Trailblazer bid
- Introducing lead provider arrangements from April 2019

4. Progress on proposals

a. Lead Provider

Children and young people's mental health services (CYPS) for Newcastle and Gateshead have adapted and changed dramatically over the past year to incorporate the shift in demand and capacity and the new commissioned "lead provider" contract. CNTW have begun leading the work to transform the CYPS pathway across the Newcastle and Gateshead patch with a clear goal of moving more toward early intervention and prevention.

The 1st April 2019 brought about a change in the commissioning of Children's mental health services from the CCG. CNTW became the lead provider, directly commissioning the 3rd sector contracts and South Tyneside and Sunderland NHS Foundation Trust service provided in Gateshead.

This new contract allowed for children's mental health provider services to all come under one umbrella, to be able to capture and monitor the demand, capacity and footprint of children's mental health demand and outcomes city wide. Within the first year of the arrangement a consolidation and review of the existing service model will occur leading to transformation plans from year two going forward.

b. Thrive model

The 3rd sector providers and NHS have come together with CNTW to provide the "getting help" and "getting more help" (previously Tier 2 and Tier 3 services) service in Newcastle and the getting more help service only in Gateshead. It is important that all the providers consider the holistic needs of the child/young person and where appropriate deliver a wide range of support which may include access to therapies

and therapeutic activities. The lead provider model supports this need and the service specification is based on the thrive model.

Work continues to flow patients more in to getting help service rather than getting more help as per the thrive model, via the monthly pathway meetings with all providers. Providers are working closer than ever to ensure clients are seen by the right service first time as well as working collectively to reduce waits over the system.

c. Third sector contracts

The 3rd sector providers and the NHS providers are all delivering services under an NHS Standard Contract. The contract is a 12 month contract from 1st April 2019.

The third sector providers include Streetwise, Childrens North East, North East Counselling, Kalmer, Kooth and Barnardos. The NHS providers are South Tyneside and Sunderland FT and CNTW (as lead provider).

d. SPA

All these services contracts receive their referrals through the single point of access (SPA) situated within the CNTW children's service. The SPA provides a fully integrated and direct clinician support for all providers and all referrers to children's mental health services. Thus providing a quicker and more robust platform for ensuring young people are directed to the most appropriate service to meet their current needs. The SPA is the first point of contact for all requests for advice and referrals for emotional health and wellbeing, mental health treatment and support. The benefit of the SPA is it allows co-ordinated access to Getting More Help, emergency and out-of- hours provision to reduce complexity of entry and navigation to support systems for children, young people, their families and workers. The SPA is led by a clinician who allows clinical decision making and interaction at access point by gathering information.

e. Kooth

Kooth was commissioned by the CCG in 2018 and is available to all children and young people. The service has been promoted in all schools and information is also given to children and young people upon referral to the single point of access and whilst awaiting treatment as a means of support. From 01st October the Kooth contract became part of the lead provider work.

f. Trailblazer

In 2017, the Government published its Green Paper for Transforming children and young people's mental health, which detailed proposals for expanding access to mental health care for children and young people, building on the national NHS transformation programme. The proposals were focused on providing additional support through schools and colleges. The CCG, CNTW and NHS England are leading the delivery of Mental Health Support Teams (MHSTs), which are jointly delivered with the Department for Education across Newcastle and Gateshead. MHSTs are developing models of early intervention on mild to moderate mental health and emotional wellbeing issues, such as anxiety, behavioural difficulties or friendship issues, as well as providing help to staff within a school and college setting. The teams act as a link with local children and young people's mental health services and be supervised by NHS staff.

CNTW have employed 12 trainee mental health workers who attend Northumbria University two days a week and then provide support to schools across Newcastle and Gateshead. The teams have started to provide early intervention in to schools supervised by experienced mental health clinicians. These teams will support students with mild to moderate mental and emotional health needs.

5. Access

Previously children and young people have experienced high levels of referral and re-referral to other services, as well as sign posting to services with no way of following up that the individual has attended. The new ways of working under the lead provider means working to improved access for Children and Young people, right place first time. In addition the model looks to reduce waiting times.

a. Performance and data

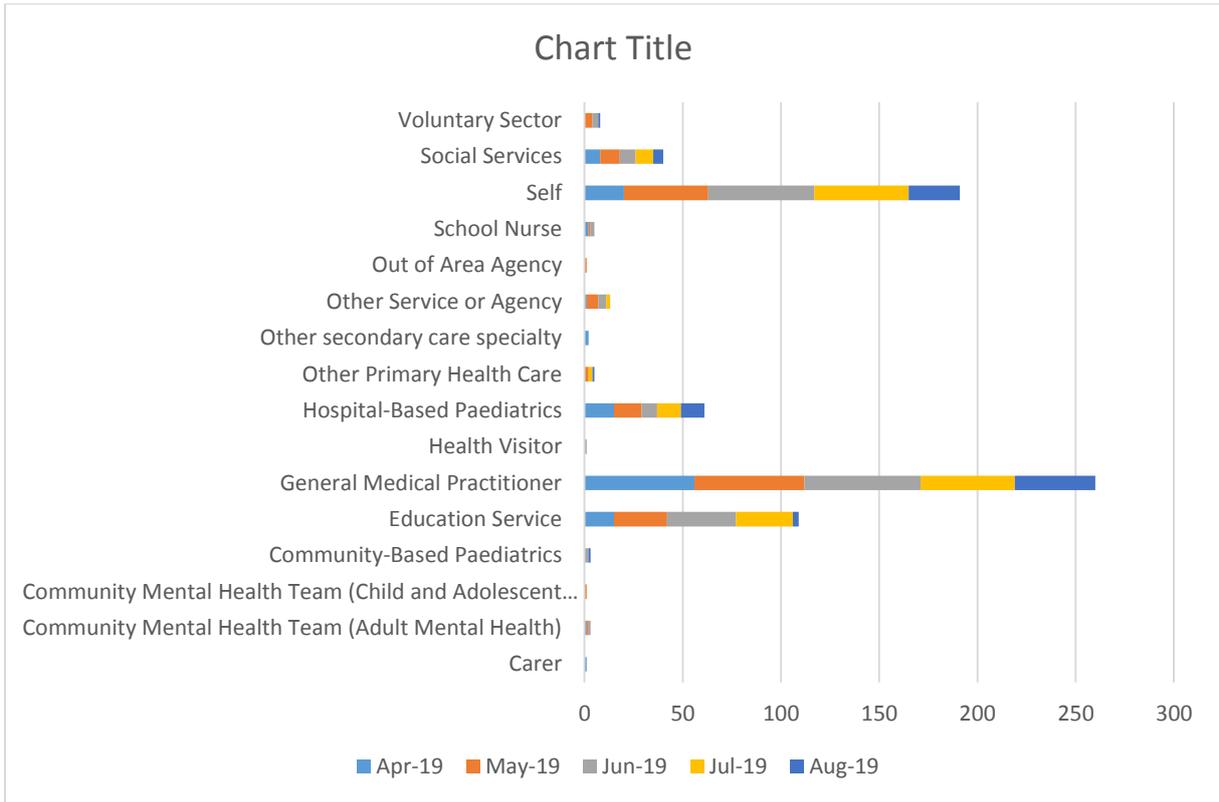
The performance data now captures all providers' data in order to provide a full picture of the Childrens and Young persons' pathway. Significant work has also taken place in quarter one and two regarding clients waiting over 18 weeks for both assessment and treatment. SPA continues to work well with a significant increase in referrals to SPA from GP practices, education and other health and social care organisations.

A key component of this work is reviewing the pathway and ensuring Children are seen in the right place first time. As at the end of quarter 1 Gateshead providers accepted 99% of referrals for Getting help and Getting more help services. This is the impact of the success of the SPA and the collaboration with the 3rd sector making sure Children and Young people are referred to the right service, first time. Work continues to flow patients more in to getting help service than getting more help as per the thrive model.

CNTW and the other providers strive to improve the service and therefore all the mental health providers meet weekly in which to review and adapt the pathways to identify any gaps in provision and meet the needs of our clients.

