

Central Bedfordshire
Council
Priory House
Monks Walk
Chicksands,
Shefford SG17 5TQ



please ask for Jonathon Partridge
direct line 0300 300 4634
date 03 October 2013

NOTICE OF MEETING

CHILDREN'S SERVICES OVERVIEW & SCRUTINY COMMITTEE

Date & Time

Tuesday, 15 October 2013 10.00 a.m.

Venue at

Council Chamber, Priory House, Monks Walk, Shefford

Richard Carr
Chief Executive

To: The Chairman and Members of the CHILDREN'S SERVICES OVERVIEW & SCRUTINY COMMITTEE:

Cllrs Mrs A Barker (Chairman), N B Costin (Vice-Chairman), R D Berry, D Bowater, Mrs G Clarke, Mrs R J Drinkwater, Mrs D B Gurney, P Hollick, D Jones and R B Pepworth

[Named Substitutes:

Mrs S A Goodchild, K Janes, B Saunders, A Shadbolt and N J Sheppard]

Co-optees: Mr Court (Parent Governor), Ms Copley (Parent Governor), Ms Image (Roman Catholic Diocese), Mr Landman (Parent Governor) and Mr Reynolds (Church of England Diocese)

All other Members of the Council - on request

**MEMBERS OF THE PRESS AND PUBLIC ARE WELCOME TO ATTEND THIS
MEETING**

AGENDA

1. **Apologies for Absence**

Apologies for absence and notification of substitute members.

2. **Minutes**

To approve as a correct record the Minutes of the meeting of the Children's Services Overview and Scrutiny Committee held on 03 September 2013 and to note actions taken since that meeting.

3. **Members' Interests**

To receive from Members any declarations of interest and of any political whip in relation to any agenda item.

4. **Chairman's Announcements and Communications**

To receive any announcements from the Chairman and any matters of communication.

5. **Petitions**

To receive petitions from members of the public in accordance with the Public Participation Procedure as set out in Annex 2 of Part A4 of the Constitution.

6. **Questions, Statements or Deputations**

To receive any questions, statements or deputations from members of the public in accordance with the Public Participation Procedure as set out in Annex 1 of part A4 of the Constitution.

7. **Call-In**

To consider any decision of the Executive referred to this Committee for review in accordance with Procedure Rule 10.10 of Part D2.

8. **Requested Items**

To consider any items referred to the Committee at the request of a Member under Procedure Rule 3.1 of Part D2 of the Constitution.

Reports

Item	Subject	Page Nos.
9	Executive Member Update To receive a brief verbal update from the Executive Member for Children's Services.	*
10	Central Bedfordshire Safeguarding Children Board Annual Report To receive the annual report of the Central Bedfordshire Safeguarding Children Board.	* 11 - 44
11	Annual Report for the Resilience Group for Schools and other settings To receive the annual report of the Resilience Group for Schools and other settings.	* 45 - 62
12	Customer Feedback - Complaints and Compliments Annual Report To receive the annual report of customer feedback for Children's Social Care.	* 63 - 78
13	Capital Budget Monitoring To receive the quarter 1 capital budget monitoring report for the Children's Services directorate.	* 79 - 86
14	Revenue Budget Monitoring To receive the quarter 1 revenue budget monitoring report for the Children's Services directorate.	* 87 - 102
15	Performance Monitoring Report To receive the quarter 1 performance monitoring report for the Children's Services directorate.	* 103 - 110
16	Work Programme 2013 - 2014 & Executive Forward Plan The report provides Members with details of the currently drafted Committee work programme and the latest Executive Forward Plan.	* 111 - 114

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CENTRAL BEDFORDSHIRE COUNCIL

At a meeting of the **CHILDREN'S SERVICES OVERVIEW & SCRUTINY COMMITTEE** held in Council Chamber, Priory House, Monks Walk, Shefford on Tuesday, 3 September 2013

PRESENT

Cllr Mrs A Barker (Chairman)
Cllr N B Costin (Vice-Chairman)

Councillors:	R D Berry D Bowater Mrs G Clarke Mrs R J Drinkwater	Councillors:	P Hollick D Jones R B Pepworth
Parental Co-optees:	H Copley Mr S Court D Landman		
Church of England Co-optee: Roman Catholic Co-optee:	Mr Reynolds		
Apologies for Absence:	Cllrs	Mrs D B Gurney Mrs F Image	
Substitutes:	Cllrs	B Saunders (In place of Mrs D B Gurney)	
Members in Attendance:	Cllrs	P N Aldis Mrs S Clark Mrs S A Goodchild A Shadbolt R C Stay M A G Versallion	Deputy Executive Member for Children's Services Executive Member for External Affairs and Lead Member for Troubled Families Executive Member for Children's Services
Officers in Attendance:	Mr P Dudley Mrs E Grant Mr J Partridge		Assistant Director Children's Services (Learning & Strategic Commissioning) Deputy Chief Executive/Director of Children's Services Scrutiny Policy Adviser

CS/13/45 **Minutes**

RESOLVED

That the minutes of the meeting of the Children's Services Overview and Scrutiny Committee held on 23 July 2013 be confirmed and signed by the Chairman as a correct record.

CS/13/46 **Members' Interests**

Cllr Costin declared an interest as Chairman of Barnfield College. Councillor Barker also declared an interest in relation to Item 10 as it referred specifically to Holywell Academy and Haynes Lower Schools.

CS/13/47 **Chairman's Announcements and Communications**

The Chairman congratulated students and those who supported them in relation to the recent invalidated exam results. The Chairman also informed the Committee she had attended the Social Care, Health and Housing OSC to discuss issues relating to the East of England Ambulance Service Trust and changes to paediatric services at Bedford Hospital.

CS/13/48 **Petitions**

No petitions were received from members of the public in accordance with the Public Participation Procedure as set out in Part D2 of the Constitution.

CS/13/49 **Questions, Statements or Deputations**

No questions, statements or deputations were received from members of the public in accordance with the Public Participation Procedure as set out in Annex 1 of Part A4 of the Constitution.

CS/13/50 **Call-In**

The Panel was advised that no decisions of the Executive had been referred to the Panel under the Call-in Procedures set out in Appendix "A" to Rule No. S18 of the Overview and Scrutiny Procedure Rules.

CS/13/51 **Requested Items**

The Committee noted that item 11 (Troubled Families Initiative) had been previously requested by a Member and included on the agenda for detailed discussion.

CS/13/52 **Executive Member Update**

The Executive Member for Children's Services provided the Committee with an update on activity pertaining to his portfolio. This included the following:-

- Congratulations for students on 2012/13 exam results, which although invalidated suggested a 1% improvement on 2011/12 and were positive in the national context.

- The recent announcement of the Education Secretary that young people who did not achieve a grade C in English or maths would be required to continue to study the subject.
- Changes in the age ranges at four schools that he had recently approved via delegated powers.

In response the Committee raised several questions, to which the following responses were provided:-

- The outcome of a consideration by the Portfolio Holder of literacy rates in Central Bedfordshire would be provided in writing to the Committee outside the meeting.
- There was currently sufficient capacity for school places at primary level in Central Bedfordshire, although there may be issues at secondary level.
- An announcement relating to SAT results would be made once they had been validated.

Following the discussion it was agreed that an item be added to a future agenda concerning the implications of the Education Secretary's announcement on the study of English and maths.

NOTED the update.

CS/13/53

Consultation on School Funding Arrangements for 2014/15

The Executive Member for Children's Services introduced a report that provided the background and essential knowledge on the consultation on school funding arrangements for 2014/15. In addition the Assistant Director Learning, and Strategic Commissioning delivered a presentation that summarised the key changes in school funding reforms including a summary of the contents of the consultation. The Assistant Director also circulated a copy of the school funding reform consultation and associated papers.

In light of the report and further clarification the Committee commented and discussed several issues in detail as follows:-

- School budgets for 2014/15, which it was confirmed would be based on the most recent pupil numbers available, particularly for those schools where there had been a change of age range.
- The Council should consider whether amalgamated new schools could continue to receive additional funding beyond the first financial year.
- The system for high needs block funding, which would remain broadly the same for 2013/14 both nationally and locally.
- Whether a separate consultation regarding top up funding for special schools would be undertaken. The Assistant Director commented that due to the level of engagement that had been undertaken prior to the consultation a separate consultation was not considered to be necessary.
- It was currently envisaged that a consultation on setting the place value at £10k for special schools and academies with post-16 pupils would commence in December 2013. However, a consultation could not

commence until the Children and Families Bill had been further developed or enacted.

Following discussion the Committee agreed that in order to agree a view on the proposed changes to school funding they needed to be provided with a summary of the consultation responses. It was agreed that a summary of responses be provided to the Committee in October 2013.

RECOMMENDED that a report summarising responses to the consultation on school funding reform be presented to the Committee in October 2013 to enable the Committee to form a view.

CS/13/54

Troubled Families Initiative

The Executive Member for External Affairs and Lead Member for the Troubled Families Initiative delivered a presentation that set out the criteria for troubled families, the Council's approach, lessons learned and emerging issues so far. The Executive Member stressed the importance of the initiative demonstrating measurable change and making a real difference for families. The Deputy Chief Executive/ Director of Children's Services also circulated an early troubled families programme outcomes scorecard.

In light of the presentation and the information contained in the scorecard the Committee commented and discussed several issues in detail as follows:-

- The importance of sharing data in order to achieve successful outcomes. Issues in relation to data sharing included accessibility and organisations needing to develop a common approach. The Council worked with other local authorities to minimise duplication where possible.
- The manner in which the Council measured outcomes to ensure the initiative was adding value. The Executive Member commented that whilst it was early days the Council would benchmark itself against other local authorities due to funding for the initiative being provided on a payment by results basis.
- The value of involving the third sector, which the Executive Member agreed to consider and develop further.
- Whether the initiative could demonstrate value for money. The Executive Member estimated that £29k could be saved across agencies per year for each family engaged in the initiative.
- The importance of encouraging partners, such as private landlords, to engage in the initiative in order to achieve successful outcomes.
- Whether the Council could provide more information on the bid to the Department of Local Government and Transport to support a more integrated approach to domestic violence. Whilst further information was not presently available the Deputy Chief Executive/ Director of Children's Services agreed to circulate information in writing outside the meeting when the outcome was known.
- Whether the Council felt it was necessary to lobby Government for benefits to be paid directly to landlords. In response the Executive Member commented that lobbying Government would not deliver

improved outcomes for families, it was important for the Council to work with the system that was already in place.

NOTED the presentation

CS/13/55

Annual Report for the Adoption Service and Fostering Service

As a Member of the Adoption Panel Councillor Barker left the meeting during consideration of this item and Councillor Costin chaired this item only.

The Executive Member for Children's Services introduced a report that outlined the statutory framework and summarised the contents of the annual reports of the Adoption Agency, Fostering Agency and Private Fostering for 2012/13. In addition the Executive Member highlighted that the Adoption and Fostering Service had previously been a shared service with Bedford Borough Council although it had recently been decided that it would be disaggregated. The service was subject to increased workload pressure and a new service model would be in place from January 2014. The Deputy Chief Executive/ Director of Children's Services also commented that these were statutory reports that had also been presented to the Corporate Parenting Panel.

In response to a question the Deputy Chief Executive/ Director of Children's Services advised the Committee that changes in relation to the process for taking cases through the courts would reduce the time taken for cases to be considered.

NOTED the 2012/13 annual reports of the Adoption Agency, Fostering Agency and Private Fostering.

CS/13/56

Home to School Transport Policy Review

The Deputy Executive Member for Children's Services delivered a presentation regarding home to school transport that set out the need to amend the Council's current policy, proposed changes/improvements and the proposed timescale for consultation in order to implement proposals in September 2014. In addition the Executive Member agreed to circulate a copy of the consultation document and proposed policy to Members by email outside of the meeting.

In light of the presentation the Committee commented and discussed several issues in detail as follows:-

- Whether the Council was proposing to review school catchment areas. In response the Deputy Chief Executive/ Director of Children's Services clarified that the Council was not currently considering a review of catchment areas, it was important however that the Council understood the extent of catchment areas, for example for special schools the catchment area could be the whole of Central Bedfordshire.
- Whether the Council would consider a working group to discuss innovative ways of saving money in relation to home to school transport. The Chairman commented that the Committee would review the final proposals for the policy in December 2013. Following that further review the Committee could consider whether a working group was necessary.

- Safety criteria relating to home to school transport were defined in the proposed policy and were not proposed to be amended.

NOTED the presentation

CS/13/57

Work Programme 2013 - 2014 & Executive Forward Plan

The Committee considered its current work programme and the latest Executive Forward Plan. The Committee were informed of the following proposed changes:-

- The addition of an item on School funding to be received in October 2013.
- The postponement of the item on the disability review programme to December 2013.
- The addition of an item regarding the Home to School Transport Policy in December 2013.
- The removal of the item on New School Places to be implemented by September 2016, which was proposed to be received on 15 October 2013. The Committee were informed that this report would not be ready in October as a result of delayed planning applications. Proposals would be considered by the Executive on 10 December 2013 and it was proposed that the Executive report be circulated to Members of the OSC outside of the meeting to invite comment to be provided alongside the Executive report.

RECOMMENDED that the work programme be approved subject to the changes detailed above.

(Note: The meeting commenced at 10.00 a.m. and concluded at 12.25 p.m.)

Chairman

Dated

Meeting: Children's Services Overview and Scrutiny Committee
Date: 15 October 2013
Subject: Central Bedfordshire Safeguarding Children Board Annual Report 2012/2013
Report of: Cllr Mark Versallion, Executive Member for Children's Services
Summary: The Annual Report of the Central Bedfordshire Safeguarding Children Board sets out the activity and interventions carried out by the Council and its partners to secure children's safety and manage their circumstances in a safe and effective manner where they are deemed to be at risk of, or likely risk of, harm.

Local Safeguarding Children Boards are required to produce and publish an annual report on the effectiveness of child protection in their local area. The Report is considered by the Children's Trust. The Report recognises achievements and the progress that has been made against the Business Plan for the Board and demonstrates the extent to which the functions of the LSCB as set out in national guidance "Working Together 2010" are being effectively discharged.

Contact Officer: Edwina Grant, Deputy Chief Executive / Director of Children's Services
Public/Exempt: Public
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

Central Bedfordshire Council's Strategic Plan 2012-16 Priority 3 – Promote health and wellbeing and protecting the vulnerable.

The Children and Young People's Plan 2013-2015 Priority 1 – Improved education attainment. Outcome 3 – Well led and managed schools.

Financial:

1. The provision of services is funded through core budgets by individual partner agencies. Key statutory agencies contribute towards an annual budget to facilitate the work of a business support team for the Central Bedfordshire and the Bedford Borough Safeguarding Children Boards.

Legal:

2. The Children Act 2004 requires each local authority to have a Local Safeguarding Children Board to co-ordinate and monitor safeguarding and child protection activity in their area.

Risk Management:

3. There are no new risk management implications arising from the Annual Report. Reputational and child protection and safeguarding risks would arise if Central Bedfordshire Council, in conjunction with partner agencies, did not ensure that robust arrangements are in place to safeguard and promote the welfare of children at risk of harm and that the effectiveness of multi agency arrangements was not appropriately monitored, reviewed and responded to by the Central Bedfordshire Safeguarding Children Board.

Staffing (including Trades Unions):

4. None

Equalities/Human Rights:

5. Adherence to Human Rights and Equality issues is maintained

Community Safety:

6. There are no new community safety issues arising from the Report

Sustainability:

7. There are no new sustainability implications arising from the Report

RECOMMENDATION:

That the Children's Services Overview and Scrutiny Committee

- **comment on the Annual Report 2012/2013 of the Central Bedfordshire Safeguarding Children Board (Appendix 1)**

Background Information

8. Safeguarding and promoting the welfare of children requires effective co-ordination. The Children Act 2004 requires each Council to establish a Local Safeguarding Children Board (LSCB) as a statutory mechanism for agreeing how relevant organisations in each local area will co-operate to safeguard and promote the welfare of children and young people and for ensuring the effectiveness of what they do. The core functions of the LSCB are set out in regulation and are informed by guidance known as "Working Together 2013".
9. The Apprenticeship, Skills, Children and Learning Act 2009 introduced a requirement for Local Safeguarding Children Boards to produce and publish an annual report on the effectiveness of child protection in their local area.
10. Currently the Report goes to the Children's Trust. Recent recommendations from Professor Munro to the Government suggest that the Report should be submitted to named individuals, e.g. Chief Constable of the Police, the Chief Executive and Leader of the Council etc. This will be forwarded to them after the Committee has commented on this report and the covering letter will include comment from Scrutiny and a response to their comments from either the Chair of the Safeguarding Board or the Director, as appropriate. Other chief officers in partner organisations will be encouraged to discuss this report at their own Governance Boards.

Outcomes

11. The Central Bedfordshire Safeguarding Children Board works to ensure that children's protection remains a high priority for the council and its partners. The Annual Report 2012/2013 outlines the activity and interventions carried out by the Council and its partners to secure children's safety and manage their circumstances in a safe and effective manner.
12. Performance in relation to child protection key indicators has remained good throughout the year and is reviewed regularly by the Board.
13. The strategic priorities of the Board for the last year have been achieved. The work of the Board has led to the identification of revised priorities for 201/14 which have been agreed by the Board and are set out in the Business Plan of the Board for the year ahead.

Conclusions and Next Steps

15. The Committee is requested to comment on the Annual Report 2012/2013 of the Central Bedfordshire Safeguarding Children Board (Appendix 1).

Appendices:

Appendix 1 – Central Bedfordshire Safeguarding Children Board Annual Report 2012/2013

Location of papers: Priory House, Chicksands

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Central Bedfordshire Safeguarding Children Board: Annual Report 01 April 2012- 31 March 2013

The Effectiveness of Safeguarding
children and young people
in Central Bedfordshire



Contents

- 1 Independent Chair's Introduction and Summary of Safeguarding Children
 - 2 Central Bedfordshire in context
 - 3 Governance and accountability
 - 4 Child Protection Activity & Performance in Central Bedfordshire
 - 5 Audit and challenge
 - 6 Engagement with & participation of children
 - 7 Achieving our priorities
 - 8 Multi-Agency training
 9. Priorities for CBSCB for 2013-14
- Glossary
Appendix A – CBSCB Governance structure
Appendix B – Membership Information
Appendix C – Multi-agency training
Contact...

The Central Bedfordshire Safeguarding Children Board Annual Report 2012 – 2013, has been contributed to by all CBSCB Board members and produced by the CBSCB Independent Chair and Business Manager.

The report was approved by the Board at their meeting in September 2013.

The publication of an annual report summarising the work of the Central Bedfordshire Safeguarding Children Board (CBSCB) and assessing the state of safeguarding across the partnership is a requirement of the statutory framework within which Safeguarding Boards work.

1. Independent Chair's introduction and summary of safeguarding children

This report for 2012-13 is my second annual report since becoming Chair of CBSCB. The year has been one of considerable change for local partners with the reorganisation of the PCT into a Clinical Commissioning Group, the introduction of the Health and Wellbeing Board as a strategic driver for developing services, and the election of the first Police and Crime Commissioner. In Central Bedfordshire these changes had less immediate impact on safeguarding than was foreseen at the time of writing the last Annual Report when I expressed my concerns about continuity. The Board was fortunate that the lead NHS directors responsible for safeguarding and the designated NHS professionals transferred into the new CCG and therefore continuity, which was at risk, has been maintained. In autumn 2012, the shadow Health and Wellbeing Board met with the CBSCB Chair to discuss last year's annual report and the Board's members were very open to developing positive relationships between the two Boards for the future.