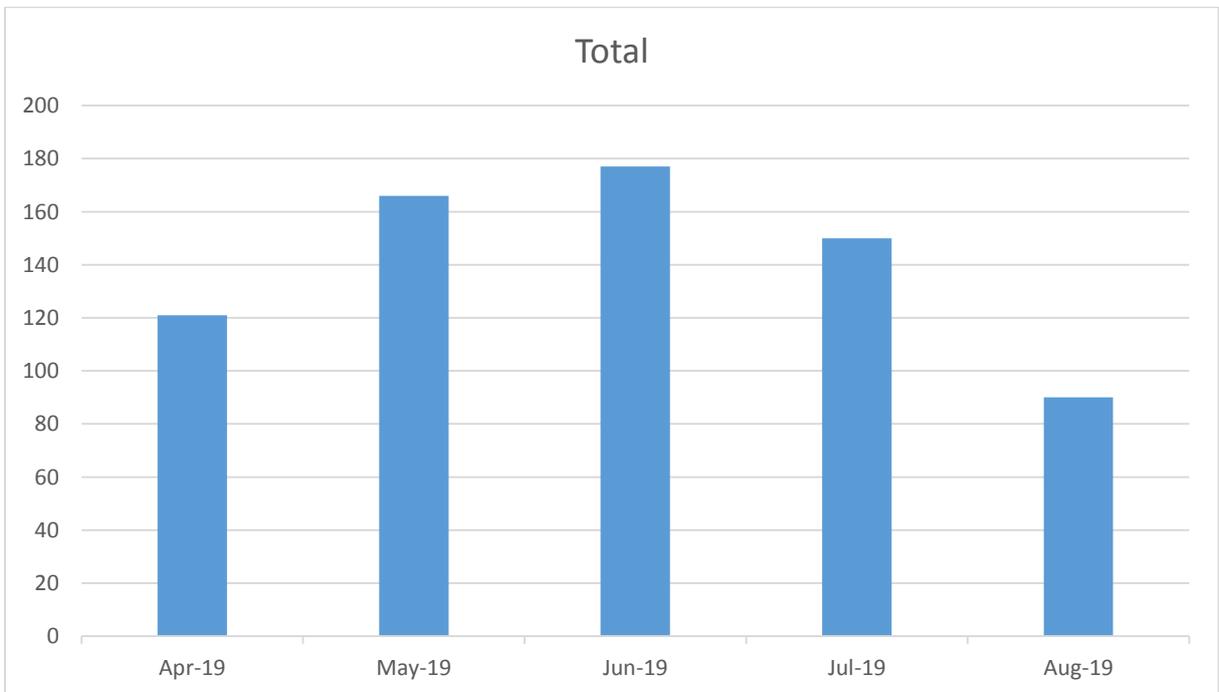
b. SPA Referrals by source

The SPA now accepts referrals from a number of sources. All referrals that go to the SPA are reviewed and sent to the most appropriate service. Graph 01 provides a breakdown of referral to SPA by source since April 2019.



The majority of referrals to the SPA come from GP practices followed by self-referrals and then Education.

Graph 02 provides a breakdown of referrals in to SPA by month.

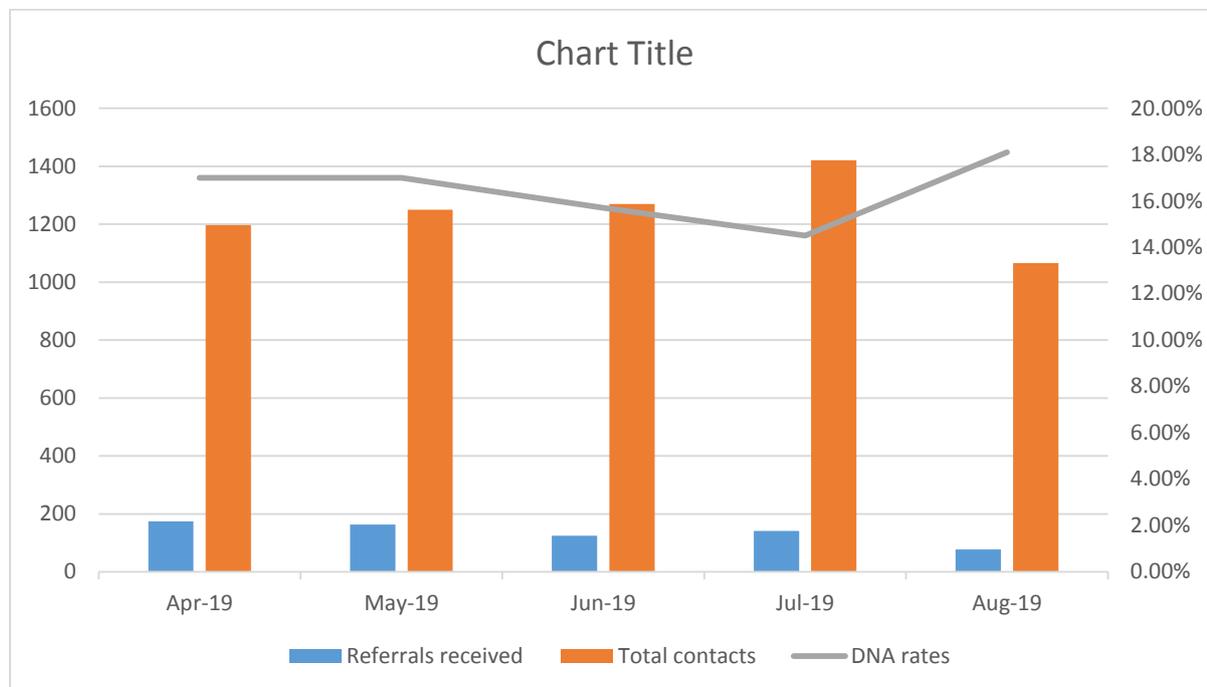


The SPA receives an average of 141 referral per month from Gateshead clients.

c. Provider Referrals

From 01st April CNTW has been working with all providers to capture the number of referrals received in to services. This is an attempt to show a system view of the numbers of Children and young people being seen by NHS funded services.

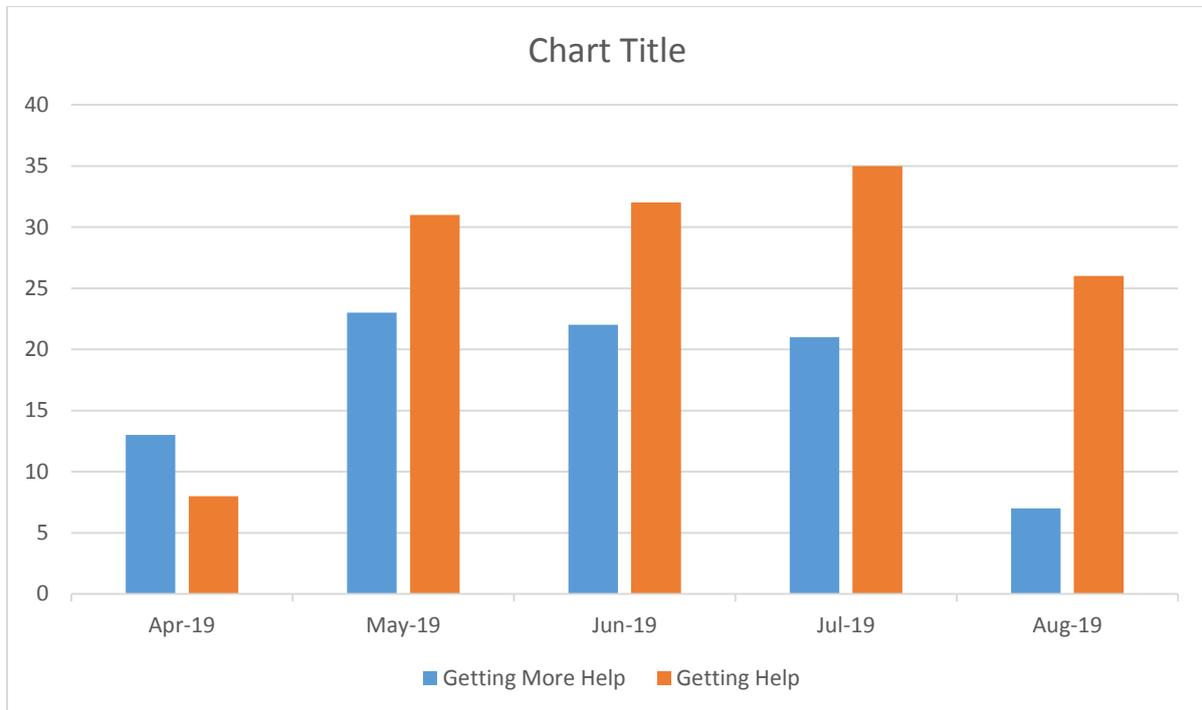
This data can be seen in graph 03.



Graph 03 provides a system view of numbers of referrals received in to all services in Gateshead, the total contacts the clinical teams have had with children and young people and the percentage of DNAs. As a system we are aiming to have a DNA rate of under 16%. Changes in the way the teams are making appointments with clients has resulted in a slight decline in DNA rates. Teams have started contacting clients by phone to agree the appointment before issuing the appointment letter as well as providing weekend and evening clinics.

d. Focus on early help

Working with the SPA and other providers we are starting to see a shift in activity from Getting More help (Tier 3) to Getting Help services (Tier 2). This can be seen in the Graph 04.