2012-13 started with partners receiving the Ofsted report into safeguarding in Central Bedfordshire which judged overall safeguarding performance as 'Good'. During the year, the plan to deal with the areas for improvement identified in the Ofsted Report was implemented by the partners, led by the Central Bedfordshire Council. As lead partner in the Board, the Council remains very committed to the safeguarding agenda at both the Director and elected Member level and this is seen in practice in both CBSCB and the Children's Trust's work. Generally the other partners have also shown considerable commitment to the Board, both by their contribution to meetings and particularly by their willingness to contribute to the audit and review of cases. As members of three children's safeguarding boards, the Police and Probation Services found it most challenging to maintain consistent representation at Strategic Board meetings. However, this did not reduce their commitment to operational safeguarding or involvement in auditing and review. For all agencies, visible leadership is a key requirement to ensure strong partnership working at all levels. As partners experience transformation, the Board looks for every opportunity to build new relationships which will ensure time at meetings is used to the best interests of children and the partners.

The high national media profile of sexual exploitation helped the Board to raise local awareness of this issue. Working jointly with the Luton and Bedford Safeguarding Boards, significant progress was made in implementing the Government Child Sexual Exploitation Action Plan. Throughout the year, the Board audited and reviewed a range of individual child protection cases to both monitor performance and identify issues for improvement and learning. There were no cases which required a Serious Case Review and the audits did not show a persistent failure in one or more specific aspects of the safeguarding system. The

challenge is more one of achieving a consistent approach to safeguarding in all cases by encouraging professionals to effectively share information and be prepared to challenge their peers when assessing risk; by ensuring that the child is always the focus when dealing with complex family circumstances and by keeping basics of safeguarding children at the forefront of professionals minds at all times. They are consistently reiterated in the Board's briefings and both multi-agency and individual partners' learning events, but there is an obligation on all partners to ensure that this learning brings sustained improvement in practice. During the coming year, in response to our agreed Board priorities, partners will need to continue to improve information sharing and reach a common agreement about whether data sharing processes need to improve further to capitalise on the progress already made.

Bearing in mind the starting point for the year, the financial and management pressure on partners and the degree of change that has taken place, I am pleased with the commitment to safeguarding. The impact of these efforts by both individual partners and the Board, have no doubt improved safeguarding of children over the year. However, there are considerable pressures building in the system and these could derail the good progress which has so far been achieved if they are not appropriately managed.

These pressures include difficulties in maintaining the resilience of paediatric services in the acute hospitals, challenges to recruiting and retaining experienced staff in services such as social care and the general increasing pressures on public sector budgets which may severely test the commitment of organisations to keep safeguarding as a real operational priority in the long term. Such situations are exacerbated in a landscape of changing structures and responsibilities, for example, as schools, which are at the frontline of protecting children, become academies and services for children are increasingly provided by commissioned organisations. In addition, there is a backdrop of the new safeguarding guidelines, the recently agreed disaggregation in the joint working of the CBSCB with Bedford Borough Board and the demands upon operational staff created by increasing numbers of referrals, assessments and protection plans. These changes and risks will be regularly discussed in the CBSCB Board and sub-committee meetings in the coming months to ensure that they are brought to the attention of partners and stakeholders if action is needed.

Safeguarding systems rely very much upon the goodwill and personal commitment of professionals at all levels to share problems and identify solutions. Effectiveness can change relatively quickly if resourcing and resilience falls by the wayside. In the coming months the Board will need to continue to focus on ensuring that its key priorities for 2013-14 – domestic abuse, sexual exploitation and 'early help' – are progressed and that partners are fully aware of their effectiveness in addressing these issues. The local disaggregation of the Board and the new national Working Together guidelines are creating the need for new structures and processes. In the current year, the Board needs to make sure that they are fully embedded across all partners to seize the opportunity for more effective ways of working.

I have mentioned how safeguarding relies so heavily on the commitment of individuals and I would like to take this opportunity to particularly thank the members of the CBSCB Business Unit and the lead representatives in each partner agency for the effort and willingness they have shown over the past year. Many of them have carried on unceasingly working to improve safeguarding even when they have been uncertain of their personal circumstances as their organisation or network of peers change. It is this commitment to children's welfare which gives me optimism for the future of safeguarding in Central Bedfordshire.

In the following pages the report sets out the considerable efforts put into safeguarding children and the achievements of the Board and partners over the year. I have highlighted some of that work but for a fuller understanding of the state of safeguarding in Central Bedfordshire, I urge you to read on.....

A handwritten signature in black ink, appearing to be 'P. R. Stan', with a horizontal line underneath.

Independent Chair
Central Bedfordshire Safeguarding Board

2. Central Bedfordshire in context

Central Bedfordshire has a population of 260,000 people. This is forecast to increase to around 287,300 people by 2021, with a forecast 13% increase in children aged 0-15 between 2011 and 2021 and a corresponding 35% increase in the number of people aged 65 and over during the same period.

Unemployment is low in Central Bedfordshire compared to England, and house prices are higher than the national average, however both are following the national trends in the current economic environment.

Central Bedfordshire residents have better qualifications compared to the national average, but GCSE results are fairly similar to the England average.

Life expectancy and overall health are both slightly better than the national average, and children are less likely to be obese.

Central Bedfordshire is less diverse than England as a whole and has a greater proportion of people who are White British. In 2011 89.7% of the population were White British (79.8% England).

The biggest ethnic minority groups in Central Bedfordshire were White Other (not White British, White Irish or Gypsy or Irish traveller) 2.8%, White Irish 1.2%, Indian 1.0% and other 5.3%.

An online version of key Statistics in Central Bedfordshire can be viewed on the Central Bedfordshire Council website at

<http://www.centralbedfordshire.gov.uk/council-and-democracy/local-government-in-central-bedfordshire/statistics-and-census-information/default.aspx>

Children in Central Bedfordshire

Around 62,000 children and young people between the ages of 0-19 live in Central Bedfordshire and by 2021 it is forecast that there will be about 2,000 more children aged under 16. The number of births in Central Bedfordshire has been around 3,000 for the last three years but has shown an increase between 2003 and 2008 in line with the national trend.

In Central Bedfordshire as at March 31 2013 there were 139 schools (including 1 University Technical College) of which 40 were academies. There are 9 Children's centres in Central Bedfordshire.

At the end of March 2013, 266 children were subject of a child protection plan and 246 children were looked after.

Between April 2012 to December 2012 there were 1858 incidents of domestic abuse in Central Bedfordshire, a 4% decrease on the same time period the previous year. 36% (i.e. 669 cases) of these incidents were noted to have a child living in the household at the time of the abuse. This is also a 4% decrease on the same time period last year.

In Central children who those missing from home and care and those at risk of sexual exploitation are identified as a priority in our business plan priorities. The CBSCB is also acutely aware of private fostering and receives regular reports at Board meetings on performance in this area.

The lead safeguarding agency in Central Bedfordshire is Central Bedfordshire Council (CBC), which is a unitary authority providing social care and education services along with a wide range of other provision such as libraries and leisure services.

3. Governance & accountability

The membership of CBSCB meets all of the statutory requirements set out in the Children Act (2004) and CBC adult social services and adult mental health services are also represented. The Board also has access to appropriate expertise and advice from all the relevant sectors, including a designated doctor and nurse. Recent additional recruitment of members has occurred to meet the membership requirements of Working Together to Safeguarding Children 2013. Details of the Full Membership and attendance details of the Strategic Board for 2012/13 are set out in appendix **XX** along with details of the Board and working groups.

The Strategic Board met on three occasions between April 2012 and March 2013 and is attended by senior representatives from each organisation involved in protecting or promoting the welfare of children. CBSCB demonstrates clear priorities through its business plan and specific areas of achievement such as the impact of multi-agency training and improvements in the quality of practice resulting from multi-agency audits. The CBSCB Independent Chair also meets frequently with the Director of Children's Services and has full access to director level representatives from other partner organisations. The Chair also accounts to and meets regularly with the Chief Executive of the Council.

Representatives from the voluntary sector sit on the Board and are actively engaged in a wide range of strategic and operational groups through the Central Bedfordshire Safeguarding Children Board and Children's Trust They are able to influence the development of services to support children and families. Strong collaboration between statutory and voluntary sector partners is enhanced through the secondment of some council staff to services provided by voluntary organisations and through some voluntary organisations delivering training to statutory partners.

The Lead Council Member, Cllr Mark Versallion, is a participating observer of the CBSCB who routinely attends the Strategic Board and receives all its written reports. The Deputy Chief Executive / Director of Children's Services ensures that all Local Authority services engage effectively with the CBSCB and is held to account for the effective working of the CBSCB by the Chief Executive and challenged where appropriate by the Lead Member.

Whilst most key partners contribute well to the work of the CBSCB, as the responsibilities of public sector organisations change there is a need to have increasing involvement of key players such as GPs and schools. The Board has worked with these partners to secure their active contribution and this work continues.

Joint Working

Joint working with other Safeguarding Boards is a particular feature of CBSCB reflecting the practicalities of many partners, such as the police, probation and health organisations who work across the Bedford and Luton Safeguarding Boards areas. In the past year the work of CDOP, and the Child Sexual Exploitation (CSE) Task and Finish Group are examples of successful joint working by the three Boards and the Joint Steering Group and Performance sub-group serve both Bedford and Central Beds areas. Joint working arrangements are being reviewed to ensure that they appropriately serve the needs of all three Boards. The outcome of this work is available on the CBSCB website (insert link).

The CBSCB has effective relationships with the Health and Wellbeing Board and the Children's Trust. It fully contributes to the local Children and Young Peoples Plan, which includes a wide range of multi-agency initiatives to protect children and keep them safe by;

- Protecting children and young people from harm by providing a co-ordinated and effective safeguarding process.
- Reducing the impact of domestic abuse on children and young people.
- Reducing youth offending and anti-social behaviour

The Children's Trust is chaired by the Lead Member for Children's Services, who is also a participating observer member of the CBSCB and the Trust has appropriate representatives from key partners, including the voluntary sector. The Independent Chair of CBSCB is a full member of the Children's Trust and attended to all of its meetings in 2012-13.

All partner agencies have their own appropriate governance arrangements to ensure that safeguarding is a priority at both a strategic and operational level. For example: Bedfordshire Police have a Children and Young Person Strategic Group chaired by the ACC (Crime and Local Policing) which meets every 3 months. All issues affecting service delivery for Children and Young People are dealt with by this Group. The Police employ a Youth Coordination and Development Officer who sits on this group and assists the ACC to deliver the Strategic intent through the PPU Detective Superintendent.

Financing and staffing 2012/13.

The work of the CBSCB is funded through contributions from partner agencies in line with a funding formula agreed by agencies in 2010 and adhered to since that time. As the Business Support Unit and training function of the Board is shared with the Bedford Borough Safeguarding Children Board the budget is managed centrally.

It has been agreed that partner agencies maintain their budget contributions in 2013/14 at the level of 2012/13.

In January 2013, Bedford Borough Council commissioned a review of the joint working arrangements with CBSCB. This review has been carried out with the cooperation of all partners in both Boards and reported in the summer of 2013. At the time of writing this report, agreement has been reached to disaggregate the joint business support arrangements for the two Boards from 1st October 2013. This will lead to changes in the

financing and staffing arrangements of CBSCB for the latter part of 2013/14. The training function will be subject to a review in 2013/2014.

The contributions to and expenditure from the CBSCB budget for 2012/13 were as follows:-

Income 2012/13		Expenditure 2012/13	
Agency	Contribution (£)		Budget (£)
BBC	51,927.77	Staffing costs*	158,625.79
CBC	51,927.77	Cost of Independent chairs (2 boards)	38064.88
Police	25146.37	General costs i.e. printing, website maintenance, venue costs, stationary.	6153.07
NHS Bedfordshire	69,437.10	Total:	202,843.52
Probation	7,906.10		
Cafcass	1100.00		
Total:	207, 445.11		

* Staffing costs include salaries for the 1.0 FTE Business Manager, 1.0 FTE administrator, 1.0 FTE Training Officer, 0.5FTE Training Commissioning and Development Manager

4. Child Protection Activity and Performance in Central Bedfordshire

During 2012/2013 regular reports in relation to child protection activity and performance have been presented to CBSCB. The following illustrates some of the safeguarding system's activities with children and families compared with previous years and identifies trends and changes in activity locally, including comparative data for the year ending 31st March 2012.

	National 11/12	Statistical Neighbour 12/13	CBC 11/12	CBC 12/13
Number of Children in Need	1837	1487	1480	1631
% of referrals that led to initial assessments.	74.6%	77.7%	76.8%	82.3%

	CBC 2011/12	CBC per 10,000 population 11/12	National 11/12	National per 10,000 population 11/12	Statistical Neighbour 11/12	Stat neighbour 11/12 per 10,000 population	CBC 2012/13	CBC Children per 10,000 population 12/13
Number of children subject to a Child protection Plan	227	40	213	37.8	170	30.2	266	46.5
Children becoming subject of a CP Plan	268	47.5	259	46.0	204	36.1	262	45.8

Covers annual period from 31 March to 31 March

The following is a summary of child protection data in Central Bedfordshire for 2012/13:-

- 17.2% increase in numbers of Central Bedfordshire children subject to a child protection plan. In Central Bedfordshire children are becoming subject of a child protection plan at a rate slightly above the national average. Central Bedfordshire has more children on plans than the national average. These figures are higher than our statistical neighbours and audit activity is on going to check that thresholds are correct.
- Although the number of children subject to a child protection plan has increased year on year since 1 April 2009, during 2012/13 the number becoming subject to a plan decreased.
- 93.2% of children considered at an initial conference were made the subject of a plan (up 3% on 2011/12).
- Relative percentage of section 47 enquiries¹, Initial Child Protection Conferences and child protection plans starting all remain close to the national performance and statistical neighbour performance.
- Child protection plans ceasing in 2012/13 increased by 1.8% compared to 2011/12. As a result of the actual number of discontinued plans remaining lower than the number starting, the overall child protection population has increased.
- The predominant categories of plan in 2012/13 were neglect (44%), compared to 41% nationally (17% less than 2011/12) and emotional (40%), compared to 30% nationally (12% higher than 2011/12).
- Children subject to a plan on more than one occasion for the period was 20.2% (2012/13), compared to 9.3% (2011/12). Compared to national performance (13.8%) and performance of statistical neighbours (12.9%) for 2011/12.
- During 2012/2013 4% of children who had been subject to a child protection plan for more than two years had their plans discontinued. During 2011/2012 6.8% of

¹ Section 47 enquiries – A section 47 enquiry is initiated to decide whether and what type of action is required to safeguard and promote the welfare of a child who is suspected of, or likely to be , suffering significant harm,

children who had been on a plan for more than two years had their plan continued compared to 5.6% nationally.

- 100% of children subject to a child protection plan have had their reviews held within timescale during 2012/13.
- 100% of children subject to a child protection plan have been allocated a qualified social worker
- The predominant age of children subject to a child protection plan was 0-4 years (41%) follows by 5-9 years (32%). This is similar to the national data.
- Looked after children in Central Bedfordshire have increased by 22.1% between 31/03/12 and 31/03/13. In 2012/13, 132 children became looked after and 85 children ceased being looked after compared to 123 admissions and 94 discharges from care during 2011/12. This represents a 7.3% increase in the number of children starting to be looked after over the year.

Whilst there has been an increase in the number of children subject to a child protection plan at period end, the number of section 47 enquiries and the number of children subject to an initial child protection conference and the number of children becoming subject to a plan have all fallen.

Due to the increase in children who have had a plan on more than one occasion Conference chairs and operational managers in Children's Social Care will review individual cases during 2013/14 to identify further learning and ensure that subsequent action to prevent the risk of harm will be carefully monitored.

The increase in children subject to a child protection plan and the general increase in safeguarding work is a frequent subject of discussion at Board and sub-group meetings. This leads to agencies looking to ensure their resourcing and resilience can cope with increasing pressures and highlighting these pressures to the Board.

At the start of 2012-13, the Board recognised the need for its performance reporting to more closely follow the suggestions within the Professor Munro's report on Safeguarding. As a result the Board Chair, Business Manager and the Chair of the Board's Performance sub-group were actively involved in regional Children's Improvement Board work to develop a new performance framework for Safeguarding Boards. This work was finalised in March 2013 and the new approach to performance reporting is being brought into practice during 2013-14.

5. Audit and Challenge

One of the core functions of the CBSCB is to monitor and evaluate the effectiveness of activities to safeguard and promote the welfare of children and advise organisations on ways to improve. This involves carrying out case reviews and audit work but also learning from the judgements of external inspections and audits, such as Ofsted and the Care Quality Commission (CQC). This work has been on going all year.

External Inspection and Audit

Safeguarding and Looked After Children services in Central Bedfordshire were inspected jointly by Ofsted and the CQC in February 2012, with the report being published in April 2012. Overall safeguarding was graded as 'Good' and services for Looked After Children

were graded as 'Adequate'. Ofsted's judgements against the twenty specific categories of performance were all good or adequate with the exception of the 'Being Healthy' judgement for Looked After Children which was graded as 'Inadequate'. This judgement was discussed within the Children's Trust and the Board was assured by CBC and NHS Bedfordshire that there were no safeguarding risks to individual children as a result of a difficulty coordinating health systems for looked after children. Favourable comments were made by the Ofsted report about the partnership work of the Board. There was one area for the Board to improve, which related to the need to work more closely with NHS organisations to evaluate the impact of training. This improvement was prioritised within the Board's training function during the year and evaluations produced

Led by Central Bedfordshire Council, an Improvement Plan was developed to address all areas for improvement identified by the inspection. This Plan was implemented throughout the year and progress in achieving it was regularly reported to both the Board and the Children's Trust.

In June 2012, the Joint Steering Group discussed the inspection report on the Bedfordshire Youth Offending Service (BYOS) following a visit by the Inspectorate of Probation. This report gave favourable comments about safeguarding by BYOS and there were no areas for improvement.

In January 2013, Ofsted inspected Bedford Borough's arrangements for the protection of children. The arrangements were graded as 'Adequate'; however the report raised the issue that the joint arrangements between Central Bedfordshire and Bedford Borough LSCBs were not sufficiently servicing the needs of children in Bedford. Bedford LSCB commissioned a review of these arrangements. This led to the proposal to disaggregate the Boards.

Serious Case Reviews

During 2012 – 2013 no individual safeguarding cases reached the threshold requiring a Serious Case Review (SCR), although 6 cases were referred for consideration by the SCR Sub-Group. Three of the cases were referred to the Performance Management and Audit group for a multi agency audits to be undertaken. These three audits have engaged practitioners and managers from the all of agencies involved with the families and the findings and learning from the audits were disseminated to practitioners and managers across all services. Of the other three referred cases - 2 required no further action and 1 case was referred by Luton Safeguarding Children Board as they had safeguarding concerns and the family had previously lived in Central Bedfordshire. On examining this latter case, it was clear that no concerns were identified whilst the family were resident in Central Bedfordshire and as a result no further action was taken by CBSCB in the case. Luton LSCB were kept fully informed of the CBSCB discussions and decision.

Following the publication of Working Together 2013, CBSCB has continued to work with BBSCB on considering approaches to Serious Case Reviews in the future and explore opportunities for developing an agreed approach. However following the decision to disaggregate the business support arrangements for the CBSCB and BBSCB and the review of Board's structure, CBSCB will develop its own independent SCR referral process during 2013.

Child Death Overview Panel

The Child Death Overview Panel (CDOP) is required by the statutory guidelines to review how and why children in Central Bedfordshire die and to ensure that agencies learn from their deaths where appropriate. In 2012-13, 24 child deaths occurred amongst children residing in Central Bedfordshire. Although numbers are small, this is an increase of 7 deaths on the previous reporting year 2011-2012, an increase of 29%, and above the average number of deaths reported in the previous 4 years which was 18 deaths per year. Although every death is a tragedy for those involved with the life of that child, and a rise in deaths is particularly concerning, statistically this increase in small numbers does not indicate that there is a trend of increasing risks to children and there are no common factors which have been identified in the increase in deaths. Locally the number of child deaths has decreased by 42% in Bedford Borough significantly and has increased in Luton by 3%. Due to the delivery of health services across Bedford central Bedfordshire and Luton, the CDOP process is managed across the three LSCBs rather than just for Central Bedfordshire.

Half of the deaths were in the first month of life and 67% in the first year of life. 6 of the deaths reported were unexpected deaths i.e. the death was not anticipated in the 24 hours before the child died.

The following is a summary of the work of the CDOP during 2012/13:-

- The Panel met on eight occasions during 2012/13 and completed full reviews on 27 Central Bedfordshire children, of whom 44% were aged 0-28 days and 22% were aged between 28 days and 1 year.
- The main category of death was a perinatal event (44%) followed by chromosomal, genetic or congenital problem (19%).
- Modifiable factors were identified in 44% of cases, including unsafe sleeping practice, smoking and raised Body Mass Index (BMI).

As a result of the action plans and lessons learned from child deaths reviewed over the last four years, CDOP are working with Public Health to ensure there are pathways in place for pregnant women with raised BMI to access healthy living choices & reduce weight in pregnancy. The CDOP also ensures Public Health is aware of the modifiable factors in relation to smoking & receives feedback on campaigns & pathways for pregnant women who smoke. Central Bedfordshire Public Health is working jointly with Public Health in Luton to deliver workshops to health and social care staff concerning safe sleeping messages for parents.

A more in depth analysis of deaths reviewed over a 4 year period is available in the CDOP annual report 2012-2013 which is also published on the CBSCB website www.bedfordshirelscb.org.uk

Joint Performance Management and Audit Group

The Joint Performance Management and Audit Group undertakes multi agency audits of specific cases, re-audits to evidence changes in practice as a result of learning from previous audits, and disseminates learning and messages from these audits to practitioners and managers across agencies for their reference and use in team meetings and briefings. The Joint Performance Management and Audit Group also receives

updates from agencies in relation to auditing undertaken by individual partners.

Key learning is always shared with the LSCB training managers to ensure inclusion of local lessons in the multi-agency training programme and to inform the content and delivery of learning events.

During 2012/2013 case audits have been undertaken in relation to:

- specific cases referred for review by partners, or by the Serious Case Review Panel (3 cases)
- themes identified to support Business Plan objectives or specific areas of practice i.e. Strategy meetings and section 47 enquires (4 cases); learning disability (1 case) core group meetings; domestic abuse (1 case) and children subject to a plan on more than one occasion (1 case) and;
- re-auditing issues identified in previous audits where practice concerns have been identified.

Some of these audits have been independently led and commissioned with neighbouring LSCBs, the findings and outcomes of which will be reported to the Board in September 2013. Audit activity is planned to increase in 2013/2014.

There were several key areas of learning from audits that have been implemented as follows during 2012/13:-

- Children's Centres – staff have contributed to several individual case audits and as a result better processes for recording, reporting and escalation of concerns have been reviewed and implemented;
- Multi Agency Public Protection arrangements – agency leads have raised awareness within their own organisations of the purpose of MAPPA. the remit and scope of different risk assessments and definitions of harm and the importance of joint working;
- Reporting templates – templates for child protection conference reports have been revised and re-launched for use by Police, Health and schools representatives;
- Reports for Child Protection Conferences – enhanced report formats including improvements on the child's school and chronology of events which is now incorporated within the Safeguarding Children procedures.
- A review by the Designated Doctor and Nurse of the arrangements for undertaking child protection medicals in particular:
 - to promote photographic recording of injuries at the same time as medicals;
 - child protection medical reports identifying what information is shared with health professionals at the time of the medical and who is present, and
 - prompts to key agencies to consider how an appropriate medical assessments can be undertaken when responding to a distressed child;
- Central Bedfordshire Council has ensured that that all staff undertaking assessments are fully qualified.
- Agencies, particularly Children's Social Care have reiterated the need to ensure appropriate inclusion and attendance at strategy meetings.
- Specific training has been delivered on the chairing and contributing to core group meetings'.

Issues arising from audits in relation to domestic abuse have resulted in the LSCB retaining the focus on this area as one for future improvement in Central Bedfordshire, by

inclusion in the business plans for 2013/14 and as a key priority for further work by partnerships. A pilot project in Central Bedfordshire and Bedford Borough in relation to information sharing between the Police and Schools about domestic abuse incidents is currently underway as a means of ensuring earlier identification of and response to the impact of domestic abuse on children and young people. The outcomes will be evaluated.

Section 11 Audit

Section 11 of the Children's Act sets out a requirement that partner agencies maintain safeguarding standards. There are eight standards and most LSCBs regularly require agencies to self assess their compliance with those standards. This is known as Section 11 auditing and during 2012 /13 an in-depth audit was undertaken by the CBSCB in conjunction with Luton and Bedford LSCBs focusing on two of the s11 standards:

- **Senior management commitment to the importance of safeguarding and promoting children's welfare.**
- **Effective inter-agency working to safeguard and promote the welfare of children.**

The remaining six standards had been self-assessed by the partners during Spring of 2012 and their findings were reported to the LSCB's Strategic Board as part of the development of last year's Annual Report.

The findings of each partner regarding the two key standards were reported to their peers at a specially convened workshop in autumn 2012 with the Councils reporting their findings to partners at the autumn meeting.

There was evidence of the following improvements in safeguarding from the agencies' presentations;

- A strong commitment and understanding of the importance of safeguarding at a senior level.
- A number of informal forums within agencies have been established to address safeguarding policy, practice and concerns.
- An increased understanding about what needs to be done, including awareness and anticipation of safeguarding issues and activity to address the issues. Agencies are responding very positively to inspections and audits.
- Greater integration between children/young people services and adult services.
- Learning from local and national Serious Case Reviews becoming more routinely embedded into training.
- Greater use of escalation procedures to raise concerns and evidence of its use between agencies.
- Improved involvement and engagement with children and young people.
- More internal training across a broader safeguarding agenda.
- More single agency safeguarding audits being undertaken

Areas for further consideration by the Boards in relation to the two standards are:-

- Agencies identified challenges with the Common Assessment Framework (CAF) particularly for those agencies working across three local authorities with different CAF processes. Stronger links between the CAF and early help/intervention need to be developed.

- Dissemination of learning from SCR's and case file audits needs to be even more embedded into practice and as part of reflective supervision. There is a need for agencies to agree how to evidence that the dissemination of learning is done and the impact it has on the outcomes for children.
- It was noted that as more training is delivered internally by individual agencies, this will have an impact on the take up of multi agency training provided by the Board. Agencies need to contribute more effectively to the multi-agency training process and increase their challenge around commissioning
- The Strategic Board need to ensure that there is effective communication with frontline workers and vice versa.
- The co-location of multi-agency teams, needs to continue to be considered as opportunities arise.
- Commissioners, including the new Clinical Commissioning Groups have a challenge when commissioning Independent Contractors in ensuring that they are Section 11 compliant.
- Boards need to work with voluntary and faith groups to support them in undertaking Section 11 self assessments.
- A forum to be considered for the Councils and partner agencies to discuss the different multi-agency panels and processes across Bedford Borough and Central Bedfordshire.

The findings of this audit were used to develop the business plan for the CBSCB and individual partner planning processes for 2013-14.

Additional information in respect of the Section 11 audit can be obtained from the CBSCB Business Manager.

6. Engagement with & participation of children

Individual agencies engage with children, young people and their families on a day to day basis and in addition put in place a number of additional activities to ensure the provision and delivery of services are in accordance with the views and wishes of children and their carers. Their views are then used to develop and improve services. Engagement opportunities that have informed the work of the CBSCB and partners include:-

Make Your Mark Survey

Undertaken by Central Bedfordshire's Youth Parliament this was the most active survey in the East of England, engaging 5990 young people to vote. The findings of the survey identified several local issues as key priorities including making public transport cheaper, better and accessible for all; getting ready for work; and a curriculum to prepare us for life.

The Second (Local) Survey

Undertaken in Autumn 2012 involving over 3000 young people, which identified the 6 most important issues for young people in Central Bedfordshire as follows (in order of importance); Crime (relating to the fear of crime); Careers and Finance; Bullying (including cyber bullying); Things for Young people to do; Wellbeing; and Public Transport

Child Participation

In early 2012 Central Bedfordshire's Children's Participation Officers met with a group of young people who had been on child protection plans. Feedback indicated that frequent consultations with young people would support them in voicing their wishes and feelings and would also encourage ways of exploring how to achieve better engagement of families. Further consultation was undertaken during summer 2012 with the aim of exploring ways in which young people could build relationships with social workers and improve the ways in which young people can convey their views and wishes in respect of staying safe.

Audit activity

A key focus of audit activity and improvement in Children's Social Care has been ensuring the voice and views of the child is evidenced in assessments and records of meeting. Audits evidence improvements however further work needs to be done to ensure that practice is consistent and quality recording and engagement is achieved.

Conferences

In 2012, 40 questionnaires were completed by parents arising from attendance at 13 initial conferences and 27 review conferences. The feedback was positive with a significant majority of the parents attending the conferences rating the experience as good in terms of the support they received, their understanding of the purpose of the meeting and how valued and respected they felt and their ability to share their views. Actions arising from the survey included the need to ensure timely production and sharing of social reports in advance of conferences. The survey is being repeated in 2013.

Health

The PCT/BCCG gathers information on patient experience including children and young people which informs commissioning intentions/ arrangements. In addition the PCT/BCCG undertakes both announced and unannounced visits to health providers and engages with children and their families about the services they receive. Bedfordshire Community Health Services Children's Services also participate in the patient survey "All Ears".

Police

Bedfordshire Police's Youth Coordination and Development Officer sits on the Children and Young Persons Strategic Group and is able to ensure that young people's views are fed directly to the ACC. In addition the Police's Local Policing Teams link with safeguarding and PSHE leads for each school. Their focus on the dangers of Social Networking on the internet.

7. Achieving our priorities

Priority 1: Early Signs and intervention in respect of physical, emotional abuse and neglect

The effective delivery of help early in a child's development or early in time when things start to go wrong, leads to good outcomes for the child and potentially reduces the need for agencies to be involved in the long term. This is therefore a key a priority area of work for the Board.

Achievements in 2012/13

- Delivered training to improve the awareness of early signs of abuse and neglect with 100% of GPs have a named Safeguarding Lead GP who has completed this programme. 2300 individuals undertook online e-learning courses to raise awareness (including 86 young people aged 11-18, 73 of whom were considered competent). Validation and review of organisations basic safeguarding training was offered free of charge to all Board partners.
- Three Early Intervention Social Workers appointed to support work at the Centres in the areas of highest deprivation (Leighton Buzzard/Dunstable North, Downside/Houghton Regis, Flitwick/Sandy) with increasing awareness of Early Help processes in these areas.
- Children's Centres have been involved in 20 CAFs and acted as the Lead professional in a further 11 assessments.
- Board adoption of the Early Help Offer for CBC, including guidance for completing the Early Help Assessment (825 assessments completed and activity undertaken with more than 400 families during 2012/13).
- Additional CAF support officer appointed to work with schools and settings to enhance understanding of the CAF process and enable more effective support with the establishment of a Team around the Child process. Confidence has increased in Early Help Assessment (EHA) and Team around the Child (TAC) progress and a subsequent increased number of assessments with SMARTer objectives.
- CAF forms revised to make them more user friendly and increase levels of engagement from all sectors, particularly with health teams.
- CAF training has been reviewed to include a 3-year refresher to enhance work on smart objectives.
- Bedfordshire Probation "Caring Dads" programme: 10 (with 35 children between them) Central Bedfordshire men attended the program in 2012 with research findings evidencing significant improvements in men's awareness of children's developmental needs, knowledge and awareness of domestic abuse and greater understanding of what constitutes child-centered fathering. The project has recently been nominated for a Howard League for penal reform award.
- A new multi-agency e-learning training course on risk assessment in safeguarding and awareness of child sexual exploitation.
- CBSCB staff delivered face to face learning and development opportunities to consider and explore the impact of impaired parenting capacity arising out of parental mental illness, domestic abuse and parental substance misuse.
- Delivery of 'Child Centred Practice when Working with Resistant Families' courses to extend knowledge and understanding of the impact of neglect, and its impact on workers' behaviours

Challenges and actions for 2013/14:

The Board sees the achievements of 2012-13 as a start in developing the improving Early Help rather than completed work; this will always be work in progress. The new national Working Together Guidelines, issued in March 2013 includes an expectation on Boards to evaluate early help to families and children. Some early work in evaluating the offer has been undertaken by the Children's Trust, including the involvement of young people. This Board priority needs to incorporate the contribution of all partners to early help and initial evaluations of cases are being carried out by a sub-group of the Children's Trust. The work will be discussed at the Trust in December 2013 and then be refined into a working model for evaluating early help. This is reflected in the CBSCB Business Plan for 2013 – 2014. The Board will seek assurance during 2013 – 2014 of the effectiveness of early help services from all partner agencies to understand the different activities, strategies and performance measures that are in place and in development.

Priority 2: Domestic Abuse

Local and national reviews of cases clearly show that families where there is domestic abuse lead to children experiencing emotional and physical harm.

What have we achieved?

- 'SORTED' commissioned to deliver one to one therapeutic interventions for children aged 5 – 13 years affected by domestic abuse. The CBC Community Safety Partnership is procuring additional counselling provision for children and young people affected by domestic abuse.
- Central Bedfordshire CSP and Children's Services have jointly commissioned a project worker to deliver the "Relay Initiative" in five schools across particular domestic abuse hotspots within Central Bedfordshire. The Relay Initiative focuses on early reporting to schools when a child or young person has been involved in a domestic abuse incident.
- BPT has worked with CBC to deliver the Integrated Domestic Abuse program (IDAP) for men not supervised by the Criminal Justice system. IDAP provides enhanced early intervention regarding domestic abuse. 12 men have commenced the program to-date and findings of effectiveness, delivered by Bedfordshire University will be available at the end of the financial year.
- Inception of the Domestic Abuse Repeat Offender team (DARO) in Feb'13 to enable us to better support vulnerable victims of domestic abuse and their associated children, which have considered dealt with 87 different offenders.
- Multi-agency training in relation to domestic abuse, including the impact on children and young people delivered to 63 attendees; 'working with perpetrators' and a new course on 'awareness of female perpetrators' attended by xx people. Free events were also delivered for CBSCB partner agencies and voluntary sector to familiarise those working regularly with children and families in domestic abuse situations, with the role and function of the MARAC.
- Delivery of a face to face course on the Impact of Domestic Abuse on Children and a Teen and Dating Violence course that has been heavily oversubscribed and co-delivered with public health colleagues.

- Delivery of online E learning package - 'Domestic Violence Awareness'. Any applicant who has not completed the Bedfordshire Domestic Abuse course was requested to undertake this online course prior to attending any DV themed CBSCB course. This has led to increased awareness of domestic abuse;
- Responded to messages arising out of the Bedford Domestic Homicide Review (2011).
- Domestic Abuse Awareness Raising Forum' held free of charge for frontline professionals and voluntary organisations across Central Bedfordshire raised awareness of domestic abuse and the services available.
- Commenced a scrutiny panel between partners to review 2 cases of domestic abuse per year.

Challenges and actions for 2013/14

Domestic Abuse continues to be a priority for the Board. The work of the Bedfordshire Domestic Abuse Partnership and Central Bedfordshire CSP continues to drive partners' operational work on domestic abuse. Increasingly the CBSCB role needs to be the evaluation of the success of partners work and in the coming year the Board will strengthen its performance monitoring of domestic abuse initiatives and its evaluation of that work.

Priority 3: Child Sexual Abuse and sexual abuse through exploitation.

During the past eighteen months there has been a growing awareness of Child Sexual Exploitation and in November 2011, the Government published its National Child Sexual Exploitation Action Plan which identified LSCBs as the responsible partnership for implementing the Plan. CBSCB agreed to work jointly with the Luton and Bedford Boards to develop and implement the local version of the national Plan and a Task and Finish Group with representatives from across all three Boards has since then been managing that implementation.

What have we achieved?

- A strategy and action plan developed and adopted by the CBSCB with progress reports presented at the Strategic Board, Joint Steering Group and Children's Trust were also briefed on the work.
- Completed a review of sexual exploitation procedures resulting in changes to practice and support processes available to work with children and young people.
- Piloting of Sexual Exploitation Risk Assessment Conference (SERAC) meetings from March 2013.
- The LSCB website contains information for professionals, children young people and parents/carers.
- A new therapy service for young people with sexual behaviours that are a risk to their peers (MST-PSB) was developed, which has had three referrals during 2012/13.
- Launched a leaflet for professionals and a CSE Toolkit in respect of identifying child sexual exploitation.
- Six briefing events were held jointly by Bedford, Central Bedfordshire and Luton LSCB's, the third of which was used to launch the CSE Toolkit and promote awareness of the newly developed SERAC and free online E learning course awareness of child sexual exploitation. These events were well received and

attended by 697 workers, assisting in the identification of further development needs.

- Four courses were externally commissioned on the themes of 'worrying adolescent sexual behaviours' and 'prepubescent sexual behaviours'. 99 workers and volunteers attended, further courses have been commissioned for 2013-2014.
- The Lucy Faithfull Foundation delivered 'what's love got to do with it?' in response to workers requiring more strategies with young people who are at risk of sexual exploitation.
- Two twilight briefings were held for Head Teachers and Chairs of Governors, including independent schools and academies. The briefings focussed on grooming behaviours exhibited by a sexual offender in a first school. 94 individuals attended, strengthening the links between the work of the LSCB and schools. All schools have been asked to be vigilant about this area of work. One notable outcome was an increase of applications for safer recruitment courses. The course has been fully revised and jointly delivered with the LADO's. A total of 52 individuals in key management roles attended these courses

Summary and actions for 2013/14:

The Pan-Bedfordshire CSE Task and Finish Group continues to develop its work addressing the five shared key strategic priorities as follows:-

1. **Preventing & intervening early** to prevent the occurrence of child sexual exploitation and should it occur to intervene at an early stage to reduce harm to actual and potential victims.
2. **Safeguarding** to ensure that in all circumstances the safety and welfare of individual children and young people is of paramount importance
3. **Disrupting activity** in the interests of protecting children, then the disruption of offenders grooming or exploitation activities is a legitimate and appropriate response which can only be successfully achieved by strong partnership working
4. **Bringing offenders to justice** when sufficient evidence can be obtained to support a prosecution.
5. **Engendering public confidence** by raising general awareness of the issue and showing all communities that a proactive and proportionate response will be made to the risk

This is reflected in the CBSCB Business Plan for 2013/14 with the intention that the work being carried out by the Task and Finish Group will become absorbed into normal management processes by the end of the year and the Board's role will then focus more on evaluating partners' effectiveness in countering sexual exploitation

Priority 4: Develop the CBSCB Board

During 2012-13 CBSCB prioritised a number of issues which were designed to improve the functioning of the Board and the partnership it coordinates. These included working to improve performance monitoring and auditing, recruiting and other lay members to ensure the full Board complement, developing relationships with new bodies such as the Health and Wellbeing Board, improving work with schools and better dissemination of information from CDOP and the section 11 audit processes.