Graph 04 shows that from April 19 we have shifted to seeing more activity in the Getting Help service rather than Getting More help.

e. Waiting Times

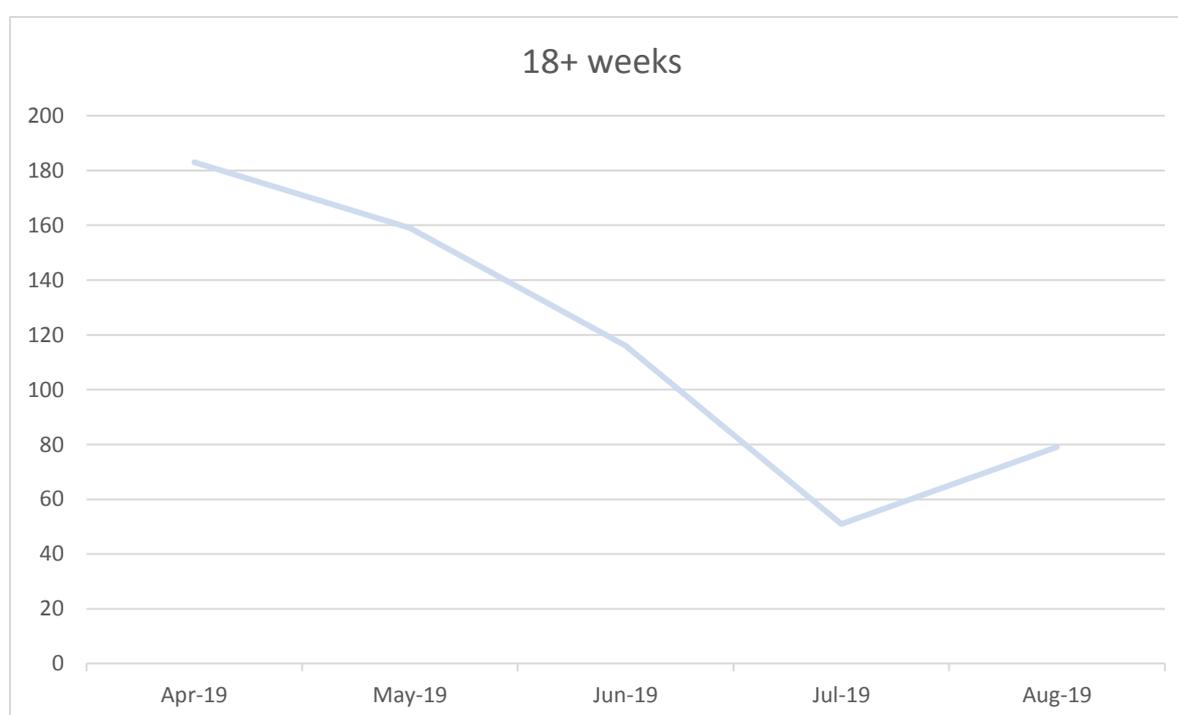
CNTW has been working on the revised methodology on reporting CYPS waiting times. Nationally, waiting times for CYPS services are to be monitored via Mental Health Data Set and data is recorded using second appointment as a proxy for treatment. In order to do this there are changes to the definition of “treatment”, treatment is defined as the first two or more face to face or indirect contacts in a six week period.

This was a significant change in how CNTW record waits to treatment, data provided in the November 2018 report was based on the old methodology. Data in table 01 is based on the new reporting method and includes all Gateshead providers’ data.

Wait in weeks	Apr-19	May-19	Jun-19	Jul-19	Aug-19
0-2 weeks	0	2	0	0	3
2-4 weeks	5	4	2	0	1
4-6 weeks	5	3	2	7	6
6-8 weeks	3	8	6	12	2
8-10 weeks	14	9	4	9	10

10-12 weeks	13	6	9	4	15
12-14 weeks	17	11	25	9	20
14-16 weeks	7	13	14	16	21
16-18 weeks	8	19	9	26	16
18+ weeks	183	159	116	51	79

As detail in Table 01 there are a number of children and young people waiting over 18 weeks for treatment. Across the system a significant amount of work has taken place to reduce these numbers as can be seen from a move from 183 children and young people waiting over 18 weeks in April 2019 to 79 in August 2019. This can be seen further in Graph 05.



It is worth noting that table 01 is based on clients waiting for their second appointment.

Actions to address waits

Waiting times have significantly reduced across the system however we are aware that there are still a number of clients waiting for initial appointment. A key focus for all providers is reducing those clients waiting more than 18 weeks for an initial appointment. CNTW approached all providers and asked for options on potential waiting list schemes for 19/20 across the system. The brief provided to all providers was to put options to CNTW as lead provider on what additional capacity could be created across the system that would reduce waiting times and improve access to CYPS.

As a system it was agreed that further investment would be provided to Kalmer to support those clients with learning disabilities who are waiting over 18 weeks. In addition a therapeutic support package for clients waiting over 18 weeks for an appointment would be provided via an app. The Therapeutic Bytes application will be used whilst clients wait for their treatment. This will have the following benefits:

- Contact made with a CYP to make sure they are still requiring getting help service
- Confirmation that the client had not moved away or transitioned to adult service
- Confirmation that the client had not accessed an alternative service for mental health needs
- Confirmation the client should remain on the waiting list
- Client would be offered a self-help app with therapeutic advice whilst they waited for a face to face appointment
- If any clients required immediate support via face to face this would be arranged
- Potential 10% reduction in waiting list
- Reduced DNA when the CYP has a face to face appointment

In addition, within CNTW we are putting on additional clinics starting from October up until at least the second week in December to help reduce waits. Our aim is to have no over 18 week waits by the 31st March 2020.

6. Summary

To date the lead provider model is working well with no significant issues to report. Contract meetings, pathway review meetings and weekly SPA meetings have been established and taken place throughout quarter one and two. There is significant work taking place to move activity out of the Getting More Help service to the Getting Help service with a focus on prevention.

7. Recommendations

That the OSC give its views on the progress outlined in the report.

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TITLE OF REPORT: Early Help Service (Targeted Family Support)
Progress Update

REPORT OF: Strategic Director, Care Wellbeing and Learning

EXECUTIVE SUMMARY

Background

This report will provide a progress update on the activities and impact of the Early Help Service (Targeted Family Support) in providing advice, practical support intervention to vulnerable Gateshead families with dependent children. This follows a previous report to the Families OSC presented on 4th April 2019 which summarised the implementation phase of the service from October 2017 up to March 2019 when 2,615 children were referred (1,837 allocated for an intervention service) and caseloads correlated strongly with the 'Vulnerable' and 'Just Coping' population categories used by Thrive – 87% of the caseload residing in these areas.

Update – Early Help Caseloads

A total of 1,102 children have been referred since the April 2019 Families OSC meeting – 657 from the daily triage of police contacts. A total of 4,545 children have been referred for support since the inception of the new service in October 2017.

The current, live caseload held by Targeted Family Support is 698 children. After police triage (1,591), education (1,025), children's social care (1,006) and health (288) are the largest sources of referral to the service. Ward residence of families open for casework is highest in High Fell (13.3%), Windy Nook and Whitehills (8.0%) and Chopwell and Rowlands Gill (6.7%).

The casework model continues to use a combination of evidence-based interventions, advocacy and practical support for all family members.

New developments

The Reducing Parental Conflict (RPC) Programme offers four new pathways of support for families experiencing relationship distress. Gateshead acts as the 'Referral Gateway' for a group of 10 Local Authority areas and has generated a total of 218 referrals (figure correct at 14th October 2019) across the region since the June 2019 start date – the highest referral rate of the four national Contract

Package Areas piloting the new pathways. Gateshead hosted the Reducing Parental Conflict Conference for Senior Leaders on 11th September 2019 with over 100 delegates in attendance and has co-ordinated a comprehensive RPC training programme for practitioners working with families following receipt of a £25,100 grant from DWP.

The Team Around the School (TAS) model has been extended to include two further schools (Kingsmeadow and Heworth Grange) alongside Wickham as the original pilot site. A total of 130 children have received casework support through the TAS model with a strong focus on emotional and behavioural needs. The 'ROAR' approach – training for school staff to recognise and respond to emotional wellbeing issues among primary-age children – will be delivered from November 2019.

A new Enhanced Parenting Pathway (EPP) started this month (October 2019) to provide an integrated package of support from midwifery, health visiting, early help and children's centre services for new parents with known vulnerabilities. The EPP will provide early support to improve the physical and emotional health of families, promoting good, attachment-led parenting approaches through an intensive package of holistic support over 20 visits from 16-20 weeks gestation until the child is aged 24 months.

A wide range of evidence-based group programmes continue to be delivered for parents/carers of children of all ages. Use of school sites for delivery has increased in 2019, including (all primary) St Alban's, Larkspur, Lobley Hill, Caedmon and South Street. A total of 136 parents/carers have completed group programmes in 2019, while a further 58 have completed the developing 'Families First' pathway for parents/carers of children undergoing assessment (pre-diagnosis) for ADHD. Additional work has been done this month in ensuring that all parents/carers having a child confirmed with an ADHD diagnosis are immediately offered access to parenting support.

Impact

The service was Ofsted inspected between 29th April to 3rd May 2019 (report published 11th June 2019) and contributed to the overall effectiveness judgement of 'Good' for children's services within the Local Authority. The judgement on Early Help was summarised in the report (Para. 1) as follows:

Early help arrangements in Gateshead are a strength. There is a coherent multi-agency strategy which underpins the delivery of these services. Children and families are benefiting from a broad range of targeted family support delivered by well-trained, skilled staff. Partners are well engaged in the delivery of the early help offer, completing a high number of early help assessments. Pathways into targeted early intervention are clear and the threshold is appropriately applied. Higher risk cases are escalated swiftly to children's social care or are stepped-down when risks are reduced. Early help workers stay involved with their families when cases step up to statutory services. This means that children and families are benefiting from consistent support from a worker with whom they have established effective relationships. The service is making a positive difference to families and is reducing the number of children needing statutory help and support.

A total of 57.8% of families complete their support plan with the service with all known needs met or being managed within an alternative plan. Families continue to be tracked up to one year after closure to monitor any return to statutory services. Only 10.8% of families closed enter Tier 3 within one year of closure to Early Help, with 3.1% of that figure declining the service. Performance measures of this type are used to measure the sustainability of changes achieved with families.