What have we achieved?

- Central Bedfordshire Council present timely performance information to each Strategic Board meeting with audits and analysis of performance information undertaken through the Joint Performance Management & Audit Group
- Board members played an active part in developing a regional performance framework for LSCBs which was published in March 2013.
- Lay Member recruitment to CBSCB has been completed.
- Regular discussions at the Board regarding the new NHS arrangements and engagement with Clinical Commissioning Groups (CCGs), a CCG representative is appointed to the Board.
- Support and information provided to CBC education, governors, staff of individual schools and academies to improve safeguarding for pupils and students. The Chair of the Board has also discussed safeguarding with governors at their forums and specific sessions addressing 'safer staffing'.
- Lessons learned & emerging themes arising from the review of child deaths have been widely disseminated via quarterly multi agency CDOP teaching sessions, level 3 safeguarding training, GP safeguarding training and via a CDOP newsletter.
- CBSCB Chair presented the 2011-12 Annual Report to the Health and Wellbeing Board agreeing future approaches to communication.
- Successfully held a workshop with Luton and Bedford LSCBs for partners to challenge each other on their performance against s11 safeguarding standards

Challenges and actions for 2013/14

Several of the streams of work within this priority were delayed as the publication of Working Together and the regional performance framework for LSCBs arrived later than anticipated. As a result some of the activity has been rolled over into the 2013-14 CBSCB Business Plan for completion.

The new performance framework should be in use by the Board during the Autumn 2013. This is only the first step as partners need to be able to fulfil their responsibility to both supply information and analysis for discussion and their peers need to then produce supportive yet challenging discussions so that safeguarding can improve.

The approach to dissemination of information will be developed (along with the performance reporting process) to create a learning and development framework as required by Working Together 2013

Priority 5: Implement or Monitor the implementation of relevant recommendations from the Munro Review, and Ofsted, CQC/IST & HMIP Inspections

At the start of the 2012/13 year, the Board was waiting for the publication of new Working Together guidelines following the Munro Review. It was also awaiting Ofsted/CQC Reports following inspections of Safeguarding and Looked After Children and the effectiveness of the Bedfordshire Youth Offending Service (BYOS). Following an Ofsted Inspection of Child Protection in Bedford Borough in January 2013, a review of the joint arrangements between CBSCB and BBSCB was commissioned. Although such a review was not foreseen in the CBSCB Business Plan, the review became an immediate priority for the Board. This review has now been concluded and has led to the disaggregation of the two Boards.

What have we achieved?

- Monitored the implementation of the partners' Improvement Plan following the February 2012 Ofsted Inspection and addressed all issues regarding the Board's responsibility for safeguarding raised by the inspection.
- The Joint Steering Group discussed the BYOS inspection report and agreed that there was no need for action by the Board.
- The Board's Business Plan prioritised the Munro report's recommendations regarding LSCBs, namely the production of an annual report, the evaluation of early help, and the consideration of systems methodology for case reviews. These recommendations were further clarified in Working Together 2013.
- Fully engaged in the review of joint arrangements with the BBSCB, which will report in the summer of 2013.

Challenges and actions for 2013/14

The Working Together guidelines were not published until March 2013. During the coming year, much of the development of the Board will therefore be about implementing the changes required by the new guidelines which include the development of a Learning and Improvement framework, welcoming new Board members, improving its focus on outcomes and developing an appreciation of the systems approach to case review. CBSCB will also need to ensure that it effectively monitors the implementation of the Working Together guidelines by individual partners where they have specific responsibilities.

8. Multi-Agency Training

The Boards Training function provides multi agency safeguarding training in both Bedford Borough and Central Bedfordshire.

During 2012/13 there were 63 face to face courses delivered over 74 days to a total of 1,848 delegates. Satisfaction with courses ranged from 95-98%. Face to face learning and development activity ranges from the sixteen 2 day Safeguarding and Interagency Working courses delivered over the year to ½ day refresher courses for schools and a variety of specialist courses for workers and volunteers. Please see appendix **xx** for the 2012/13 training calendar and details of the outcomes and satisfaction with courses.

During 2012/13 the range of courses offered was extended and several packages completed that were essential pre-requisite learning for delegates undertaking some face to face courses. Notable aspects of the training include:

- All learning events were regularly over-subscribed and extra 2 day courses have been arranged to accommodate delegates from across the extended children's workforce.
- Partners are provided with quarterly attendance, end of day and impact evaluation reports.
- Evaluation is through quantitative and qualitative data to seek to assess the actual impact of training on professional delivery of safeguarding services.

The Training Development and Commissioning Manager works closely with Agency Training Managers to undertake an ongoing review of courses that are informed by the CBSCB Business Plan 2012-2013 priorities.

Free Online E learning has continued to be provided with a charge made for Private and Independent Organisations. The On Line E learning menu has been extended during 2012/13 to offer a range of online Awareness of Child Abuse and Neglect courses. The number of delegates undertaking online learning courses have increased considerably between 11/12 and 12/13. Evaluation of the e-learning courses demonstrates that Learners find the system easy to use and effective.

Challenges and actions for 2013 – 2014

- In response to the disappointing completion rate of 85% the training function have adopted an automated Learner Self Registration system for On line learning which will respond and allow immediate access to training, thereby minimising delay or postponement to a worker or volunteer motivated to learn and extend his or her safeguarding knowledge. This facility will also provide an automated reminder and an enhanced BBSCB/CBSCB management system. This system will go live in September 2013.
- In order to ensure appropriate quality of whole school training and the training skills of facilitators the Training Function has been commissioned to provide 10 whole day 'train the trainer' face to face courses for designated personnel in CBC schools and academies, and a package that can be customised for the particular setting. In addition CBSCB will provide tri-annual update/network meetings for these trainers.
- Raising the workforce awareness of the needs of young carers and other particularly vulnerable children and young people will be a key goal for 2013-2014 and will assist with promotion of the available CBC early intervention services.
- The charitable and funding arrangements pertaining to community interest companies and other 'social enterprises' were researched by BBSCB/CBSCB with the advice of the Charities Evaluation service and the VOCyfpf. The information will be used going forward to review charging policy and ensure fairness and best value for BBSCB and CBSCB partners in 2013-2014.
- The BBSCB/CBSCB Training Function is currently under review.

9. Priorities for CBSCB for 2013-14

In its discussions about priorities for 2013-14, the Board was keen to improve safeguarding in Central Bedfordshire and ensure that both national and local safeguarding themes were taken forward. However, it was also aware that there are currently very real pressures on resources across partner agencies and that in this situation a few priorities with significant progress was likely to give greater improvement than very wide ranging priorities which would need substantial investment of time and budgets. As a result the Board agreed four high level priorities:

- Priority 1: Evaluating the Impact of work undertaken by partners in relation to domestic abuse
- Priority 2: Ensuring an effective response to the Sexual Abuse of Children & Young People through Exploitation (CSE)

- Priority 3: Evaluating the impact of early help
 Priority 4: Implementation of Working Together 2013 and findings of the local CBSCB /BBSCB Review of Joint Working

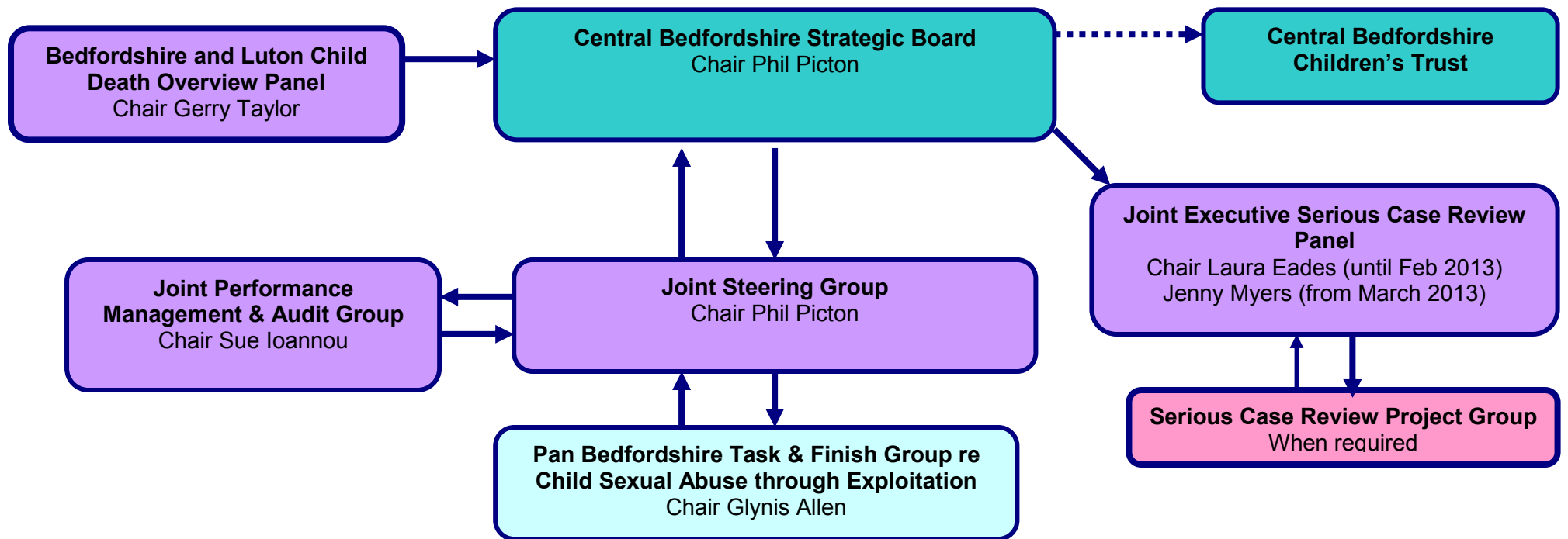
Glossary:

ACC	
ADCS	Association of Directors of Children's Services
BBSCB	Bedford Borough Safeguarding Children Board
BCCG	Bedfordshire Clinical Commissioning Groups
BDAP	
BMI	
BPT	
BYOS	Bedfordshire Youth Offending Service
CAADA	
Cafcass	Children and Family Court Advisory and Support Service
CAF	
CAMHS	
CBC	Central Bedfordshire Council
CBSCB	Central Bedfordshire Safeguarding Children Board
CDOP	Child Death Overview Process
CEOP	
CFR	
CHUMS	
CPP	Child Protection Plan
CQC	
CSE	
CSP	
CTB	Children's Trust Board
CYPP	Children and Young People's Plan
DA	
DASH	
DARO	
DfE	Department for Education
EHA	Early Help Assessment
EoE	
GP	
HMIC	
HMIP	
IDVA	
LA	
LADO	Local Authority Designated Officer
LSCB	Local Safeguarding Children Board
MAPPA	
MARAC	Multi Agency Risk Assessment Conference
MASH	
M-Doc	
MPU	
MST-PSB	
NHSCB	National Health Service Commissioning Board
OLIT	

PALS	
PCC	
PCSO	
PCT	
PPU	Public Protection Unit (Police).00
PPUST	
PSHE	
RIU	
SALT	Speech and Language Therapy
SCIE	The Social Care Institute for Excellence
SCR	Serious Case Review
SEPT	
SERAC	Sexual Exploitation Risk Assessment Conference
SHA	
SIG	
SIU	
SLA	Service Level Agreement
SMART	
SUDI	Sudden Unexpected Death in Infancy
TAC	Team Around the Child
VSOMT	

Appendix A

Central Bedfordshire Safeguarding Children Board 2012 – 2013



Appendix B

Membership and attendance at the three meetings of the Strategic Board for the Central Bedfordshire Safeguarding Children Board during April 2012 – March 2013

Agency	Officer	Attendance by Agency
Bedfordshire Police	Nigel Stone, Detective Inspector	3
Bedfordshire and Luton Clinical Commissioning Groups	Anne Murray, Director of Quality & Nursing	3
BCCG	Helena Hughes, Designated Nurse for Safeguarding Children & Young People	
SEPT Community Health Service Bedfordshire	Stephen Porter	3
SEPT Community Health Service Bedfordshire	Dawn Andrews, Head of Service Safeguarding Children & Vulnerable Adults	
Bedford Hospital	Lynda Fitzgerald, Clinical Business Unit Manager Women & Children's Services	3
Bedford Hospital	Nina Fraser, Director of Nursing	
Lead Member for Children's Services	Cllr Mark Versallion, - Executive Member for Children's Services	3
Deputy Chief Executive / Director of Children's Services	Edwina Grant, Central Bedfordshire Council	
Central Bedfordshire Council	Stuart Rees, Assistant Director for Ault Services	
Central Bedfordshire Council	Sue Ioannou, Head of Quality Assurance CRS	
Central Bedfordshire Council	Sue Tyler, Acting Assistant Director	
Central Bedfordshire Council	Yolanda Corden, Interim Assistant Director Operations	
Bedfordshire Probation	Emma Osborne, Assistant Chief Officer	1
Cafcass Luton, Herts and Beds	Jane Stuart, Service Manager	1
Voluntary Organisations for children, young people & families	Linda Bulled, VOCypf Officer	3
Home-Start Central Bedfordshire	Linda Johnstone, Manager	
Independent Chair for (CBSCB)	Phil Picton	3
Officer		
Safeguarding Children Boards	Sally Stocker, Business Manager	3
Safeguarding Children Boards	Sue Fanthorpe, Secretary	3

Appendix C

Multi Agency training provision from April 2012 – March 2013

Course title	No. of courses held	No. of delegates attended
2 day Safeguarding Children course	16	338
2 day Evidence, Reflection & Judgement course	2	36
1 day Domestic Abuse – The Impact on the Child	3	59
½ day Substance Misuse	2	31
1 day Disabled Children	3	52
1 day Parental Mental Health	4	59
½ day Refresher	4	88
½ day Working in Core Groups	2	21
2 hour MARAC briefing	3	44
3 day Supervision Skills	1	17
1 day Constructive Challenge	2	34
1 day Child centred practice when working with resistant families	3	53
1 day Pre pubescent children who display sexually harmful behaviour	2	46
1 day Adolescents who display harmful sexual behaviours	2	43
1 day Leading/ Chairing Core groups	1	17
1 day Teen & Dating Violence	3	66
1 day Safer Recruitment	3	52
1 day What's Love Got To Do With It?	1	17

Training Outcomes

Training outcomes during 2012/13 for those who completed feedback questionnaires on face to face courses were as follows:-

	2011/12	2012/13
Face to face courses:		63
Days of face to face training		74
No. of delegates		1848
Course completely/mostly achieved its objectives	98%	98%
Course completely/mostly relevant to job role	96%	95%
Course completely/mostly enabled development of new knowledge/skills	97%	97%
Significant or moderate impact of training in a multi-agency setting	-	95%

During 2012/13 the online learning courses delivered the following:-

Category	Licences issued	Passes
Awareness of Child Abuse and Neglect	2391	1771
Safeguarding Children from Abuse by Sexual Exploitation	275	124
Parental Mental Health	113	62
Safer Recruitment	100	37
Risk Assessment in Safeguarding	65	28
Safeguarding Everyone: Protecting Children, Young People and Vulnerable Adults	141	89
Total (12/13):	3085	2,111 (68%)
Total (11/12)	1177	1000 (85%)

Feedback from attendees of courses includes:-

"I now feel confident on what signs to look for and how to handle my suspicions."

(An Introduction to Safeguarding Children)

"The kinds of mental health problems, cases and symptoms were really informative. The impact to children and the risk assessment was also valuable in my future career practice."

(Parental Mental Health)

"I will use what I have learned from this course when I become a mentor in September and if someone that I know has any problems in their day to day life I will be able to give them the appropriate advice and listen to what they have to say."

(Think Safe Be Safe Stay Safe)

"A wide range of information, including aspects such as 'Financial Abuse' and 'Institutional Abuse' which have not always been covered in previous training undertaken."

(Safeguarding Everyone: Protecting Children, Young People and Vulnerable Adults)

"When working with children I will feel confident in identifying abuse."

(Awareness of Child Abuse and Neglect – Core)

CONTACT: Sally Stocker,

CBSCB Business Manager

CBSCB Business Unit

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E-mail: lscb@centralbedfordshire.gov.uk

Meeting: Children's Services Overview and Scrutiny
Date: 15 October 2013
Subject: Resilience Group for Schools and other Settings
Report of: Cllr Mark Versallion, Executive Member for Children's Services
Summary: This item details the First Annual Report of the Resilience Group for Schools and other Settings covering the period September 2011 – August 2013.

Advising Officer: Edwina Grant, Deputy Chief Executive / Director of Children's Services
Contact Officer: Pete Hardy, Compliance and Risk Adviser
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

Central Bedfordshire Council's Strategic Plan 2012-16 Priority 3 – Promote health and wellbeing and protecting the vulnerable.

The Children and Young People's Plan 2013-2015 Priority 1 – Improved education attainment. Outcome 3 – Well led and managed schools.

Financial:

1. There are no financial implications.

Legal:

2. CBC has a duty under the Civil Contingencies (2004) to promote Business Continuity Planning.

Risk Management:

3. There is a risk of damage to the reputation of CBC caused by:
 - inadequate Emergency Planning by one of its establishments
 - perceived failure of CBC to have effectively supported a school in its ability to respond to an emergency.

Staffing (including Trades Unions):

4. There are no staffing implications.

Equalities/Human Rights:

5. The work of the Resilience Group affects all sectors of the community.

Community Safety:

6. There are no Community Safety implications.

Sustainability:

7. Schools' Emergency and Business Continuity Plans, once created, will need to be reviewed and updated regularly (by individual schools with support, as necessary, from the Council).

Procurement:

8. There are no procurement issues.

RECOMMENDATION:

That the Committee reviews and comments on the annual report.

Background

9. Under the Civil Contingencies Act 2004, Central Bedfordshire Council is classified as a Category 1 Responder and has a duty to:
 - Assess the risk of an emergency occurring and maintain plans for preventing emergencies, reducing, controlling or mitigating the effects of an emergency; and taking other action in the event of emergencies
 - Ensure that Business Continuity Plans are in place to maintain Central Bedfordshire Council's critical services
 - Advise the public regarding risks before an emergency and warning and keeping the public informed in the event of an emergency
 - Provide business continuity advice and assistance to the private and voluntary sector
 - Co-operate and share information with other responders.
10. Although most schools are still under Local Authority control, there is no statutory duty placed directly on schools to have:
 - an Emergency Plan in place (beyond that required by the Health and Safety at Work Act)
 - a Business Continuity Plan in place.However, working with schools (local authority, academies, private and independent) to promote Business Continuity and Emergency Planning is essential to delivering the Council's duties under the Civil Contingencies Act.
11. The provision of the Resilience Group's Report enables the Children's Services Management Team to monitor the Group's work and in turn enables the Group to be fully accountable.

Appendices:

Appendix A - Annual Resilience Report

Background Papers:

Appendix 1: Terms of Reference

Appendix 2: School Emergency Co-ordinator Procedures

Appendix 3: Schools Business Continuity Planning Survey

Appendix 4: School Emergency Contacts

Appendix 5: Report on SOS System

Appendix 6: Feedback from Business Continuity Planning Up-date Sessions

Location of papers:

Priory House, Chicksands

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Appendix



Children's Services

Annual Report of the Resilience Group for Schools and Other Settings

(September 2011 – August 2013)



Introduction to the First, Annual Report of Central Bedfordshire's Resilience Group for Schools and Other Settings

(covering 2011 – 2013)

All Councils, acting as local authorities have a duty to promote 'Resilience' in their schools, so that the latter are able to manage Emergency and Business Continuity challenges in an effective and transparent manner and learn from reviews of previous events.

In Central Bedfordshire, this area of work is delegated, with appropriate governance, to the Resilience Group for Schools and Other Settings (known as the 'Schools Resilience Group'). The first annual report (covering the Group's first two years of operation) is attached. The Group is comprised of Central Bedfordshire Council officers and external volunteers. The secretariat for the Group is provided by the Compliance and Risk Team.

As the attached report demonstrates, the Group works to ensure that Central Bedfordshire Schools, of whatever legal status, are encouraged to develop high-quality, Emergency and Business Continuity Plans, through the provision of appropriate and timely advice and resources.

The report details the Group's work over its initial two years of operation. It identifies priorities for future development, as well as areas where it could tread anew.

Thanks are due to all those who have contributed to the Group's work and this report, which we hope all concerned with these issues will find of interest and value.

Nick Carter

**Chair – Resilience Group for
Schools and Other Settings**

**Resilience Group for Schools and Other Settings
First Annual Report (Sept 2011 – August 2013)**

CONTENTS

- 1. Introduction**
- 2. Executive Summary**
- 3. School Survey: Emergency / Business Continuity Planning**
- 4. Emergency / Business Continuity Planning: Resources for Schools**
- 5. School Emergency Procedures**
- 6. School Open Status (SOS) System**
- 7. Emergency Procedures Relating to School Visits**
- 8. Business Continuity Planning: School Up-date Sessions**
- 9. Future Priorities**
- 10. Appendices**

1.0 INTRODUCTION

- 1.1 The School Resilience Group (originally called the ‘Critical Incidents in Schools Group’) was adopted by Central Bedfordshire Council (CBC) in April 2009 at which time it was led by the Emergency Planning Team and supported by the Head of School Support and the Area Education Officer. The Group had been originally established under Bedfordshire County Council three years before the re-structuring of Local Authorities in 2009 which saw the creation of CBC.
- 1.2 Following consultation with the Director of Children's Services in April 2011, it was decided that the Group should henceforth be chaired by a School Governor. Once the new Chairperson was in place, to ensure it was fit-for-purpose going forward, the Group conducted a wide-ranging review, covering: membership, terms of reference and current work programme.
- 1.3 In August 2011, the Group was renamed the ‘Resilience Group for Schools and Other Settings’ to reflect its broader overview of CBC educational establishments. New Terms of Reference were drawn up and subsequently approved by the Children’s Services Management Team (CSMT) from which the Resilience Group derives its governance. Terms of Reference can be found at Appendix 1.
- 1.4 The Group provides a forum for the relevant, key CBC officers – supported by Headteachers and School Governors – to consider and, as appropriate, recommend and develop the provision of CBC support and guidance for educational establishments in relation to Business Continuity and Resilience.
- 1.5 Its membership comprises:
- | | |
|----------------------------|---|
| Nick Carter | Chair (School Governor) |
| Pete Hardy | Compliance and Risk Adviser for Children’s Services |
| Celia Dawson | Senior Administrator Compliance and Risk |
| Mark Conway | CBC Emergency Planning |
| Liz Dunn | CBC Health and Safety |
| Nick Pearce | CBC Communications |
| Sue Riley | CBC School Transport |
| Rob Parsons / Sandra Einon | CBC Children’s Services |
| Mike Smith | School Governor (Caddington) |
| Brian Storey | Headteacher (Church End Lower) |
| Steve Kelly | Headteacher (Arnold Academy) |
- 1.6 In operational terms, the Group acts as a consultative forum for the Compliance and Risk Adviser who is responsible for ensuring that the recommendations of the Group are implemented in line with other CBC policies and procedures. The Group normally meets once a term; and will henceforth report annually to the CSMT.
- 1.7 This report covers the Group’s first two years of operation. (Henceforth it will report annually to the CSMT). The Group’s main achievements for the period covered by

this report are listed in the Executive Summary, with supporting information contained within the body of the report.

2.0 EXECUTIVE SUMMARY

- 2.1 As a Local Authority, Central Bedfordshire Council has a statutory duty under the 2004 Civil Contingencies Act to promote Business Continuity. Schools have no such obligations - although it is best practice for schools to have in place appropriate plans and arrangements so that they can deal effectively with emergencies and their aftermath should they arise. Against this background, in January 2012, a survey of all CBC schools was undertaken to determine their current levels of resilience and preparedness. Results showed that whilst 87% (78 of 90 respondents) of schools confirmed that they held an Emergency Plan, only 33% (30 of 90 respondents) held Business Continuity Plans. The survey also raised awareness of any shortcomings regarding Emergency and Business Continuity Planning *within* individual schools. Following this survey, the most 'at risk' schools were identified and offered support. A brief account is in Section 3.0, with a full report at Appendix 3.
- 2.2 In February 2012, the guidance 'Managing Emergencies in Schools' was launched in Central Bedfordshire. This new document replaced 'Managing Critical Incidents in School' (2008) and reflects more accurately the support and advice CBC are able to provide to schools in emergencies of varying impact. A full report is in Section 4.0. 'Managing Critical Incidents in School' had originally been created by Bedfordshire County Council and adopted by CBC when the latter was created in April 2009.
- 2.3 During 2012, the process by which schools report emergencies to CBC has been revised. A dedicated 'School Emergency' 'phone number has been created and circulated to schools. This replaces the previous advice 'Emergency Contact Information for Schools and Other Settings' which, on review, was deemed confusing. This previous document also carried contact information for CBC staff who are not required to respond to emergencies. A full report is in Section 5.0.
- 2.4 An internal 'School Emergency' e-mail group has been created. This is to ensure that information received can be quickly disseminated within CBC to departments which need to be aware. The aim is to avoid duplication of effort and provide schools with consistent and co-ordinated communications. More detail can be found in Section 5.0.
- 2.5 The 'School Emergency Co-ordinator Procedures' have been re-written to reflect recent changes highlighted above. This document can be found at Appendix 2.
- 2.6 Having undergone minor improvements in July 2012, the web-based School Open Status (SOS) system has proved to be an invaluable tool in communicating with parents and the wider public in the event of severe weather and school closure. The system has been promoted widely in conjunction with Communications, and received 4,000 new subscribers between November 2012 and February 2013. The service has also been offered to private, voluntary and independent pre-school providers resulting in 15 new pre-school accounts. The priority going forward is to examine the case for further integration with the school transport providers. A full report is in Section 6.0.

- 2.7 In February 2012, a coach carrying Alvechurch School (Worcs.) pupils back from a skiing holiday crashed in France, killing a teacher, the group leader. The findings from the consequent investigation by Worcs. CC has prompted a review by CBC (and other local authorities) of its emergency procedures in relation to school visits and journeys. As a result, new guidance has been made available on the EVOLVE site and future training of Educational Visit Co-ordinators and Group leaders will incorporate an increased focus on this area. A full report is in Section 7.
- 2.8 During Spring Term 2013, CBC delivered two workshops to schools and governors to raise awareness with regard to Business Continuity Planning. 29 schools were represented across both workshops, with an overall, total, attendance of 42. Feedback was overwhelmingly positive. A fuller account is in Section 8 (Feedback at Appendix 6).

3.0 SCHOOL SURVEY: EMERGENCY / BUSINESS CONTINUITY PLANNING

- 3.1 Whilst the 2004 Civil Contingencies Act identifies a number of requirements of Local Authorities in relation to Business Continuity Planning, there is no such legal requirement placed on schools themselves. Nonetheless, as a Local Authority CBC has a responsibility to promote resilience, and to that end a survey of schools was undertaken in January 2012 to ascertain levels of preparedness for emergencies, the three main objectives being:
- 3.1.1 To provide Central Bedfordshire Council with baseline data regarding the state of readiness of its schools to cope with unforeseen emergencies.
 - 3.1.2 To provide a self-assessment tool for schools. (Participation in the survey would highlight to schools any gaps they may have in their own Emergency and Business Continuity Planning).
 - 3.1.3 To support awareness-raising of a new section on the CBC Learning Portal dedicated to Emergency and Business Continuity Planning. This section functions as a source of templates and resources designed to simplify the process of writing a comprehensive and effective Emergency Plan in schools.
- 3.2 In total, 90 establishments, across the full spectrum of provision, responded to the survey. Whilst no particular patterns could be observed across the whole sample in respect of gaps in school resilience, there were many, significant gaps in planning within individual schools (e.g. lack of evacuation procedures, no school closure procedures, etc.).
- 3.3 It was also evident that many schools had not assessed the full impact of the loss of key utilities, services or staffing; and as a result did not have adequate arrangements in place for dealing with the aftermath of a crisis. (Only one-third of schools responding had a Business Continuity Plan).
- 3.4 Data collected from this survey was used to identify schools with gaps in preparedness. They subsequently received additional guidance and were

signposted to workshops provided by Central Bedfordshire Council to support their writing of Business Continuity Plans.

- 3.5 Information collected will also be used as baseline data when the survey is repeated in January 2014.
- 3.6 More detail regarding findings of the survey are available at Appendix 3.

4.0 EMERGENCY / BUSINESS CONTINUITY PLANNING – RESOURCES FOR SCHOOLS

- 4.1 In February 2012, the document 'Managing Emergencies in Schools' was launched in Central Bedfordshire. It was based on existing Nottinghamshire CC guidance and supported by the Central Government project 'Coping with School Emergencies'. This new guidance replaced 'Managing Critical Incidents in School' (originally created by Bedfordshire County Council in 2008) and reflected more accurately the support and advice CBC are able to provide to schools in emergencies of varying impact.
- 4.2 The guidance is all available on-line, via the Schools' Portal and comprises three sections.
 - 4.2.1 A - provides individual schools with current advice and guidance for developing procedures and the writing of their own Business Continuity Plans (a PDF file).
 - 4.2.2 B - to be used to create an establishment plan (an editable template).
 - 4.2.3 C - contains supporting information and staff training materials.
- 4.3 A number of lower have used these resources to develop their own Business Continuity Plan and Procedures. The Headteacher one Lower School described the resource as '*..brilliant..*' and '*..an invaluable resource in a small school where most staff have multiple whole - school responsibilities...*'. The Headteacher also felt that a process based on a set of standard templates to develop school policies was critical in terms of securing the confidence of the Governors in that process.
- 4.4 We are scheduled to repeat the BCP / EP survey in January 2014. At this point more information will be available with regard to the level of usefulness of 'Emergency / Business Continuity Planning – Resources For Schools'.

5.0 SCHOOL EMERGENCY PROCEDURES

- 5.1 In April 2012, Sandy Upper School experienced a suspected Legionella outbreak. The school struggled to make contact with the most appropriate officer at CBC who could advise as to immediate actions to take.
- 5.2 As a result of this incident, the Resilience Group conducted a review of the School Emergency Procedures. The following is a summary of the findings:
- 5.2.1 The 'Emergency Contact Information for Schools and Other Settings'(Nov 2011) document, carried too much information and too many alternative phone numbers, many of which were for officers and departments who are not 'first call' in the event of a school-based emergency.
- 5.2.2 A review of the 'notable incidents log' suggest that the vast majority of school-based emergencies, with the exception of forced closure owing to severe weather, are caused by 'buildings-related' issues.
- 5.2.3 The use of the Duty Emergency Planning Officer (DEPO) 'phone number by schools in most instances would result in delays to response as the DEPO would then need to identify an appropriate and available person to deal with the incident.
- 5.3 As a result, the following changes were made to the Emergency Procedures:
- 5.3.1 The 'Emergency Contact Information for Schools and Other Settings' document was recalled.
- 5.3.2 A dedicated 'School Emergency' 'phone number was created. During office hours, calls to this number are forwarded to the Compliance and Risk team; and to the Welbeing service, during out-of-hours
- 5.3.3 New guidance was issued to schools in September 2012 (Appendix 4). This consisted of a simple wall chart with two 'phone numbers: the CBC Assets Helpline; and the new School Emergency number.
- 5.3.4 A School Emergency e-mail account was created for the purposes of internal CBC communication. On receipt of a reported school emergency, the call recipient sends a summary report of the incident to schoolemergencies@centralbedfordshire.gov.uk. This message then automatically forwards to all interested parties; and is then manually forwarded to the elected member(s) in the area affected by the incident.
- 5.3.5 The 'School Emergency Co-ordinator Procedures' (Appendix 2) were updated to reflect all of these procedural changes.

6.0 SCHOOL OPEN STATUS (SOS) SYSTEM

- 6.1 In November 2011, the Assistant Director for Children's Services Learning and Commissioning requested a report into the viability of the SOS system. This was duly prepared (Appendix 5), and the system closely monitored in terms of its performance.

- 6.2 A number of minor fixes were identified and incorporated into the system between June and October 2012. These have considerably improved the appearance of the public-facing page, and removed misleading information. The system's reliability has also improved with reduced incidence of frozen screens.
- 6.3 In November and December 2012, via Central Essentials (and by surface mail direct to Headteachers), schools were urged to re-acquaint themselves with the system and to advise parents to visit the CBC website and register for alerts (Central Essentials included wording which could be cut-and-pasted by schools for a letter to parents). Pre-school providers were also contacted and invited to utilise the system.
- 6.4 During the period November 2012 - February 2013, the number of people registered for up-dates increased by approximately 4000, up to 9,400. During this period, the Children's Centres' details were up-dated to reflect the recent re-structure, and existing pre-school registrations were also checked for accuracy. All private, voluntary and independent providers of early-years education were invited to use the system; and as a result 15 new user accounts have been created.
- 6.5 During the winter of 2012 -13, **Monday 21st January** was the only significant day of school closures as a result of bad weather. In all, 59 Lower Schools, 15 Middle Schools, 9 Upper Schools, 5 Special Schools and one CBC Nursery were closed for all or part of the day. This was the first major test of the SOS system since it was improved in July 2012; and it responded very well. It was evident however, that, despite a concerted awareness campaign in November, user errors were still evident - either through lost log-in details, or lack of familiarity with the process. Apparently for these reasons, five schools were declared closed on the Radio Stations, but not on the SOS System. Of particular success was the integrated approach presented via Facebook and Twitter towards communicating school closures to the general public. This was reflected in some very positive feedback, including a commendation from the Mid Bedfordshire MP.

6.6 Issues encountered:

- 6.6.1 All Saints Academy is the only school to not utilise the SOS system. Some confusion was evident via Facebook as a result.
- 6.6.2 The system currently refreshes at 9.00pm¹. **On Sunday 20th January**, many schools had already been declared closed by 8.00pm, which meant they were automatically re-opened again at 9.00pm when the system refreshed. This led to confusion in some quarters before the issue was identified and manually rectified.
- 6.6.3 Central Bedfordshire Council is inevitably compared by the general public to its neighbouring authority Bedford Borough Council, which provides all school transport in-house. It was therefore able to issue a blanket message confirming suspension of all school transport on the Sunday evening. The public may need reminding that Central Bedfordshire Council's school transport is out-sourced. In addition, the way in which up-dates regarding school closures are communicated to the general public needs to be reviewed as a result of the points raised above.

¹ Schools with 'closed' status automatically default to 'open' at 9.00pm.

- 6.7 For the future, the priority is to identify how best CBC Transport Providers can be incorporated into the SOS system. As part of the original system build, functionality was included to enable individual transport providers to log into the system and provide up-dates in relation to the status of their transport routes. Faults in the programme have meant that this component has not been reliable and requires investment to rectify. The Resilience Group strongly recommends that CBC commits the necessary resources both to deliver this fix, and the further development of the system to enable parents to register for up-dates on individual transport routes. Currently, on a 'snow' day, the School Transport Team have approximately two hours to co-ordinate the flow of information from Transport Providers and to parents and other interested parties. The development of the SOS system would significantly reduce the load placed upon the School Transport team during this period of high call volume, resulting both in increased capacity for call handling and an increase in the speed and accuracy of information provided to the public through the various media available.

7.0 EMERGENCY PROCEDURES RELATING TO SCHOOL VISITS

- 7.1 In February 2012, a coach carrying a ski-party home to Alvechurch School in Worcestershire was involved in an accident on a French motorway. The Group Leader was killed.
- 7.2 This incident highlighted a number of shortcomings in the emergency arrangements that were in place at the time, and Worcestershire CC conducted a thorough review. Their 'lessons learned' have been shared nationally with the Outdoor Education Advisors Panel, prompting a review of emergency planning in relation to school visits in Central Bedfordshire.
- 7.3 As a result, more robust arrangements are to be established, as follows:
- 7.3.1 A new guidance document has been added to the EVOLVE system: 'Emergency Planning for Visits and Journeys'.
 - 7.3.2 All Headteachers and Educational Visit Co-ordinators (EVCs) have been advised by letter of the new guidance.
 - 7.3.3 Lessons learned from the Alvechurch accident, and changes to emergency arrangements for visits, were promoted to schools as part of the Business Continuity Planning up-date sessions in Spring Term 2013.
 - 7.3.4 All future Group Leader and EVC training courses will include a session devoted to emergency planning

8.0 BUSINESS CONTINUITY PLANNING: SCHOOL UP-DATE SESSIONS

- 8.1 To promote and support the use of the school resource package, two twilight sessions were delivered to school representatives (Head, Senior Staff or

Governors) during the Spring Term 2013. The session comprised mainly of three elements:

- 8.1.1 A presentation on lessons learned from the Alvechurch coach crash.
 - 8.1.2 A presentation on Business Continuity Planning for CBC Schools; and how to access and use available resources.
 - 8.1.3 A number of brief 'tabletop' exercises designed to test school plans, stimulate discussion and promote the sharing of good practice.
- 8.2 The combined attendance was 42, representing 29 schools. Feedback was requested and 10 schools provided comments, 8 of which were very positive (See Appendix 6).

9.0 FUTURE PRIORITIES

- 9.1 To secure the necessary investment to develop the SOS system to its full functionality as identified in the original project plan and detailed in section 6.
- 9.2 There needs to be consideration of the extent to which CBC should provide Business Continuity Planning support for independent, private and voluntary pre-school providers. A model plan that fits with the needs of these settings needs to be drawn up and agreed.
- 9.3 The Business Continuity Planning survey needs to be repeated (planned for early 2014) in order to identify how useful the 'Managing School Emergencies' templates have been.
- 9.4 To provide greater schools' resilience in the event of extreme weather, develop and publish a best practice, guidance document.
- 9.5 Provide examples of good "Lock Down" procedures for schools.
- 9.6 Consider and identify further areas of concern in which the group could usefully offer guidance and support to educational establishments – potential flooding is one such area.