Recommendation

It is requested that the Families Overview and Scrutiny Committee:

- Considers the content of this update.

CONTACT: GAVIN BRADSHAW

EXTENSION: 3543

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TITLE OF REPORT: Integrated Referral & Assessment Team

REPORT OF: Caroline O'Neill, Strategic Director, Care Wellbeing and Learning

EXECUTIVE SUMMARY

1. To inform the OSC of changes to the Referral and Assessment Service.
 2. To give an overview of the rationale behind those changes and the resulting evidence on emerging outcomes.
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Policy/Legal Context:

Legal and statutory guidance context

1. Section 17 of the **Children Act 1989** imposes a general duty on Children's Social Care (CSC) to safeguard and promote the welfare of children who are *'in need'* and to promote the upbringing of children in need by their families by providing a range and level of services to meet those children's needs.
2. Section 17 of the Children Act defines a Child in Need (CIN) as a child:
 - who is unlikely to achieve or maintain, or to have the opportunity of achieving or maintaining, **a reasonable standard of health or development** without the provision of services;
 - or a child **whose health or development is likely to be significantly impaired**, or further impaired, without the provision of services;
 - or a child who is disabled.
3. Section 47 of the Children Act places a duty on Local Authorities to investigate children in their area where there is reasonable cause to suspect they are or are likely to suffer significant harm. This is known colloquially as a Child Protection investigation or enquiry.
4. Under both section 17 and section 47 other agencies have a duty to co-operate with CSC in carrying out this duty to assess the needs of children and to provide services as necessary.
5. To determine the needs of a child and the support that they and their family may require, CSC will carry out a child and family assessment by a qualified

Social Worker. This is known as a Child in Need Assessment which where necessary will run concurrently alongside a section 47 investigation.

6. Working Together (WT) to Safeguard Children (DFE 2018) is the statutory guidance that informs and instructs the Council on how to enact this legislative framework. WT 2018, inter alia, also places the responsibility on CSC to establish a process for receiving referrals and acting as the principle point of contact for safeguarding referrals relating to children.
7. In Gateshead it is the Integrated Referral Team (IRT) who deliver this service and the Assessment and Intervention (A&I) Teams who principally undertake section 17 and 47 assessments.

Background

Triage and Duty function-known as the Integrated Referral Team (IRT)

8. Before May 2018 the duty function colloquially referred to as the 'front door' consisted of a rotating group of Social Workers and Managers processing and responding to referrals. A review of the service identified that the practice reality for managers to scrutinise and oversee the work of both the Duty and the Assessment components of the service was regularly compromised. A short pilot took place between May 2018 and August 2018 that trialled a dedicated Team Manager and Duty Team. The pilot showed an improved and consistently applied rigour and pace to the work and reaped dividends in terms of process flow, threshold application and partnership working. It also showed that it enabled other managers in the service to focus on their supervision groups practice and performance. In light of these successes the approach was formally adopted from September 2018.
9. From June 2018 the triage meeting began meeting daily to consider contacts from the Police known as child concern notifications (CCNs). This process filters out inappropriate contacts and redirects them towards the most appropriate disposal, thus reducing demand on the duty team. The Police, Early Help (including the Domestic Abuse Service), 0-19 service are all formally represented at the triage meeting.
10. The 'duty room' function determines what becomes a referral and, having applied professional judgement informed by the multi-agency threshold document considers whether the referral becomes a Child in Need (CiN) assessment under section 17 or requires urgent action to protect a child. The function also allows for the duty team to do short proportionate CiN assessments where appropriate.

Assessment and intervention teams

11. Before January 2019 referrals requiring a CiN assessment were allocated to Social Workers in one of 4 teams outside of the Duty component but within the previously named Referral and Assessment Service. Once the CiN assessment was completed and where a CiN plan was deemed necessary the case transferred to Safeguarding and Child Protection (SGCP) service. Similarly, cases that had escalated to a Child Protection Plan or where the child had become looked after would also transfer to SGCP.

12. In October 2018 the Social Work leadership team began to consider other feasible models of delivery driven by the following premises:
- (i) We know that the opportunities for sustained change in the lives of the children and families we work with are improved markedly when meaningful relationships are established and crucially sustained between the family and SW. (Harry Fergusson et al).
 - (ii) The current structure has built into it several potential transfer points which we know inhibits and interrupts positive sustained relationships with children and families. As such the current structure runs contrary to Gateshead's development of Strength based and relational approaches and systemic practice.
 - (iii) We also know that CiN cases, often requiring a range of complex interventions delivered over time, are in danger of having a lower profile and level of scrutiny, than CP cases which can impact on the priority given to them by Social Workers. Social Workers and many other agencies recognise that some of the children within this cohort require high levels of intervention due to the complexity of their needs and adversity. However, Social Workers' endeavors in providing this are often frustrated due to high caseloads which unwittingly necessitate the prioritising of their focus onto those cases that sit above this threshold, such as Child Protection, legal proceedings and Looked After Children. As a result, CiN cases become vulnerable to drift until the child's circumstance become sufficiently worrying to warrant higher level intervention.
 - (iv) The response to CiN is not consistent, with different teams offering varying types and levels of interventions
 - (v) The Council is facing unprecedented budgetary pressure which requires services to manage demand differently and create opportunities to save money, including the de commissioning of family support providers.
13. In determining the future structure for how the delivery of Social Work would look the following principles were adopted.
- (i) Transfer points for children and families should be limited as far as possible.
 - (ii) Strength based relational approaches be embedded in a systemic practice model
 - (iii) No manager of frontline staff should have more than 8 reports.
 - (iv) Caseloads should be within the range of 16-20 children.
 - (v) Service Managers should have no more than 7 direct reports
14. From January 2019 the R&A service formally became the Assessment and Intervention (A&I) service holding Child in Need cases from assessment through intervention to closure or transfer if escalated to Child Protection plan, legal intervention or the child becomes looked after. There are 6 CiN teams, including the Edge of Care Team.

Our approach to Social Work – Gateshead CAN

15. Children's Social Care (CSC) has a commitment to putting the 'social' back into social work. For us, social work is about the relationships we build, the conversations we have, the direct work we do with the children and families who need our services. Gateshead CSC puts an emphasis on reclaiming *practice* as the central tenet of social work. We are investing in learning and

developing systemic and strengths-based practice skills to enable our social workers to support real sustained change in the lives of vulnerable children.

16. Our approach to Social Work practice is not limited to one model or ‘way to do it’. **Gateshead CAN** is an overarching systemic and strengths-based approach which recognises the interrelationships between **C**ontext, **A**ction and **N**arrative. Some of the methods and models our social workers use are Relational Genograms, Ecomaps, Solution-focused and motivational interviewing, Signs of Safety, Narrative techniques and tools from positive psychology.
17. Our Social work practice is driven by our aspirant vision that “*Children and families are at the **heart of everything** we do, ensuring all children can **thrive** and reach their **full potential**”.* Our ethical driver is rooted in the belief that our responsibility to children and families in need of help should start from the position that families are empowered and supported to make positive changes, enabled to make self-determined choices and seek their own solutions that build on existing strengths and resilience within the family network. Our firm resolve is to work relentlessly in supporting families to remain together and where a child’s needs demand alternative living arrangements these will firstly be sought from within the child’s own family network.
18. Professionals involved in delivering statutory Social Work regardless of which service they belong to hold a determination to seek the opportunities for change within families, utilising the families own resources, by demonstrating reflexivity in their thinking and seeking to reach proportional and evidenced based conclusions.

Impact:

Early indications of impact based on performance Data

Anticipated Impact	What the data tells us	Practice Impact
As a result of the daily triage with Police we will see a reduction in the number and percentage of Police CCN contacts.	Police CCN contacts have decreased from 2648 (52.5%) during February 2018 - January 2019 to 2209 (39.9%) during September 2018 – August 2019 – this represents an actual decrease of 16.6%.	The reduction in Police CCNs has reduced demand in the duty room thus creating capacity for duty workers to undertake short proportionate assessments.
More Child in Need Assessments will be completed in shorter times	CIN assessment durations remain generally consistent when comparing February 2018 - January 2019 to September 2018 – August 2019, with 54% of assessments being completed within 40 days, and 36% of assessments being completed between the 41 – 45day mark. This does, however, continue to show improvement compared to	Early indications are that practice is shifting towards shorter proportionate assessments, being completed in shorter timescales which suggests plans are being established more quickly once the needs are understood and intervention begins. However, we recognise on

	<p>previous financial years i.e. in 2017/18, 46% of assessments were completed within 40 days, and 43% of assessments between 41 – 45 days</p>	<p>this issue we have more to do, and as the new model embeds further, we anticipate further reductions in timescales, which we will monitor through our established performance clinics.</p>
<p>Having been provided support and closed, fewer cases will require a further referral to Children Social Care</p>	<p>Re- referral rates have dropped from 79.7 per 10,000 during February 2018 - January 2019 to 55.5 per 10,000 during September 2018 – August 2019</p>	<p>The reducing rate of re-referrals is indicating that that interventions undertaken more recently have successfully addressed need and sustained change.</p>
<p>We will work with more children at CIN level, and will see a reduction in the numbers of children subject to Child Protection Plans</p>	<p>There has been a reduction in children becoming subject to an Initial Child Protection Conference (ICPC) from 390 in during February 2018 - January 2019 to 348 during September 2018 – August 2019 – a reduction of 11%. Similarly, there has been a 9% reduction in numbers of children subject to a child protection plan in January 2019 (284) to August 2019 (258) and a 11.6% reduction in the number of children being placed on a CP plan (335 – Jan 2019 vs 296 – August 2019). The proportion of children who have an ICPC and then go on to be CPP is remaining consistent at around 85% suggesting thresholds at conference have not changed.</p>	<p>These reductions are indicating cases are being proactively worked as CiN plans with interventions achieving sufficient change for families and children reducing the need to escalate into Child Protection processes. This suggests that risk is being managed proportionately by working with families in the CiN framework rather than the arguably more punitive and deleterious Child Protection framework. Our Ofsted inspection in May 19 told us that decision making was appropriate and safe, meaning there is no evidence to suggest that the move to support children as CIN more is putting them at risk.</p>
<p>Fewer cases will require step down to early help, having received the appropriate level of support by Children Social Care</p>	<p>Step downs to Early Help following CIN assessment have reduced from 385 (17%) in February 2018 - January 2019 to 252 (12%) during September 2018 – August 2019.</p>	<p>Our data indicates that where CiN assessments are undertaken they are correctly targeted at the right families where intensive statutory support is required. A recent dip sample audit confirmed this.</p>

Early indications of the impact on A&I Social Workers

19. Social Workers in A&I who had worked under both approaches were asked to state their level of agreement, on a scale from 0 to 10 where 0 meant the statement does not describe their feelings and 10 meant the statement is entirely correct. There were 18 respondents. The 5 statements related to the implemented changes -see appendix 1.

<u>Scale Score</u>	0-2	3-4	5	6-7	8-10	Not applicable to current role
1. I feel that my work with children and families has more impact and value now I remain involved beyond the assessment period.	<u>0</u>	<u>2</u> <u>11.1%</u>	<u>3</u> <u>16.6%</u>	<u>1</u> <u>5.5%</u>	<u>8</u> <u>44.4%</u>	<u>4</u> <u>22.2%</u>
2. I think that the longer-term relations I can now build with children and families enable me to better understand the needs of the family	<u>0</u>	<u>0</u>	<u>4</u> <u>22.2%</u>	<u>1</u> <u>5.5%</u>	<u>9</u> <u>50%</u>	<u>4</u> <u>22.2%</u>
3. Knowing that the case can remain with me under a CiN plan helps me to consider better informed options for ongoing interventions		<u>2</u> <u>11.1%</u>	<u>4</u> <u>22.2%</u>	<u>1</u> <u>5.5%</u>	<u>7</u> <u>38.8%</u>	<u>4</u> <u>22.2%</u>
4. My knowledge of a variety of possible interventions has increased since January 2019	<u>0</u>	<u>1</u> <u>5.5%</u>	<u>4</u> <u>22.2%</u>	<u>3</u> <u>16.6%</u>	<u>10</u> <u>55.5%</u>	<u>0</u>
5. My job satisfaction has increased under the new arrangements.	<u>1</u> <u>5.5%</u>	<u>1</u> <u>5.5%</u>	<u>7</u> <u>38.8%</u>	<u>1</u> <u>5.5%</u>	<u>4</u> <u>22.2%</u>	<u>4</u> <u>22.2%</u>

20. Most staff responded with scores that indicated they felt positive about the changes and believed their ability to work effectively with children had been enhanced. Strikingly the vast majority of staff had scored 5 or above with 7-10 staff scoring in the 8-10 range for statements 1 to 4. Job satisfaction also appears to have increased for most staff with some staff reporting that their Job satisfaction was already high, so this had only increased slightly. This probably accounts for the majority scoring 5 for the statement. Those who responded with NA were all members of the dedicated duty team.

Comments from Ofsted-regulatory ILAC short inspection -April 2019

21. On the 'front door' IRT....

'The local authority has recently restructured its front door, supporting an effective response to referrals. Professionals appropriately contact the integrated referral team (IRT) when they are concerned that a child needs help or protection. The co-location of the police, early help and health 0–19 service, with the addition of other partners through virtual arrangements, supports effective screening, triage and referral systems. Manager oversight and decisions are clear and identify what information social workers need to collate to enable the most appropriate decisions to be made. This facilitates social workers to identify the right level of service matched to need and risk. The team completes proportionate assessments where required, providing a swift and analytical understanding of children's needs to ensure that they get the right help.'

22. On Triage.....

'The daily screening of all police notifications, including domestic abuse concerns, is effective and means that children receive an appropriate and timely response, with the swift identification of services.'

23. On Assessment and Intervention....

'Children in need, and those in need of protection, are quickly allocated to the newly formed assessment and intervention teams. Where children are at risk of significant harm, the response is swift and effective. Strategy meetings include key agencies and identify immediate protective actions. The resultant child protection enquiries are thorough, providing a good understanding of risks to children. Most assessments are timely, thorough and analytical, leading to effective and timely planning and intervention'

24. On the Gateshead- CAN approach.....

'The local authority has developed a bespoke model to underpin its social work practice. This overarching systemic approach is supporting social workers, with a range of tools to develop the effectiveness of their practice with children and families. This means that children and their families are benefiting from a tailored approach to their individual needs. The quality and impact of social work practice is good. Children and young people are seen regularly by their social workers, who know their children well. Social workers spend time understanding children's lived experiences to provide the most effective support to improve their circumstances'

Conclusion:

25. There are encouraging indicators that the redesign and remodelling of the Referral and Assessment service into the IRT and A&I service has had positive impacts on performance and Social Workers relationships with families. Ofsted's comments provide further validation that the service redesign is a credible approach.
26. Strength based approaches are effective in establishing a trusting change oriented working relationship. The new arrangements seek to enable those relationships to develop unfettered for Social Worker's and families under CiN arrangements so that, over time, many of those families will have been helped to achieve sustained 'second order change' and this outcome will be clearly evidenced.
27. In January 2020 the service changes will have been in operation for one year. A detailed evaluation is planned from January and February 2020 which will include feedback from children and families as well as partner agencies. The evaluation will be completed and available in March 2020.

Recommendations

1. The committee is asked to continue to champion the work undertaken by the Council's Children's Social Workers.
2. Note the content of this report.
3. The committee receive and consider the annual evaluation in March 2020

CONTACT: Steve Day

EXTENSION: 3989

Appendix 1. ref OSC 31/10/19

A&I Quick survey

Name:

Since January 2019, when A&I started to retain CiN cases and work under a plan, on a scale of 0-10 where 10 is 'I strongly agree' and 0 is 'I don't agree at all' please answer the following statements:

1. I feel that my work with children and families has more impact and value now I remain involved beyond the assessment period.
2. I think that the longer-term relations I can now build with children and families enable me to better understand the needs of the family
3. Knowing that the case can remain with me under a CiN plan helps me to consider better informed options for ongoing interventions
4. My knowledge of a variety of possible interventions has increased since January 2019
5. My job satisfaction has increased under the new arrangements.

Guidance to scoring:

- 0- This statement does not, in anyway, describe my feelings
- 3- This statement is partly true but on balance I disagree with it more than agree
- 5- This statement is partly true and on balance I agree with it more than not.
- 8- This statement is mostly true
- 10- This statement is entirely correct

Optional free narrative 'The one thing that could improve the new arrangement is

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TITLE OF REPORT: Performance Update on Children's Centre, Early Years Childcare Service and Information Advice and Guidance (Careers).

REPORT OF: Strategic Director, Care Wellbeing and Learning

Purpose

The purpose of this report is to give Overview and Scrutiny Committee an update on performance of Children's Centre (CC), Early Years Childcare Service (EYCS) and Information Advice and Guidance (Careers) (IAG). The Services are part of Early Help and are managed within the Hub Service.

POLICY CONTEXT

All three of these services have LA statutory responsibilities as defined by the Childcare Act 2006 and 2016, and the Education and Skills Act 2008.

Background

1. Gateshead Children's Centres are now registered for Ofsted inspection purposes as a single standalone centre (Deckham) with link sites across Gateshead. Although the Government suspended Ofsted inspections of CC in 2015, Deckham CC must provide the full range of services to fulfil the statutory requirements of the core offer; comprising of child development and school readiness, parenting aspirations and parenting skills and child and family health and life chances. The other link sites do not need to provide the full range of services to meet the core offer, but it should be demonstrated that all families can access some CC services no matter where they live. The link sites are; Leam Lane, Chowdene, Bensham, Teams, Blaydon/Winlaton, Greenside, Chopwell, Felling and Birtley.
2. Full details of Children's Centre service delivery can be found at <https://www.gateshead.gov.uk/article/2695/Gateshead-Children-s-Centres>
The website has been updated and now contains an information timetable about the range of early childhood services that are delivered from each CC, google map directions, a link to Ofsted reports for any childcare delivered on site and accessibility information. Links to other information such as DfE Hungry Little minds campaign and the NHS Start 4 Life are also given.
3. The CC Advisory Board is Chaired by the LAs Cabinet Member for Children and Young People, has multi-agency representation, and meets 3 times per year. Performance data is submitted to each meeting for scrutiny, challenge and, where needed, support to improve. The newly revised Advisory Board Terms of Reference state that the Children's Centre Advisory Board will report to the Local Authority's Director of Children's Services and annually to the Health & Wellbeing Board and the Safeguarding Children Board.