10.0 APPENDICES

Appendix 1: Terms of Reference

Appendix 2: School Emergency Co-ordinator Procedures

Appendix 3: Schools Business Continuity Planning Survey

Appendix 4: School Emergency Contacts

Appendix 5: Report on SOS System

Appendix 6: Feedback from Business Continuity Planning Up-date Sessions

Meeting: Children's Services Overview & Scrutiny Committee
Date: 15 October 2013
Subject: Customer Feedback – Complaints, Compliments Annual Report
Report of: Cllr Mark Versallion, Executive Member for Children's Services
Summary: This report fulfills the statutory duty to produce an annual report for Children's Social Care (Appendix A). The report provides statistics on the number of complaints received; complaint outcomes (upheld/not upheld); performance; issues complained about; and learning and improvements resulting from complaints for 2012/13.

Advising Officer: Edwina Grant – Deputy Chief Executive/Director of Children's Services
Contact Officer: Sonya Branagan – Customer Relations Manager
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

The annual report for noting links to the priorities

- Creating safer communities
- Supporting and caring for an ageing population

Financial:

1. Effective management of complaint issues focuses resource on resolution and reduces the risks of financial remedies being paid. The complaints procedure provides for conciliation meetings which are used as an effective alternative to costly independent investigations

Legal:

2. The production of an annual report is a statutory requirement and should be made available to anyone on request. The report will be posted on the council's web site.

Risk Management:

3. Complaints are assessed at the point of receipt to ensure risks are managed for example; child protection issues, risks to reputation. Effective complaints management ensures service failings are identified and remedied, thereby reducing the risk of public reports from the Local Government Ombudsman. There were no public reports about children's social care complaints.

Staffing (including Trades Unions):

4. There are no staffing issues arising from the report

Equalities/Human Rights:

5. The report was discussed with the Corporate Policy Advisor (Equalities and Diversity) and the feedback taken into account in the final report.

Community Safety:

6. To support children and families to feel safe it is important that they know how to complain about services they receive; feel heard when they raise complaints; and that action is taken. The report evidences that service users have been able to complain, where complaints have been upheld failings are identified and improvements are put in place.

Sustainability:

7. There are no sustainability issues arising from the report

RECOMMENDATION:

That the Children's Services Overview and Scrutiny Committee note the content of the report.

Introduction

8. The Council's Customer Relations Team, based in the Director of Improvement and Corporate Services directorate, manages the Council's customer feedback procedures. There are three procedures. Two of the procedures are statutory and are governed by Regulations relating to Adult Social Care Services and Children's Services respectively. The third procedure covers all other Council services.
9. The feedback procedures are the means by which customer compliments, comments and complaints are handled. Customer Relations provides a point of contact for customers wishing to complain via email, telephone or in writing. This provides confidence to those customers who may have lost faith in the services to respond to their issue.
10. The Council is required to monitor statutory complaints procedures and prepare an annual report. The Children's Social Care complaints report must be made available to any person on request.

Purpose of this report

11. This report provides an overview of the key issues in complaint handling for Children's Social Care for the period 2012/13.

Children's Social Care customer feedback report

12. The Regulations require that the annual report should include; the number of complaints at each stage including those considered by the Local Government Ombudsman; the type, timescales and outcomes of complaints, which customer groups made complaints; learning and service improvements and summary equality monitoring data.
13. The annual report addresses the requirements above and covers:
 - The Council's procedure for handling children's social care complaints.
 - Equality and Diversity Monitoring.
 - Summary Statistics including; number of complaints received; number referred to the Local Government Ombudsman; services most complained about; number well founded.
 - Performance.
 - Service improvements resulting from complaints.
14. To address the need to make the annual report available to anyone requesting it the report will be posted on the 'Feedback' pages of the Council's website. The feedback pages contain information on how to provide compliments, comments and complaints.

Complaints handling practice in 2012/13

15. There was an increase in the number of complaints recorded, compared to last year, from 48 to 82.
16. Last year OFSTED reported that complaints were handled well but that complaint numbers were low. There has been an improved focus on recording complaints and this year. A new Head of Service for the Looked After Children and Leaving Care Service has taken an active lead on the need to record complaints. Due to the previous low numbers it is unclear if the increase year on year is due to continued improved recording, an increase in dissatisfaction, or a combination of both factors.
17. As well as the statutory annual report, weekly and quarterly reports on customer feedback have been provided based on the Director's requirements for performance reporting. This meant that senior managers had the opportunity to monitor customer feedback for their services.
18. The service worked with customer relations to identify cases suitable for conciliation. This good practice focuses on resolution of complaints through face to face meetings and was successful in remedying eight cases without the need for lengthy formal investigations.

Key themes from complaints

19. The main cause for complaint over the year was care management in the Family Support Service, including alleged poor communication or information; poor handling of risks/concerns and dissatisfaction with assessments, including accuracy of reports.
20. Whilst individual complaints were resolved with case specific remedies, Section 4 of Appendix A, Annual Report, details actions to improve the wider service.

Appendices:

Appendix A - Annual Report 2012/13

Location of papers: Priory House, Chicksands

Appendix

CENTRAL BEDFORDSHIRE COUNCIL CHILDREN'S SOCIAL CARE SERVICES

CUSTOMER FEEDBACK:

**COMPLAINTS
COMPLIMENTS**

**ANNUAL REPORT
2012/13**

INTRODUCTION

This report fulfills the statutory duty to monitor the effectiveness of the complaints procedure and produce an annual report for Children's Services Social Care complaints. The report will be presented to staff, the relevant local authority committee and will be made available on the Council's website.

The report provides statistics for 2012/13 on the number of complaints received including those considered by the Local Government Ombudsman; which customer groups made complaints including analysis of statistical diversity data; complaint outcomes (upheld/not upheld); performance; and learning and improvements resulting from complaints.

EXECUTIVE SUMMARY

Children's Services Complaints Procedure

The effectiveness of the complaints procedure is regularly monitored. Status reports on active cases are reviewed by senior managers to support timely resolution. Quarterly reports are also reviewed by the senior management team on the number of complaints received, outcomes, and learning and service improvements that result from complaints.

The procedure has three stages:

- Stage 1, Local resolution by manager – 10 working days, up to 20 for complex cases.
- Stage 2, Investigation by someone outside of the service area complained about – 25 working days, up to 65 working days.
- Stage 3, Independent Review – panel to be set up in 30 working days
- Alternative Dispute Resolution - offered as an alternative to the complaints procedure. Conciliation meetings, chaired by Customer Relations, are used to resolve complaints without the need for protracted investigations. A complainant can opt back into the complaints process at any time

Effectiveness of the Complaints Procedure

There were 82 new complaints received for the period 1 April 2012 – 31 March 2013 compared to 48 reported in 2012/13. The services most complained about were the Family Support Services and Leaving Care & Looked After Children services.

75 stage 1 complaints concluded, 45 of them were resolved in 20 working days or less.

Eight conciliation meetings were held remedying complaints without the need for further escalation to stage 2.

Three stage 1 cases progressed to stage 2 investigation. Therefore, whilst some cases took longer than the set timescales, 96% of cases were resolved at local level.

52 of the 75 stage 1 complaints dealt with were either upheld fully or in part. Whilst individual cases had specific remedies put in place consideration was also given to wider service improvements. These are detailed in Section 4.

12 formal compliments were recorded compared to 13 the previous year.

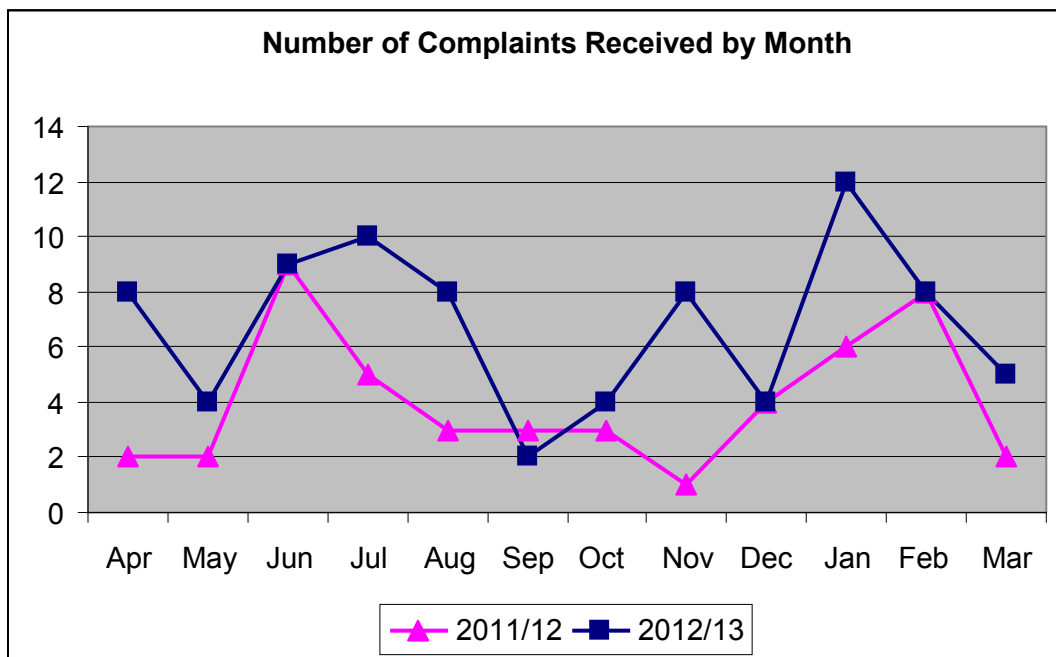
1 SUMMARY STATISTICS

1.1 Headline Data for Customer Feedback

New Cases Received 2012/13	Q1	Q2	Q3	Q4	Totals
Complaints	21	20	16	25	82
Compliments	3	3	3	3	12

1.1.1 In 2012/13 there were 3287 records of children loaded for Children's Social Care Services. The total number of new complaints was 82 which was an increase on the 48 recorded in the previous year. Last year OFSTED reported that complaints were handled well but that complaint numbers were low. There has been an improved focus on recording complaints and this year. A new Head of Service for the Looked After Children and Leaving Care Service has taken an active lead on the need to record complaints. Due to the previous low numbers it is unclear if the increase year on year is due to continued improved recording, an increase in dissatisfaction, or a combination of both factors.

1.2 Spread of Complaints Received



1.2.1 There were a few similarities in the number of monthly complaints received over the last two years. June, December and February had the same number of complaints received.

1.2.2 There was an overall decline from June to September for both years with September being one of the quieter months.

November and January saw the largest difference in numbers received year on year. The declining number of complaints during the first three quarters of 2011/12 was reviewed in January 2012. This led to a focus on improving the recognition and recording of complaints. The result was more complaints were recorded across a wider range of services the following year.

1.3 Alternative Dispute Resolution

- 1.3.1 Customer Relations offered alternative dispute resolution to those who requested independent investigation of their complaints. Conciliation meetings are more likely to rebuild confidence and improve communications between the complainant and service. There are also significant cost savings by remedying cases without the need for externally commissioned investigators.

Eight complainants took up the offer of conciliation and seven cases were remedied. The recipe for success appeared to be accessibility to complaining; good communication; spending time with the complainant; and taking time to listen. This resulted in better outcomes for complainants by resolving complaints without the need for protracted investigations.

1.4 Stage 2 & 3 Complaints

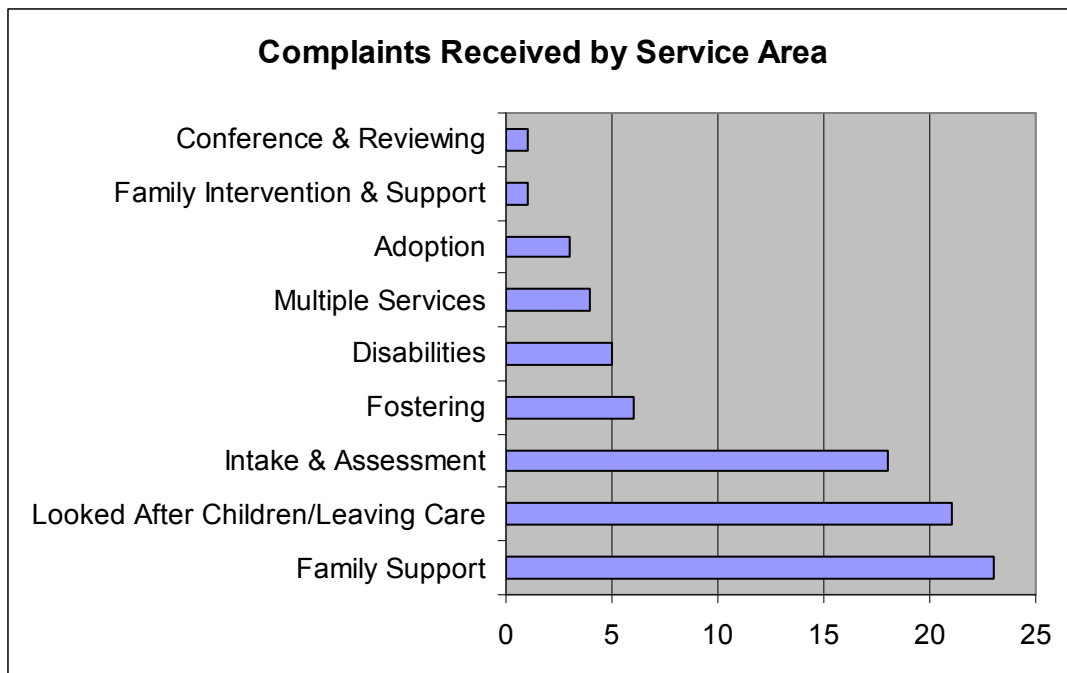
- 1.4.1 There were three cases that progressed to stage 2 in the period. Two complaints related to one case where both the parent and young person raised complaints. 96% of cases were resolved at local level. There were no stage 3 complaints.

1.5 Local Government Ombudsman (LGO) Complaints

- 1.5.1 The LGO referred two cases to the Council. One related to matters not suitable for the complaints process and was closed. In the other case the LGO was satisfied with the actions taken by the Council to remedy the complaint and took no further action to investigate.

1.6 Trends - Services Most Complained About

- 1.6.1 The area most complained about, receiving 23 of the 82 new complaints plus a further 3 that also crossed other service areas, were the Family Support Services. This is 4 more than last year. The main causes for complaint were alleged: poor handling of risks/concerns; poor communication or information; and dissatisfaction with assessments including accuracy of reports.



- 1.6.2 The Looked After Children and Leaving Care service saw the most significant rise in complaints compared to last year and the second highest number of complaints by service. The service received 21 new complaints compared to six recorded the previous year. The main causes for complaint were allegations of; lack of/poor support; poor communication including delay; and the professionalism of staff.

Young people raised their own complaints about the Looked After Children and Leaving Care Teams and complained about; lack of/delays in providing support and services; the quality of care/placement; not being consulted; poor communication; and a poor decision.

1.7 Outcomes from Concluded Complaints

- 1.7.1 77 stage 1 complaints and one complaint managed at stage 2 were concluded in the period. Two of the stage 1 complaints were withdrawn. The stage 2 complaint was not upheld.

10 stage 1 cases were upheld. A further 42 were partly upheld. This meant a total of 52 (69%) of stage 1 complaints investigated were deemed to be well founded in full or in part.

- 1.7.2 Of the 75 initial complaints investigated and concluded:

37 involved the Family Support and Intake and Assessment Services. 25 of the 37 (67%) complaints had an upheld or partly upheld outcome.

19 involved the Looked After and Leaving Care Services and 13 (68%) complaints had an upheld or partly upheld outcome.

- 1.7.3 Case specific remedies were put in place for individual cases Section 4 details the wider learning and improvements from complaints.

1.8 Compliments

1.8.1 12 compliments were recorded. Service users, including young people, thanked workers for help and support. External professionals expressed thanks for child protection training; support and professionalism regarding pupils in a school; high standard of work in a court case.

1.8.2 The spread of compliments was:

- 7 Intake & Assessment Service
- 3 Family Support Services
- 1 Looked After Children & Leaving Care Service
- 1 Family Intervention & Support Team

2 PERFORMANCE IN COMPLAINTS HANDLING

2.1 The procedure allows for 10 working days to resolve a stage 1 complaint, up to 20 working days if the complaint is complex.

2.2 Two complaints were withdrawn. 75 stage 1 cases were responded to. 45 out of the 75 (60%) were completed in 20 working days or less:

Timescale for Stage 1 Complaint Response				
Working Days to Respond	0 - 10	11 -20	21 - 30	30+
Number of Cases	21	24	9	21

2.3 Of the 21 cases that took the longest to resolve eight were subject to conciliation meetings. Conciliation meetings are often held following the initial response. Therefore, the overall timescale for resolution is longer than the stage 1 timescale.

Seven further cases were complex where issues were added to the original complaint which required further action after the initial response or more time to deal with the added issues.

Six cases went overdue due to delays by the service.

3 EQUALITY & DIVERSITY MONITORING

3.1 Monitoring

3.1.1 The purpose of capturing data is to monitor access to the complaints procedure; to ensure services are appropriate for all service user groups; and to check whether any issues relating to discrimination have been raised. Customer Relations record data about the **service user** for complaints. In complaints the service user can also be a parent who is engaged with social care services where the complaint issue relates to their direct involvement with a service. A person may make more than one complaint in the period.

3.1.2 3287 children were in contact with the Children's Social Care Services. 82 new complaints were registered.

3.1.3 There are 'unknowns' in the returns for complaints as data is collected at the first point of contact in a complaint. 73% of cases were received via letters and emails which did not generally contain information on monitoring data. When data is not

available the record in the complaint database is 'unknown'. Unknowns may mask representations from minority groups. Low or no representations from minority groups reduced the opportunity for reassurance that access to complaints about services was provided in an equitable manner.

3.2 Accessibility to Complaints

3.2.1 Receipt Method for Complaints

By having a range of contact options for complainants to make their complaints the Council aims to meet the needs of its service users in accessing the complaints procedure. People can make complaints in person; face to face or via telephone (including a direct line to Customer Relations), in writing; via email, letter, or complaint form. A complaint form specifically designed for young people is also available. Young people can have the support of an advocate to make complaints.

82 new complaints were received.

45% by email	18 % by telephone	5 % personal visit
28% by letter	4 % by complaint form	

3.2.2 Young People

Children's Services Social Care delivers services to address the needs of children and young people. The majority of the 82 complaints made about the service were from adults complaining about their interactions and experience or on behalf of children. 10 young people raised complaints in their own right about issues affecting them. The complaints were received in emails (5) and letters (4) and a meeting with a manager and advocate.

3.3 Gender

3.3.1 In order to make some broad comparisons data gathered for new complaint cases received in 2012/13 has been considered alongside the provisional data on the gender of people who were referred to children's social care throughout the year.

3.3.2 For complaints we recorded the gender of the child in most cases.

Where a complaint is made by an adult about their own experience of intervention the adult's gender was recorded. This gives us the gender of complainants affected by complaints. Figures do not total 100% due to rounding.