3. Children's Centres have 13 full time equivalent staff comprising Parent Outreach Workers and Activity Workers who deliver activities, and Administration staff who provide Business Support.
4. Early Years Childcare Service (EYCS) comprises of 7.4 full time equivalent staff who work with childcare providers, including childminders, to ensure sufficient good quality, flexible childcare for all children and manage the funded entitlement process for eligible 2, 3 and 4-year-old children.
5. There is a mixed market providing childcare and early education places in Gateshead. According to the last published Sufficiency Report, June 2018, the childcare market comprised of 109 childminders, 29-day nurseries, 25 pre-schools, 29 after school clubs, 24 breakfast clubs, 15 holiday clubs and 8 home childcares. All of these places are registered with Ofsted but there are also breakfast and after school clubs run by schools which do not require a separate Ofsted registration. Early education places are also delivered in many of Gateshead's Maintained Schools and Academies. The Sufficiency Report 2019 is almost ready for publication and will show a slight change in these figures.
6. Training is available to support providers to be compliant with the registration requirements of Ofsted particularly regarding leadership and management and safeguarding and welfare requirements. The team delivers bespoke training to childcare providers on behalf of the Gateshead Safeguarding Children Partnership Board. Childminder briefing sessions and pre/post registration support are available for those who are interested in becoming a childminder.
7. An annual early year's census is completed by EYCS which determines the LA Early Years Block of Dedicated Schools Grant. This is then devolved to providers, minus a 5% top slice, comprising of £5.20 per 2-year-old child and between £3.88 and £4.48 (exact amount determined by Early Years Single Funding Formula) per 3-4-year-old child, per hour on a termly basis for group providers and monthly for childminders. Additional payments are made for Inclusion Fund, Early Years Pupil Premium and/or Disability Access Fund as appropriate. Overall this amounts to approx. £12.5m per year allocated to Private, Voluntary and Independent providers and school nursery provision.
8. Information for parents on type and availability of childcare provision is made available on the Council website <https://www.gateshead.gov.uk/article/2700/Childcare> and updated on a regular basis. The EYCS team support parents by telephone contact and where needed on a face to face basis in order that they can secure appropriate childcare provision. Eligibility checks for 2-year-old funding is the primary reason for contact.
9. Careers information, advice and guidance is provided by the IAG (Careers) team comprising of 6.6 full time equivalent staff. Their responsibilities are to report monthly to the DfE the participation of 16 to 17-year olds who are in education, employment or training (EET). This identifies those who are not participating in education, employment or training (NEET) and these young people are offered support to re-engage.
10. The IAG team target and largely work with cohorts of young people in school years 11,12 and 13 with an Education, Health and Care Plan (EHCP), Looked after Children (LAC) and post 16 young people who are NEET. They also support young people in year 11 who are at risk of being NEET which includes those who are Elective Home Educated, not on a school roll or permanently excluded students.

11. This work supports education settings to fulfil their responsibility to provide 13-19-year olds with impartial, unbiased information, advice and guidance around post 16 options. The strategic planning of SEND higher needs funding arrangements for young people is supported and academic attainment and progression towards the Preparation for Adulthood framework is actioned and achieved.
12. There are 2 key areas of work that are reported to the DfE. The first is the September Guarantee which ensures that all year 11 and year 12 pupils on a one-year course receive an offer of a place in education or training for the following September and the second is the Activity Survey which reports the actual destinations of these pupils. The DfE publish annual scorecards, that rate the LAs performance on the proportion of young people NEET and those whose current activity is not known to the LA, based on a 3-month reporting period of monthly data returns for December, January and February.

Performance

13. Number of families with children aged under 5years accessing early childhood services hosted at Gateshead CC's as of August 2019.

Type of Delivery	Year to 31st of August 2019	Year to 31st of August 2018
Children's Centre Staff Supported Activity Delivery	2,681	2,755
Information, Guidance and other one-to-one Support Provided by Children's Centre Staff [i.e. 2 Year Funding Support, signposting etc.]	643	435
Total Children's Centre Staff Supported Delivery	2,774	2,857
Partner Delivered Targeted/Specialist Activities in Children's Centre Buildings [i.e. Specialist Parenting Programmes (e.g. 1-2-3 Magic, Family Nurture, Gateshead Autism Parenting Programme, Mellow Bumps, Talking Therapies, The Incredible Babies), Cedars Academy Sensory Sessions, CDT Clinics, Feeding Clinics, Hearing and Visual Impairment Support, Portage Sensory Sessions, Occupational and Physio Therapy Sessions].	261	320
Partner Delivered Universal Activities [i.e. Well Child Clinics not supported by CC staff, Baby and Child Lifesaving Sessions, Baby Weaning, Breastfeeding Support, Midwifery Service Anti-natal and Post-natal Sessions, Rhymetime Sessions etc.]	1,702	1,752
Volunteer led Baby and Toddler Group Sessions based in Children's Centre Buildings	144	186
Private Provider Delivered Activities	682	888
Total Number of Families Accessing Early Childhood Services as per Children's Centre Records	3,960	4,158

Gateshead Under 5 Families eligible for reach calculation

3,545

3,825

14. In order to reach more vulnerable families CC have considered data such as the Indices of Multiple Deprivation and Early Years Foundation Stage and are now delivering targeted services to families with children under 5 years in the following areas: Deckham, Wrekenton, Old Fold, Teams, Felling, Dunston, Birtley, Leam Lane and Chopwell, Heworth, Highfield, Beacon Lough and Blaydon. Universal activities continue to be delivered at all CC's some of which are provided by partner agencies such as Health, Libraries, the voluntary and community sector and private businesses.

15. Number of families accessing targeted and universal CC activities based on level of deprivation

Level of Deprivation	No of Families Accessing Targeted Activities	No of Families Accessing Universal Activities	No of Families Accessing Targeted Events	No of Families benefiting from One to One Support	Total No of Families benefiting from CC Delivery	Proportion of Gateshead families benefiting from Delivery
0-30% Level Of Deprivation	306	1,046	246	265	1,274	28.07%
30-70%Level Of Deprivation	162	753	125	200	855	28.81%
70-100% Level Of Deprivation	72	339	53	90	388	27.44%
Gateshead Families Accessing delivery	540	2,138	424	555	2,517	28.22%
Out of Borough Families	33	212	46	88	257	
Total No of Families Accessing CC Delivery	573	2,350	470	643	2,774	

16. Over the past year there has been a rebranding of CC targeted activities that has enabled a greater delivery of key information e.g. development, nutrition, parenting advice. A review of the booking process has ensured that places are made available for families who are signposted by other professionals and this is encouraged by the CC Team Managers attendance at Social Care and Early Help Targeted and Specialist Support meetings and the 0-19 Professional Forum. More discussions are underway with social care colleagues to increase attendance of families who they work with who have children under 5 years by offering more bespoke activities to meet need.

17. The quality of childcare provision in Gateshead compares very favourably with national statistics as 97% of childminders and 100% of early years group provision is graded Good or Outstanding by Ofsted as at June 2019. In March 2019, Ofsted reported that nationally 95% of childminders and 97% of early years group provision was graded Good or Outstanding. There are two independent schools in Gateshead that have recently been graded as Inadequate. Support is being provided by EYCS and colleagues in EdGateshead.

18. Quality of Ofsted registered providers in Gateshead as of 31 August 2019

All Providers	Central	East	Inner West	South	West	Total
Outstanding	5	1	9	14	8	37 (18%)
Good	24	19	16	33	41	133 (65%)
Met	8	3	9	7	4	31 (15%)
Not Met	0	1	0	0	1	2 (1%)
Inadequate	0	0	0	0	1	1 (1%)
Not Yet Graded	5	4	4	3	1	17 (-)
Total	42	27	32	57	56	221

All Providers	Day Nursery	Pre-School	Child-minder	After School Club	Break-fast Club	Holiday Club	Total
Outstanding	7	7	9	5	6	3	37 (18%)
Good	20	12	62	15	14	10	133 (65%)
Met	1	2	18	6	2	2	31 (15%)
Not Met	0	0	2	0	0	0	2 (1%)
Inadequate	0	0	1	0	0	0	1(1%)
Not Yet Graded	1	4	6	4	2	0	17 (-)
Total	29	25	98	30	24	15	221

19. The take up of the 2-year-old free entitlement in Gateshead has remained static whilst both at a national and regional level this has dropped, according to the Statistical 1st Release July 2019 (based on January 2019 take -up). Gateshead has the 15th highest take-up rate of all 152 local authorities, placing Gateshead in the top 10% of authorities. In the Summer term, 2019, take up was 85.9% (783 children out of 911 children on the January 2019 DWP list).

	2015	2016	2017	2018	2019
Gateshead (%)	58	75	78	82	82
North East (%)	65	78	81	84	82
National (%)	58	68	71	72	68

20. There has been a drop in Gateshead's take up of 3 and 4-year-old universal offer however, LAs are being advised that the 2019 Statistical First release includes revised population estimates so take-up rates for previous years may differ from past publications.

EYCS Table - Take up of three and four-year-old universal entitlements

	2011	2012	2013	2014	2015	2016	2017	2018	2019
Gateshead (%)	96	96	96	96	97	99	100	100	96
North East (%)	98	98	98	97	97	98	98	99	99
National (%)	94	95	95	95	95	95	94	94	94

21. The following table shows the number of young people within targeted cohorts that the IAG team have worked with during the academic School Year 2018-19

Targeted Cohort	Number supported
EHCP	277
LAC	86
NEET	180
At risk of NEET	100
TOTAL	643

EHCP – All young people have been offered an annual careers appointment/interview and where an EHCP review has been undertaken IAG have attended or supplied information around child and family aspirations and progression plans and encouraged and planned both academic and Preparation for Adulthood progression and outcomes for post 16.

LAC – IAG involvement and engagement with this cohort is led and coordinated by social care colleagues due to the complexity of individual circumstances and readiness to address and plan for EET progression. Monthly EET panel meetings provide a consistent forum to link with services and plan involvement and progression of LAC young people.

NEET's – Targeting this cohort is cyclical throughout the academic year with various means and approaches undertaken e.g. cold calling, letter drops, text messaging, home visits and linking to wider services involved with the family. This cohort changes daily as outcomes change with next steps being obtained and education, especially training destinations, lapsing at short notice.

22. Young people aged 13-19 can access 1-1 duty slots with IAG staff Sept-Dec is predominantly the busiest period for duty appointments as young people seek new placements/opportunities. A system to record the attendance at appointments was introduced in Jan 2019 and this shows that of the 200 available appointments 147 were booked and 90 young people attended. Jan 2020 duty rota and available times will reduce by half to reflect the take up of this period in 2019.

23. The following table is taken from the National Client Caseload Information System (NCCIS) and provides an up to date reflection of regional comparisons as per the August monthly data provided and offers a whole region context in relation to how Gateshead compares

Summary	August 2019					
Aug-19	Not known		In learning		16-17 year olds NEET	
	% 16-17s NK NK including currency expired	% change over last 12 months	% 16-17s in learning	% change over last 12 months	% 16-17s NEET	% change over last 12 months
NORTH EAST	6.8%	104.3%	84.4%	-4.2%	5.4%	-1.1%
County Durham	5.4%	85.3%	83.9%	-2.7%	7.7%	14.3%
Darlington	0.0%	-99.7%	92.0%	18.5%	3.9%	15.0%
Gateshead	4.3%	-48.4%	88.8%	3.6%	4.4%	-16.3%
Hartlepool	58.6%	2575.9%	33.7%	-62.6%	5.7%	0.6%
Middlesbrough	1.0%	-54.8%	91.9%	2.3%	4.3%	-12.9%
Newcastle		-100.0%		-100.0%		
North Tyneside	2.3%	44.7%	89.9%	-1.3%	3.4%	-4.6%
Northumberland	0.4%	-8.9%	90.7%	0.2%	4.4%	-4.9%
Redcar & Cleveland	3.3%	186.2%	86.9%	-0.9%	5.0%	-28.4%
South Tyneside	9.6%	328.2%	82.9%	-7.4%	5.4%	-11.9%
Stockton on Tees		-100.0%		-100.0%		
Sunderland	8.1%	11.7%	82.7%	-3.2%	6.2%	19.2%

Red Figures denote

- the proportion of 16-17 year olds whose activity is not known is more than 50% above the England average
- areas where the proportion of 16-17 year olds in learning is more than 10% below the England average
- the proportion of 16-17 year olds NEET is more than 50% above the England average
- adverse year on year %

SUMMARY

24. The number of families who are accessing CC staff supported services has decreased by 83 families over the last year. This is due to activities being delivered into hard to reach areas away from CC buildings and the massive increase of 208 families that have benefited from 1-1 support. The proportion of families accessing CC services is

almost equal across the levels of deprivation however, there is a greater number of families accessing from the most deprived areas.

25. EYCS can report that the quality of settings remains high with 83% of childcare providers being judged at least Good by Ofsted. Take up of the 2year old free entitlement has remained relatively static at 82% although Summer term reached 85% take up.
26. IAG has performed well compared to last year and has a combined not known and NEET of 8.7% reported in the DfE scorecard.

NEXT STEPS

27. CC services/activities will continue to align with the areas of greatest need. Discussion is taking place with social care colleagues to introduce practice that will contribute to the 25 hours of 'education' which is required by courts to enable more thorough assessments of parenting capacity. Through this the number of families in greatest need that access CC will increase.
28. EYCS and CC teams are working together to increase the take-up of the 2year old free entitlement. A door knocking exercise was completed following the September 2019 notification of those eligible from the Department, Works and Pension. The success of this will not be known until the January 2020 headcount data is submitted. A system is now in place to capture and analyse the responses to phone calls and door-step visits to identify any further support we may be able to offer.
29. To support providers with the increasing costs of delivery, e.g. increases in minimum wage, with reducing birth rates and limited increase in funding from the DfE. With the aim of ensuring that Gateshead continues to have sufficient high-quality childcare to improve outcomes for children and meet the needs of working parents and those in training.
30. Staff from EYCS are supporting the CC activity delivery through the introduction of quality monitoring visits in order that services can strive to be the best they can be.
31. IAG are exploring the procurement of a new stand-alone client database which is compatible with DfE to replace the current costly database which is hosted by Sunderland Council.

RECOMMENDATION

32. The committee is asked to note the contents of this report and the progress to date.

CONTACT: Gillian Dodds, Early Help Hub Service Manager. Ext 3848

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TITLE OF REPORT: **New Guidance on Overview and Scrutiny**

REPORT OF: **Mike Barker, Strategic Director, Corporate Services and Governance**

Summary

The report sets out proposed areas for improvement arising from the new guidance on Overview and Scrutiny and seeks the Committee's views.

1. Background

New statutory guidance on overview and scrutiny in local government and combined authorities has been published by the Ministry of Housing Communities and Local Government. The guidance has been produced following a commitment made by the Government in early 2018 following on from the Communities and Local Government Select Committee's inquiry into O&S.

The revised guidance is light touch and aims to raise the profile of scrutiny committees and increase the effectiveness and relevance of their work. The updated guidance takes into account changes such as the establishment of combined authorities and the increase in commissioned services. It aims to ensure that the purpose of overview and scrutiny is better understood, and provides advice on what effective scrutiny looks like, how it can be achieved and the value this can bring to policy development and decision making. It reminds authorities of the powers available to scrutiny committees; highlights the benefits of effective scrutiny; and provides practical advice and proposals for improving the function.

A central theme of the statutory guidance is the importance of a strong organisational culture which supports scrutiny to provide effective challenge and a commitment to scrutiny across an authority, not just amongst those members and officers with a scrutiny role. It also focuses on resourcing, selection of committee members, powers to access information, planning of work programmes and evidence sessions.

Compared to the previous guidance, which concentrated on explaining the legislation, the new guidance is practically focused and grounded in the experience of scrutiny in local authorities since the 2000 Act. It leaves scope for local practice and does not intend to be prescriptive.

2. Proposal and / or Issues for Consideration

Having reviewed the areas highlighted within the new guidance it is considered that Gateshead already has in place much of what is set out in the guidance. However, it is considered that the below represent potential areas for improvement:-

2:1 Executive – Scrutiny Protocol

The guidance suggests the development of an Executive - Scrutiny Protocol as a positive means of defining the relationship between Cabinet and Scrutiny and providing a framework for managing /mitigating any differences of opinion.

In Gateshead we already have a protocol in place relating to Cabinet attendance at OSC meetings and it is considered that this could be widened further to cover several matters raised by the guidance eg managing disagreements between scrutiny and the executive; reflect the good practice already in place around early engagement with the executive regarding scrutiny's future work programmes and set out the position in relation to scrutiny's powers to access information.

A proposed revised Protocol is attached at Appendix 1 – (Revisions highlighted in red)

2:2 Whistleblowing

As part of establishing a strong organisational challenge culture the guidance, for the first time, references whistleblowing. It suggests that whilst scrutiny has no role in the investigation or oversight of whistleblowing arrangements the findings of independent whistleblowing investigations might be of interest to scrutiny committees as they consider their wider implications. The guidance indicates that this should always be subject to the Council's Monitoring Officer directions on this matter and the authority's constitution.

At this point in time, the Council's Monitoring Officer has advised that there have been insufficient whistleblowing cases in Gateshead to identify any emerging themes / issues to enable scrutiny to have a worthwhile role. Therefore, at this stage, councillors are asked to note their potential future scrutiny role in this area.

2:3 Communicating work of scrutiny to wider Council

The guidance also indicates that Councils should take steps to ensure that all members and officers are made aware of the role scrutiny committees play in the organisation. The guidance indicates that a means of achieving this could be by some reports and recommendations being submitted from scrutiny to full Council rather than solely the executive, taking account of the relevance of the reports to Council's business and its capacity to consider and respond in a timely manner.

However, having regard to Council's capacity to consider additional reports from scrutiny it is considered that it would be sufficient to submit an annual report to full Council on scrutiny's activities in order to raise awareness of ongoing work. Currently OSCs already receive a report at the end of their annual work programme which looks back at the work each OSC has carried out over the year as well as looking forward to the new work programme and this could form the basis of the annual report.

2:4 Following the Council Pound

The guidance suggests that the Council may wish to consider, when agreeing contracts with organisations using public funds to deliver goods and services, whether it would be appropriate to include a requirement for them to supply information to or appear before scrutiny committees.