	Male	Female	Not known
Service user affected by complaints	34%	53%	13%
People accessing the service	52%	46%	1%

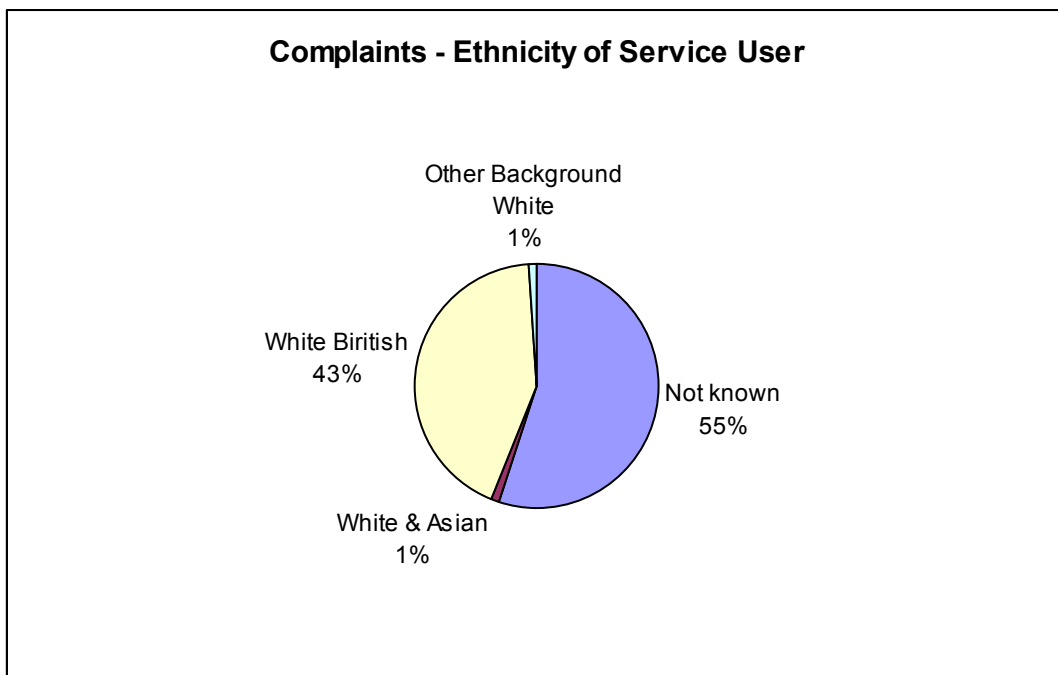
3.3.3 Service users of both genders are represented in the complaints procedure. More females were affected by complaints than males. There were fewer females accessing social care services than males. The adults making the complaints were predominantly female (19). Females generally complained about more aspects of the service in one complaint than males. This repeats the pattern reported last year.

- 3.3.4 The area that received the highest number of stage 1 complaints, Family Support Services, received issues of complaint that affected 13 female service users compared to 11 males. Both genders were affected by similar issues.
- 3.3.5 A complaint relating to a parent's belief that they were not informed of social care involvement as a result of discrimination due to their gender was investigated. The parent had not been kept informed but there was limited evidence to draw any conclusion on whether this was due to discrimination. Complaints about not being kept informed were made by both genders.

There are several methods in place to ensure that Social Workers practice in a non discriminatory manner and this begins within their Social Work training, which is currently at Degree level. All Social Workers are registered with the Health & Care Professions Council. The values of the previous registration body, the General Social Care Council, are still acknowledged and adhered to. The Code of Practice included "Promoting equal opportunities for service users and carers" and "Respecting diversity and different cultures and values".

Within Central Bedfordshire there is a training programme which includes Equality and Diversity training. Social Workers have regular supervision where equality issues are an agenda item. Issues around diversity are discussed in supervision for each case. Any suggestion of discrimination can be picked up by the supervisor.

3.4 Ethnicity



- 3.4.1 In over half of new complaints (55%) of the ethnicity of the complainant was recorded as not known. Where information was recorded 43% of service users affected by new complaints were recorded as 'White British'. The issues covered a broad range of complaints. 77% of service users accessing social care services were 'White'.
- 3.4.2 People with a minority ethnic background were also represented in 1% of the complaints. A complaint alleging discrimination by racially motivated abuse was independently investigated and was not upheld. There were no complaints

registered in relation to service users described as 'black' compared to 3% of service users registered with this background.

- 3.4.3 With 55% of cases with 'unknown' ethnicity it is possible that complainants with other ethnic backgrounds were also represented in complaints.
- 3.4.2 The issues raised by service users with minority ethnic backgrounds were also raised by those with the majority ethnic background in complaints.

3.5 Age

- 3.5.1 Of the 82 new Stage 1 complaints;

- 50 affected people under the age of 18
 - 14 affected people 19 – 64
 - 18 cases age unknown

- This meant that people of all ages were able to access the complaints procedure either directly or through a representative.

- 3.5.2 The majority of complaints affected children and young people but were made by adults and crossed all services.
- 3.5.3 Ten young people made their own complaints which related to a range of services. The majority related to the quality of, or lack of, support from the service. Young people making their own complaints were offered the support of an advocate. Adults also raised lack of support as a cause for complaint.

3.6 Disability

- 3.6.1 The majority of complaints were recorded as 'not known' in relation to disability.
- 3.6.2 There were five complaints related to children with disabilities services. The issues of complaint from parents of children who had a disability ranged from dissatisfaction with the level of support and care arrangements; conduct of staff; inappropriate sharing of information; handling of an incident. Similar issues were also raised by parents of children without a disability.

4 SERVICE IMPROVEMENTS RESULTING FROM CUSTOMER COMPLAINTS

Where a service identified a fault from a complaint (upheld/partly upheld) case specific remedies were put in place. However, managers also considered what they could do to improve the service. The service improvements identified are detailed below:

4.1 Family Support Services	
YOU SAID	THE SERVICE DID:
<p>Parents and carers raised concerns about communication:</p> <p>Poor communication with carers on the work being undertaken with children and no feedback was provided to carers afterwards.</p> <p>Purpose of social work visit not made clear.</p> <p>Social workers leaving carers not feeling they had afforded them the time needed during and following visits.</p>	<p>Social workers were reminded of the importance of:</p> <p>Planning and discussing with parents/carers what discussions need to take place and why;</p> <p>Explaining the purpose of visits and social care involvement;</p> <p>Planning enough time to hear the views of parents/carers, and;</p> <p>Planning direct work with children and young people in partnership with their parents and carers.</p>
<p>A parent was not aware that they could raise issues about the social worker with the team manager and did not know about the complaints procedure.</p>	<p>Reviewed at management meeting and agreed that complaint leaflets be given to parents when Core Assessments are updated; following a significant event; and as a minimum yearly.</p>
<p>Concerns raised about missed social worker appointments due to unexpected leave and reports/papers for conference not being provided in a timely manner</p>	<p>Team meetings were used to remind staff to update calendars which details their appointments and allow access to all team members who can then check appointments if a worker is absent. Appointments can then be managed. The aim is to ensure the same issues do not arise in the future.</p> <p>In addition staff were reminded of the importance of ensuring the review child protection conference reports are with parents/carers five days prior to conferences</p>
4.2 Intake and Assessment	
YOU SAID	THE SERVICE DID:
<p>Poor quality of assessment, accuracy and spelling.</p>	<p>Staff were advised of the need to reflect sources of information in assessments, and the need to obtain details of health and wellbeing of parents.</p>
<p>Not providing details of managers when stating wished to complain.</p>	<p>Staff reminded to provide details of management structure when asked. See Section 4.1 re further actions.</p>
<p>Parents complained that requests for access to records were not actioned.</p> <p>In addition concerns raised about a potential breach of data protection</p>	<p>Team reminded to action requests for info and to discuss cases with team manager.</p> <p>The team manager negotiated with the manager of the relevant team to ensure that information be</p>

occurred when information about a referral was given to them over the telephone – this was due to a team not being able to access full case information at the time.	accessible to duty team workers
Social worker making inappropriate judgement of child's 'sexualised' behaviour, over reacting.	Workers attended two training courses around sexualised behaviours. Staff are more equipped to make these judgements following this learning.
A grandparent complained about poor communication to arrange a meeting – information from a text had not been recorded. Grandparents who played a significant role were not kept informed of plans or that they could communicate with social workers in respect of their grandchild.	Workers were advised to ensure that any text messages sent or received to and from family members are copied onto the children's database as a case note so there is a clear trail of all communication made. Manager emailed the team to remind them that Grandparents can play an important role in children's lives and their involvement should be considered. Where grandparents are involved workers are to inform grandparents if their grandchild is being transferred to another team or if the case is closing.

4.3 Adoption (Shared Service with Bedford Borough Council)

YOU SAID	THE SERVICE DID:
Handling of a request by foster carers to be considered as permanent carers was poor. Areas of practice and formal communication caused unnecessary distress.	Matches will not in future be taken to panel if there is a possibility that any other match should be considered. On that basis, and because decision making is not simply a rubber stamping exercise, arrangements for introductions and timescales for placement will not in future be made until the Agency Decision Maker has made a decision, having read the Panel recommendations. The service is to reinforce to adopters the difference between the stages of panel recommendation and Agency Decision so that they know the final decision may not be the same as the panel recommendation.

4.4 Looked After Children & Leaving Care Services

YOU SAID	THE SERVICE DID:
Delay in receiving review minutes.	The service has reviewed the process to reduce delays and ensure greater efficiency. A new electronic data recording system is in place which includes monitoring timescales for completion. An agreed escalation process has been introduced for cases where problems arise.
Concerns about contact plans. Contact Services were mis-communicating contact arrangements so parents and foster carers were given different dates/times. Contact supervisors given the wrong times for the contact. Contact arrangements fell down in worker's absence.	Meetings took place between the commissioning service and provider for contact sessions to explore issues. Managers and providers are meeting monthly to review this matter.

4.5 Fostering	
Preparation and communication regarding a young person's return to carers was not managed. Carers left in a situation for which they were not completely prepared.	The Team Manager confirmed <i>'In order to improve our Service we have reminded staff to always agree and confirm the arrangements for the placement of a young person with a foster carer.'</i>
Concerns raised by potential foster parents regarding the assessment process including missed social worker appointments and poor customer care.	<p>Actions put in place: Electronic notes of assessment visits give more detail about the areas discussed and any issues that arise.</p> <p>Where a fostering assessment is being undertaken the social worker and foster carers will draw up a written agreement outlining what will happen during the assessment, including expectations and agreements, including timekeeping, cancellations, recording, and how to raise concerns.</p>
4.6 Children with Disabilities Services	
Poor arrangements for care on return from hospital	<p>Work has been undertaken to review the commissioning arrangements and to consider the options for resolving this type of situation.</p> <p>The commissioning arrangements for children with disabilities are being taken forward as part of the work required for the SEN /Disability reforms in the Children and Families Bill. There is a working group which includes multi agency reps and parents who are taking forward changes that are required within the most radical national reforms to SE/Disability in over 30 years.</p> <p>Parent representatives have been nominated to work with the service in 13/14 on the redesign of services. Major changes need to be implemented from Sept 2014 but we are taking a staged approach to that in CBC.</p>

Meeting: Children's Services Overview and Scrutiny Committee
Date: 15 October 2013
Subject: Capital Budget Management Report Quarter 1 ended 30 June 2013
Report of: Cllr Mark A G Versallion, Executive Member for Children's Services
Summary: The report sets out the projected full year forecast as at 30 June 2013

Advising Officer: Edwina Grant, Deputy Chief Executive / Director of Children's Services
Contact Officer: Dawn Hill, Senior Finance Manager
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

Sound financial management contributes to the Council's value for money which enables the Council to successfully deliver its priorities. The recommendations will contribute indirectly to all 5 Council priorities.

Financial:

1. The financial implications are set out in the report.

Legal:

2. There are no direct legal implications arising from the report.

Risk Management:

3. Sound financial management and budget monitoring mitigates adverse financial risks.

Staffing (including Trades Unions):

4. Not applicable

Equalities/Human Rights:

5. Public Authorities must ensure that decisions are made in a way which minimised unfairness and without a disproportionately negative effect on people from different ethnic groups disabled people, women and men. It is important that Councillors are aware of this duty before they take a decision.
6. Equality Impact Assessments were undertaken prior to the allocation of the 2013/14 budgets and each Directorate was advised of significant equality implications relating to their budget proposals. Many of the pressures outlined in this report are in relation to those needs led services which support the most vulnerable children in our communities.

Community Safety:

7. Not applicable.

Sustainability:

8. Not applicable.

Procurement:

9. Not applicable.

RECOMMENDATION:

The Committee is asked to note the current projected full year outturn position is in line with the revised budget for 2013/14.:-

Introduction and Key Highlights (Appendices A1)

10. Children's Services annual capital expenditure budget is £27.395M (including slippage from 2012/13) The income budget is £26.691M which leaves a net expenditure capital budget of £704k.
11. The full year reported outturn position for 2013/14 is currently inline with the budget allocation. There is no expenditure deadline to the spending of the grant receipts.
12. All but two projects, Schools Access and Temporary Accommodation, are funded wholly by grant receipts that have no expenditure deadline.
13. The actual to date gross expenditure is line with the profiled budget.

Summary Table: Directorate Overall position (Appendices A1)

	Gross Expenditure Budget	Profiled Gross Expenditure Budget YTD	Gross Spend to Date	Gross Expenditure Variance to date
	£000	£000	£000	£000
Children Services	27,195	2,626	2,627	1
Partnerships	200	0	0	0
Total	27,395	2,626	2,627	1

14. New School Places /Basic Need

This grant funding is to enable management of pressures related to population growth and capacity within our schools. The outline programme to commission new school places over the next five years will drive the expenditure of basic need grant and will also align S106 contributions that are being collected for major projects.

15. In March 2013 the DfE announced the Basic Need allocations for 13/14 and 14/15 which has allocated £18.281m over the two years. An update to the New School Places Programme was reported to Executive in March 2013

16. The budget for 2013/14 has therefore been reviewed to take account of the actual grant funding received for 2013/14, which was not known at the time the programme was originally approved by Executive. The forecast spend for 2013/14 is £15.77M with £21.77M planned expenditure in 2014/15.
17. The New School Places Programme has recently been refreshed and was reported to the Council's Executive in February and March 2013.
18. **Schools Capital Maintenance**

This rolling programme is externally funded by DfE grant but does require schools to contribute to the cost of works, as set out in a formula contained within the Scheme for Financing Schools. These contributions are invoiced once planned works are complete.
19. The 13/14 programme is now being commissioned but with a much reduced DfE grant of £2.562M as a result of Academy capital held centrally by the EFA
20. **All Saints Academy**

The Academy buildings were completed in September and were occupied at the commencement of the Autumn Term.
21. The client-side team continue to work with the school in monitoring outstanding issues and will administer (on the Council's behalf) the final deployment of the two 'retention payments' in September 2013 and at Easter 2014.
22. **School Devolved Formula Capital**

The allocation to Schools is for use on capital condition / improvement works on their buildings in line with the priorities in their School Improvement Plan and in context with the Schools Asset Management Plan. The schools have three years to spend the grant.
23. **Temporary Accommodation**

Central Bedfordshire Council provides capital funding for schools requiring temporary units where pupil numbers exceed the maximum capacity of a school. A rolling budget of £450k has been used to set a programme each year, based on forecasts from the School Organisation Plan 2012-2017.
24. The budget allocation for 2013/14 has been reduced to £400k.
25. **University Technical College**

This scheme was added to the Capital Programme in March, 2012 and involves converting existing premises at the Kingsland Campus, Houghton Regis, vacated by Central Bedfordshire College, together with the addition of a small new adjoining block. The project, which was undertaken in three phases, is now complete.
26. By agreement with the UTC governors the Council has temporarily retained the new build block, which currently houses the PRU in order to free up the PRU accommodation for the scheme referred to at paragraph 34 (below) to be implemented for an opening September 2013.

27. The project is funded by external capital grant from the Education Funding Agency together with some £400k of 'section 106' funding for additional local secondary school provision. An element of this budget has been centrally retained by the Council and is being used to cover project support costs and the capital costs of relocating some existing users of the Kingsland Campus within the site.
28. The total spend for this project is £6.8M with £6.6M spent in 2012/13. The value and funding of this project was not known at the time the capital programme was originally approved by Executive. The project has been completed within budget.
29. **School Access Initiative**

Central Bedfordshire Council provides capital funding to improve access to mainstream schools for pupils with disabilities. All Central Bedfordshire Schools, with the exception of voluntary aided schools and academies, can apply for funding on a bid basis. A multi-agency Panel of officers from the SEN and Inclusion Service, the School Organisation, Admissions and Capital Planning Team and disability specialists from the Central Bedfordshire Special Schools consider bids in March and September and award funding on a priority basis, as identified in Central Bedfordshire Council's Accessibility Strategy.
30. The budget allocation for 2013/14 is £300k.
31. The March Panel awarded funding for equipment (including hearing and sight aids) and access works projects. The Panel will meet for the final time this financial year in September and unallocated funding will then be declared as an underspend.
32. **Alternative Secondary Provision (Free School)- the Academy of Central Bedfordshire (ACB)**

This project is intended to provide remodelled provision and new build on each of the school's sites at the Kingsland Campus and the former Roecroft Lower In Stotfold.
33. Works to the Kingsland buildings were originally funded from S106 contributions and direct revenue transfer from SEN budgets to address urgent health and safety issues, following disaggregation of the pupil referral unit from Bedford Borough Council and the more intensive use of the existing building.
34. The Kingsland buildings used by the PRU are now part of the Alternative Provision Free School Bid which is progressing for opening in September 2013 with a DfE confirmed budget of £2.9M of capital grant which will come through the Council's capital programme. A business case setting out works required to deliver the Free School's curriculum, has been approved by the Council's Executive, as has the project's procurement. Contractors and architects have been appointed and initial design work is now well advanced with a Planning application also submitted.
35. Work commenced on the Kingsland site in early May is running to the agreed programme and are forecast to complete in late August. In order to provide a single set of premises for the ACB at Kingsland minor adjustments have been made to the UTC premises and the area dedicated to the Adult Education Service.

36. At the former Roecroft site, Stotfold the project design has been completed and planning permission has been secured. The build-programme has been agreed with the contractors and a start on site in July 2013 has been prepared for. If achieved this will lead to completion around February 2014.
37. ACB's proposers have been briefed about the build-programme implications and are concentrating efforts on becoming operational at Kingsland this coming September.
38. **Short Breaks for disabled children – Development of the South Hub, Dunstable.**
Executive agreed on 10 January 2012 that services for disabled children, young people and their families should be delivered through a 'hub & spoke' model of service delivery. Executive agreed there should be 2 hubs, one in the north, Biggleswade and one in the south, Dunstable.
39. A hub and associated services is being delivered in the north of authority from the Ivel Valley Primary School site in Biggleswade, which become fully operational in January 2013
40. The existing residential properties at 39 Oakwood Avenue and the vacant section of Downside Neighbourhood Centre are being refurbished to provide local services in the south to disabled children and their families. This will enable the delivery of targeted services to disabled children and their families who are some of our most vulnerable and most at need.
41. The location of the property on Oakwood Avenue has the added advantage of its proximity to the Downside Children's Centre. It is also in close proximity of the Area Special School whose pupils will be utilising the facility. The space at the site provides the added benefit in that it will allow GP's and other clinicians to attend and utilise the facilities to support the special needs and care of the child and their family.
42. In all securing Oakwood Avenue for use by Children's services will:
- Enable Central Bedfordshire Council (CBC) to deliver the core 'hub' and associated services to disabled children, young people and their families living in south of the authority.
 - Transform and improve services to some of the most disadvantaged and marginalised young people and their families in society.
 - Provide services where there is the most need
 - Surrender the lease of 'Poppies' in Aspley Guise currently rented from Aragon Housing (3 months notice is required).
 - Relocation of services currently provided at 'Poppies' will ensure an increased efficiency of service delivery.
 - Develop integrated working and practice and prepare for the Government's 'personalisation' agenda.
 - Link and contribute to the requirements of the forthcoming Children and Families Bill and Achievement for All agendas.
 - Retain and improve a CBC asset.
 - Achieve milestones agreed by Executive January 2012.

The planned completion date for the refurbishment is 31st August 2013.

43. This funding allocation of £197k will be spent by August 2013.
44. **Local Public Service Agreement (LPSA) & Local Area Agreement (LAA)**
This funding belongs to the Central Bedfordshire Together partnership (CBT) and the Council holds this for administrative purposes. How it is spent rests with the CBT.
45. A proposal was approved by the Board of CBT on 27 June for £55,000 to be allocated for the purchase of Automatic Number Plate Recognition (ANPR) cameras. This will be match funded by Bedfordshire Police to install 11 ANPR cameras in the Biggleswade area.
46. The Board had previously allocated £200,000 to contribute towards the roll out of superfast broadband across Central Bedfordshire. It is anticipated that this funding will be drawn down by the project during 2013/14.
47. **Early Years places for 2 year olds from lower income households**
On 27 November 2012, the Department for Education announced revenue and capital funding allocations to local authorities to secure early education places for two-year-olds from lower income households. Central Bedfordshire is to receive a capital allocation of £349k to support implementation of early education for two year olds by increasing capacity where these new places are required.
48. Central Bedfordshire also received £506k transitional funding which school forum has approved for additional capital allocation so the working budget for the programme is potentially £854k.
49. The Childcare Development Team will identify areas where additional places are required and work with new and existing providers to develop capacity. Funding allocations will be approved through the Childcare Panel process to ensure these new places are available from September 2014.

Appendices: Appendix A1 Directorate Overall position

Appendix

Central Bedfordshire Capital Programme 2013-14
Monitoring Month 3

Scheme Title	Project Manager Contact	WBS Code	Approved 13/14 Budget			Draft Slippage from 2012/13			Total 2013/14 Budget			Full Year Forecast as at Month 3			Variance			Jun-13								
			Gross Expenditure £'000	External Funding £'000	Net Expenditure £'000	Gross Expenditure £'000	External Funding £'000	Net Expenditure £'000	Gross Expenditure £'000	External Funding £'000	Net Expenditure £'000	Gross Expenditure £'000	External Funding £'000	Net Expenditure £'000	Gross Expenditure £'000	External Funding £'000	Net Expenditure £'000	Profiled Budget YTD			Actual YTD			Variance		
																		Gross Expenditure £'000	External Funding £'000	Net Expenditure £'000	Gross Expenditure £'000	External Funding £'000	Net Expenditure £'000	Gross Expenditure £'000	External Funding £'000	Net Expenditure £'000
New School Places	Keith Armstead	1/LO/0000105 1/LO/0000375 1/LO/0000412	18,677	-18,677	0	-2,901	2,901	0	15,776	-15,776	0	15,776	-15,776	0	0	0	0	1,656	-1,656	0	1,656	-1,658	-2	0	-2	-2
Schools Capital Maintenance	Rob Parsons	1/LO/0000102 1/LO/0000002 1/LO/0000402	2,000	-2,000	0	2,515	-2,515	0	4,515	-4,515	0	4,515	-4,515	0	0	0	0	375	-375	0	375	-375	0	0	0	0
Alternative Secondary Provision (Free School)	Rob Parsons	1/LO/0000106 1/LO/0000012	3,000	-3,000	0	477	-477	0	3,477	-3,477	0	3,477	-3,477	0	0	0	0	243	-243	0	243	-243	0	0	0	0
LPSA & LAA Grant payout	Peter Fraser	1/CP/0000092	898	-898	0	-698	698	0	200	-200	0	200	-200	0	0	0	0	0	0	0	0	0	0	0	0	0
Schools Devolved Formula Capital	Dawn Hill	1/LO/0000371	938	-938	0	442	-442	0	1,380	-1,380	0	1,380	-1,380	0	0	0	0	0	0	0	0	0	0	0	0	0
All Saints Academy	Rob Parsons	1/LO/0000393				557	-557	0	557	-557	0	557	-557	0	0	0	0	333	-333	0	333	-333	0	0	0	0
Temporary Accommodation	Sandy Stocking	1/LO/0000103 1/LO/0000003	400	0	400			0	400	0	400	400	0	400	0	0	11	0	11	12		12	1	0	1	
University Technology College	Rob Parsons	1/LO/0000413	400	-400	0	-261	261	0	139	-139	0	139	-139	0	0	0	1	-1	0	1	-1	0	0	0	0	
Schools Access Initiative	Sandy Stocking	1/LO/0000001	300	0	300	4	0	4	304	0	304	304	0	304	0	0	7	0	7	7		7	0	0	0	
Short Breaks	Rob Parsons	1/LO/0000007	0	0	0	197	-197	0	197	-197	0	197	-197	0	0	0	0	0	0	0	0	0	0	0	0	0
2 year old entitlement	Rob Parsons	1/CS/EYS0001				450	-450	0	450	-450	0	450	-450	0	0	0	0	0	0	0	0	0	0	0	0	0
Children's Services			£0	£0	£0	£0	£0	£0	£27,395	-£26,691	£704	£27,395	-£26,691	£704	£0	£0	£0	£2,626	-£2,608	£18	£2,627	-£2,610	£17	£1	-£2	-£1

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Meeting: Children's Services Overview and Scrutiny Committee
Date: 15 October 2013
Subject: 2013/14 Revenue Budget Monitoring
Report of: Cllr Mark A G Versallion, Executive Member for Children's Services
Summary: The report sets out the projected full year forecast as at 30 June 2013

Advising Officer: Edwina Grant, Deputy Chief Executive / Director of Children's Services
Contact Officer: Dawn Hill, Senior Finance Manager
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

Sound financial management contributes to the Council's value for money and enables the Council to successfully deliver its priorities. The recommendations will contribute indirectly to the priorities set out in the Medium Term Plan.

Financial:

1. The financial implications are set out in the report.

Legal:

2. There are no direct legal implications arising from the report.

Risk Management:

3. Sound financial management and budget monitoring mitigates adverse financial risk.

Staffing (including Trades Unions):

4. Not applicable.

Equalities/Human Rights:

5. Public Authorities must ensure that decisions are made in a way which minimises unfairness and without a disproportionately negative effect on people from different ethnic groups, disabled people, women and men. It is important that Councillors are aware of this duty before they take a decision.
6. Equality Impact Assessments were undertaken prior to the allocation of the 2013/2014 budgets and each Directorate was advised of significant equality implications relating to their budget proposals.

Community Safety:

7. Not applicable.

Sustainability:

8. Not applicable.

Procurement:

9. Not applicable.

RECOMMENDATIONS:

The Committee is asked to:-

- **Note the current projected full year outturn position is £2.163M over budget due to pressures in Fostering and Adoption, Transport and the reduction in DSG contributions for central overheads. The pressure for the Directorate had it not been managed in year by the use of reserves set aside from the 2012/13 financial year is £4.065M.**
- **Consider this report.**

Introduction and Key Highlights (Appendices A2)

10. The full year projected outturn position for 2013/14 as at June 2013 is over budget by £2.163M due to pressures in Fostering and Adoption (£783k), Transport (£497k) and DSG contributions to central overheads (£848k).
11. There have been 23 new placements in Fostering, 4 Special Guardianship orders and 2 In-house fostering placements, since the beginning of the financial year. This is in line with the increase in Looked After Children.
12. The forecasted average cost in 2013/14 for the 13 admissions in Independent Fostering Agencies is £33k, only one of these admissions has not been forecast to end of the financial year and most are part of sibling groups. Three of these admissions are children or babies with disabilities who have higher than average annual costs.
13. The existing pressure is based on the number of current placements, although it is recognised that this may reduce/increase should families move out or into the area. However the number of children being adopted in Central Bedfordshire is below statistical neighbours and national averages.
14. Central Bedfordshire Council has been allocated £555k of Adoption Reform Grant for 2013-14, and received the first quarter payment of £139k. The purpose of the grant is to provide support to Local Authorities with the implementation of the reforms. The main proposals for the use of the grant are as follows:-
 - Pilot a 'fostering for adoption' project.
 - Increase legal capacity
 - Increase Social Work capacity by 2fte to assess adopters
 - Support for Children's life story work
15. The overspend in Transport is a combination of mainstream transport (£297k) and SEN transport (£200k). This is due to an increase in demand in targeted transport, including travellers and managed moves. The Chiltern School in particular has seen an increase in pupil numbers, which may increase further during the new academic year.

16. The Dedicated Schools Grant (DSG) has in previous years contributed to corporate overheads £1.567M, however, due to the reduction in central School support services, it is not possible to apply DSG at the same level. The guidance on use of DSG is also now more robust and clear as to its use, in particular to overheads. The process of allocating overheads for the 2013/14 budget has now taken place and has reduced the allowable DSG contribution to £719k, resulting in a £848k pressure for the authority.
17. The budget to date is £9.657M compared to actual spend to date of £10.014M, over budget by £357k. This is a contribution of periodic spend and the trend of spend associated with Education budgets.
18. Not currently forecast are a number of possible risks that could see the budget variance rise over the forthcoming months:-
 - £400k Threshold Review, £900k was identified as required and requested at the year end as an Earmarked reserves. However, only £500k was approved, leaving a potential risk for the remaining £400k. The potential risk has been reviewed for June and still exists, however it may be released later in the year.
 - £298k Education Services Grant, due to Academy conversions, as the Department reduces the grant receipt each quarter based on the number of pupils in the converting Academy. The rate is set at £116.46 per pupil for mainstream schools and £494.96 special schools. The risk has been calculated based on the expected conversion date for the schools transferring during 2013/14.
19. The Early Intervention Grant which funded £9.77M of core services in 12/13 has now been subsumed into the Revenue Support Grant and is not separately identifiable for 2013/14. The main core services that this funded are as follows:
 - Children with Disabilities Short Breaks
 - Early Years Workforce Development
 - Learning & School Support including Education Psychology, Access & Inclusion and Music Service
 - Commissioning for Youth Service
 - Early Intervention & Prevention

However, the Children's Services budget did not increase by the full 9.77M in 13/14 due to the national reduction, and for Central Bedfordshire this was reduced by £1.193M. This has been managed in year by a Earmarked reserve but will be a pressure for the MTFP.

20. Summary Table A: Directorate Overall position

	Approved Budget	Provisional Outturn	Variance after Use of Reserves
	£'000	£'000	£'000
Director CS	111	287	(4)
AD - CSO	29,002	31,419	793
AD – L & SC	5,575	5,591	17
Transport	7,005	7,501	497
Partnerships	610	707	0
Sub Total	42,303	45,505	1,303
DSG Contribution to Central Support	(1,567)	(719)	848
ESG contribution to Central Support	(1,558)	(1,546)	12
Total Children Services	39,178	43,240	2,163
Schools Individual Budgets	88,627	88,627	0
Supported by DSG/EFA	(88,627)	(88,627)	0
Total Schools	0	0	0
Total Children's Services	39,178	43,240	2,163

21. Table B – Subjective Analysis (Based on Forecast Outturn)

Expenditure type (Excluding Schools)	Forecast Outturn (Before use of Reserves) £'000
Staffing Costs	23,069
Premises and Transport	624
Supplies and Services	2,636
Third Party Payments	39,041
Other	2,485
Total Expenditure	67,855
Income	5,449
Grants (See Table C)	19,166
Total Income	24,615
Net Expenditure	43,240

22. Table C – Grant Analysis

The majority of Grants listed in the table below are ring fenced and have corresponding direct expenditure.

Grant	£000's	Ring fenced / Non ring fenced
Dedicated Schools Grant (DSG)	14,602	Ring fenced
Education Services Grant	2,969	Non Ring fenced
Social Work / Training	197	Ring fenced
Asylum Seekers Grant	153	Ring fenced
Music Grant	283	Ring fenced
Troubled Families	565	Ring fenced
LSCB	146	Ring fenced
Early Years Workforce Development	160	Ring fenced
Transport	91	Ring fenced
Total Grants*	19,166	

23. The distribution of the Dedicated Schools Grant (DSG) is in accordance with The School Finance and Early Years Finance (England) Regulations 2013 which prescribes in Schedule two the purposes that the LA may hold funding to contribute to central services. The DSG reported in Table C (£14,602M) can be further analysed as below:

	£000's
Special Education Provision (including post 16)	7,364
Academies Statements / Early Years	2,571
Two Year Old / Early Years Contingency	2,236
DSG Contribution to Central Overheads*	719
Pupil Referral Unit	398
School Contingency / School Forum	106
Access to Education	260
Teachers Unions and Professional Associations	64
Other Expenditure (Growth Fund/CLA)	884
Total	14,602

24. The Central Overheads* that are apportioned to Children's Services at year end are supported by £719k of Dedicated Schools Grant.

Director of Children's Services

25. The full year forecast is under budget by £4k. The pressure for the MTFP is £180k, as unspent reserves from 2012/13 were set aside to reduce the pressure for Children Services in 13/14.

Children's Services Operations

26. AD Children's Services Operations

The Fully year forecast for AD Children's Services is expected to be on budget.

27. Children in Care and Care Leavers

Full year forecast is on budget due to the use of reserves set aside at the end of 2012/13 financial year. The pressure had it not been managed by the use of reserves would be £1,072k over budget. This is mainly due to the revised staffing structure as a result of the increase in Looked After Children and the use of Agency workers whilst the recruitment campaign is carried out for qualified Social Workers.

28. There has also been an increased spend due to 3 new residential placements and one extension to March 2014 from June 2013, however, the full cost has been partially offset by two placement changes.

29. The pressures are expected to increase with the significant number of child protection plans currently in place and the implementation of recent OFSTED recommendations.

30. Intake & Family Support

Full year forecast is on budget due to the use of reserves set aside at the end of 2012/13 financial year. The pressure had it not been managed by the use of reserves would be £173k over budget. This is due to the revised staffing structure as a result of the increase in Looked After Children and the use of Agency workers whilst the recruitment campaign is carried out for qualified Social Workers.

31. Children with Disabilities Service

Full year forecast is currently on budget. The pressure had it not been managed by the use of reserves would be £27k over budget due to additional expenditure resulting from the delayed transition to the Hubs, including the use of Agency workers to cover vacant posts, increased mileage costs due to appendix E payments and redundancy costs funded from Corporate Reserves.

32. The variance of spend to date of £120k underspend is due to unfilled posts at present not covered by agency staff. These potential savings have not yet been included in the forecast until the budgets have been realigned and the efficiencies have been met.

33. Short breaks in previous financial years was fully funded by EIG funding, for 2013/14, core budget of £861k is forecast to be fully spent.

34. Quality Assurance CRS

Full year forecast is over budget by £14k due to the use of agency staff costs covering vacancies, sickness and maternity cover. The pressure had it not been managed by the use of resources is £66k due to the appointment of a Review Manager funded by reserves held for the threshold review.

35. Fostering and Adoption

There have been 23 new placements in Fostering, 4 Special Guardianship orders and 2 In-house fostering placements, since the beginning of the financial year. This is in line with the increase in Looked After Children. The existing pressure is based on the number of current placements, although it is recognised that this may reduce/increase should families move out or into the area,

36. LSCB

The full year forecast is currently on budget. There is a reserve of £50k to cover any pressure from the disaggregation of the LSCB.

37. Early Intervention and Prevention

Full year forecast is on budget, due to the use of earmarked reserves to compensate for the removal of the previous Early Intervention Grant (£1,193k full year) which has now been subsumed in the Council's Revenue Support Grant.

Learning Commissioning and Partnerships

38. AD Learning Commissioning and Partnerships

The full year forecast is currently on budget.

39. Children's Services Commissioning

The full year forecast is currently on budget

40. Youth Service

The full year forecast is currently on budget however the vacancy factor savings of £30k continues to be a pressure as there are no vacancies in this area.

41. School Support (including Music)

The full year forecast is currently £17k overspent, £6k in Assessment and Monitoring and £11k on the PRU which may be offset by the Pupil Premium Grant.

42. Other Schools Budgets

The full year forecast is currently on budget. There is no foreseen pressure to arise from this area as these budgets are all funded by the DSG in agreement with School Forum.

43. Partnerships and Workforce Development

The full year forecast is currently on budget

44. School Organisation & Capital Planning

The full year forecast is currently on budget. Included in this area is the School Admissions Service which may see additional income being received for the appeals service.

Transport

45. Mainstream and Special Educational Need Transport

The overspend in Transport is a combination of mainstream transport (£297k) and SEN transport (£200k). This is due to an increase in demand in targeted transport, including travellers and managed moves. The Chiltern School in particular has seen an increase in pupil numbers, which may increase further during the new academic year.

Information on re-routing and re-tendering is expected to be received in July which may impact the current pressure.

46. CWD and LAC Transport

The full year forecast for CWD and LAC Transport is currently on budget

Partnerships

47. The full year forecast is currently on budget due to the use of reserves held to fund the Community Engagement Post (£56k) and use of corporate reserves (£40K) to fund additional costs incurred by Citizen's Advice Bureaus as a result of Welfare Reforms.

Dedicated Schools Grant

48. The Dedicated Schools Grant (DSG) has in previous years contributed to corporate overheads £1.567M, however, due to the reduction in central School support services, it is not possible to apply DSG at the same level. The guidance on use of DSG is also now more robust and clear as to its use, in particular to overheads. The process of allocating overheads for the 2013/14 budget has now taken place and has reduced the allowable DSG contribution to £719k, resulting in a £848k pressure for the authority.

Education Services Grant

49. The full year forecast is £12k overspend for the first quarter, however there is a risk of £298k, due to Academy conversions during the year. The Department will reduce the grant receipt each quarter based on the number of pupils in the converting Academy. The rate is set at £116.46 per pupil for mainstream schools and £494.96 special schools. The risk has been calculated based on the expected conversion date for the schools transferring during 2013/14.

Schools

50. The Revenue carry forward for maintained schools to 2013/14 is £12.413M, a rise of £3.968M from the previous financial year. The rise in revenue balances is believed to be due to the 'in year' increases to Individual Schools Budgets (ISB) paid from unspent centrally held DSG (£1.779M) and preparation for the further changes and impacts of the School Funding Reforms.
51. The Capital reserves fell by £763k to £1.1M.
52. As at June 2013, 4 schools converted to Academy Status during 2013/14, with a further 14 expected to convert before the end of the year. There is a total of 42 Academy schools currently.
53. The Department for Education published on the 4th June 2013 its arrangements and changes to School funding reform for 2014/15 in order to move closer to a national funding formula.

Virements

54. There have been 2 cross directorate budget virements during the first quarter.
- £400k Cross Cutting Efficiency in Children's Services Transport from Corporate Services
 - £279