It is considered that there is significant potential in the role scrutiny could play here: in the context of a number of areas of council policy, existing and emerging in terms of achieving value for money and outcomes with regards to local employment and training; climate change; and other areas of corporate social responsibility and social value generally.

As this is a large area for consideration, it is proposed that a workshop is organised for Corporate Resources OSC during November 2019 (which has as part of its remit, efficiency, value for money and procurement) so that they can better understand, explore and prioritise the role that scrutiny could play here.

The workshop will be led by Andrea Tickner, Service Director Corporate Commissioning and will explore scrutiny of the following options:-

- Overall Review of Council third party expenditure (eg key value high spend areas, which suppliers, contracted and off contract/ local and national suppliers
- Process – taking councillors through a particular tender process and what has been achieved on a previous contract
- Social value and what is being achieved

Recommendations

3. The Committee is asked to

- a) Note the information provided.
- b) Endorse the proposed areas for improvements outlined in paragraphs 2:1 to 2:4

Contact: Angela Frisby

Extension: 2138

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Cabinet and Overview and Scrutiny Protocol

Relations between Scrutiny and Cabinet

1. Scrutiny will maintain liaison with the Cabinet; in particular the Leader will from time to time meet with the Chairs and Vice Chairs of Overview and Scrutiny Committees to discuss issues of mutual concern.

Scrutiny Work Programmes

2. All Cabinet Members will receive information on the proposed work programmes and meeting dates for each OSC prior to the start of each municipal year.
3. Prior to each OSC meeting Cabinet members will be notified when the agenda papers are available to view.
4. Opportunities will be provided for discussing the respective OSC work programme / agendas at relevant Portfolio meetings.

Scrutiny of Performance Issues

5. Cabinet Members whose Portfolio area covers the remit of specific OSCs have a standing invitation to attend those six monthly meetings where the OSC formally considers performance issues relating to Making Gateshead a place where everyone Thrives and partnership work generally, to provide an update on their Portfolio area to the Committee.
6. Where specific concerns relating to a performance matter arise outside of the six monthly meetings, and the OSC would like the relevant Cabinet Member to attend to provide an update on this matter, a specific invitation will be extended via the Cabinet Office for the Cabinet Member to attend the next scheduled meeting of the OSC.
7. Where OSCs have any specific concerns relating to a performance matter the relevant Cabinet Portfolio Holder will be made aware of these by the relevant OSC Lead / scrutiny support officer prior to the meeting.
8. Where a Cabinet Member is unable to attend an OSC meeting he/she may nominate another Cabinet member who supports the Portfolio area to attend, or the relevant strategic or service director.

Scrutiny and Policy Development

9. Where OSCs are considering matters which support the development of Council Policy, Cabinet Members will be invited to attend OSC meetings as follows:-

OSC Reviews

10. Cabinet Members will be made aware of the Policy Reviews to be carried out by each OSC annually through the OSC's Work Programme, including the dates of the meetings where the OSC will receive evidence on these reviews, and will receive the agenda papers for these meetings for information.
11. As the OSC work programmes are flexible, Cabinet Members will be notified of any changes to the Work Programme as they arise.
12. Where the OSC Review covers a Cabinet member's Portfolio area, the scrutiny support officer will contact the Cabinet Office to invite that Cabinet member on behalf of the OSC to attend one of the evidence sessions to highlight any issues/concerns/challenges that they would like the OSC to have regard to.
13. Where a Cabinet Member is unable to attend he/she may nominate another Cabinet member who supports the Portfolio area to attend, or the relevant strategic or service director.

ad hoc Policy Issues

14. Where an OSC's views are being sought on policy matters during the course of the year on an *ad hoc* basis, the scrutiny support officer will inform the Cabinet Office and invite the relevant Cabinet Member on behalf of the OSC to attend the meeting where this issue is considered to highlight any issues/concerns/challenges that they would like the OSC to have regard to.
15. Where a Cabinet Member wishes to attend any other meeting of an OSC and speak on a particular matter he/she should liaise with the relevant Chair of the OSC or the relevant scrutiny support officer for the OSC in question, seeking an invitation from the Chair. If agreed, the OSC will then be notified of the Cabinet Member's intention to attend.

Managing Disagreements

16. The above processes should ensure that OSC recommendations to Cabinet / Council, in relation to future Council policies and practices, take account of Cabinet members

position on particular matters and help facilitate Cabinet support for proposed recommendations. Never-the-less there may be occasions, in relation to particularly contentious issues, where Cabinet may disagree with a finding or recommendation of a scrutiny committee.

Where such disagreements occur in relation to OSC Reviews these are likely to become apparent at the Interim report stage providing an opportunity for OSC Chairs to discuss with relevant Cabinet members whether there is scope for a midway compromise position to be achieved.

Where it is not possible to find a compromise position and Cabinet, as the decision maker, considers it is not able to support a particular recommendation or finding of a scrutiny committee then Cabinet should provide full and clear reasons as to why this is the case.

Call in

- 17 Where an OSC Chair and Vice Chair agree that a request for Call - In is reasonable and Cabinet is asked to think again on a particular issue a meeting of the relevant OSC should be convened within five working days to consider the Call - In, the relevant Cabinet member will be invited to attend to make any comments they would like the OSC to have regard to. The representations of the Cabinet member will be in addition to any presentation given by the relevant Strategic Director responsible for the service which is the subject of the called in decision.

Scrutiny Powers to Access Information

- 18 The statutory guidance on O&S indicates that Scrutiny members should have access to a regularly available source of key information about the management of the authority, particularly on performance management and risk.

Each request for information should be judged on its individual merits but authorities should adopt a default position of sharing the information they hold, on request from scrutiny members. However, there may be instances where it is legitimate for the Cabinet to withhold information. In such circumstances, Regulation 17(4) – Local Government (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 places a requirement on the Cabinet to provide Scrutiny with a written statement setting out its reasons for that decision. However, the guidance states that before a decision is taken not to share information, serious consideration should be given as to whether such information can be shared with Scrutiny in closed session.

Scrutiny and full Council

- 19 An annual report setting out scrutiny's activities for that year will be submitted to a meeting of full Council to ensure that the wider Council has a good awareness of the role, purpose and ongoing work of scrutiny across the Council.

TITLE OF REPORT: Annual Work Programme

REPORT OF: Sheena Ramsey, Chief Executive
Mike Barker, Strategic Director, Corporate Services and
Governance

Summary

The report sets out the provisional work programme for Families Overview and Scrutiny Committee for the municipal year 2019/20.

1. The Committee's provisional work programme was endorsed at the meeting held on 4 April 2019 and Councillors have agreed that further reports will be brought to future meetings to highlight current issues / identify any changes / additions to this programme.
2. Appendix 1 sets out the work programme as it currently stands. Any changes proposed to the programme will be set out in bold and italics for ease of identification.

Recommendations

3. The Committee is asked to
 - a) Note the provisional programme;
 - b) Note that further reports on the work programme will be brought to the Committee to identify any additional policy issues, which the Committee may be asked to consider.

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APPENDIX 1

Draft Families OSC 2019 - 20	
20 June 19 1.30pm	<ul style="list-style-type: none"> • Constitution (to note) • Role and remit (to note) • Making Gateshead a place where everyone thrives – Year End Assessment and Performance Delivery 2019-20 • Foetal Alcohol Update • Youth Justice Service Priorities and Performance • Work Programme
12 Sept 19 1.30pm	<ul style="list-style-type: none"> • Ofsted Inspections/School Data – Progress Update • School Exclusions – Performance Update • Safeguarding Children - LSCB Annual Report and Plans • Annual Report on Complaints and Representations – Children • OSC Review of Children on Edge of Care – Monitoring • Work Programme
31 Oct 19 1.30pm	<ul style="list-style-type: none"> • CAMHS Progress Update • Impact of Early Help – Progress Update and Case Studies eg Team Around the School • Integrated Referral and Assessment Team • Performance Update on Children’s Centre, IAG and Early Years Childcare Service • Work Programme
28 Nov 19 1.30pm	<ul style="list-style-type: none"> • Making Gateshead a place where everyone thrives – Six Monthly Assessment and Performance Delivery 2018-19 (including update on implementation of Ofsted recommendations) • Monitoring – OSC Review of Obesity • Health and Wellbeing Board Strategy Refresh • Youth Justice Service Priorities and Performance • Work Programme
30 Jan 20 4.30pm	<ul style="list-style-type: none"> • Ofsted – Annual Report • Secondary Academies Performance – Progress Update • Support for Young Carers • Smoking in Expectant Mothers • Liaison with Gateshead Youth Assembly • Work Programme
5 March 20 1.30pm	<ul style="list-style-type: none"> • Annual Conversation with Head Teachers of Special Schools • Child In Need Offer - Update • SEND Update – (to focus on quality of inclusion in Gateshead/ outcomes for SEND children / impact of budget reductions) • Social Work Recruitment & Retention/ Quality of Social Work Practice – Performance Update • 0-19 Services • Work Programme
23 April 20 1.30pm	<ul style="list-style-type: none"> • OSC Review of Obesity – Monitoring • CAMHS Progress Update • Foetal Alcohol Update • Multi-Agency Safeguarding Arrangements Update • Work Programme

Issues to slot in: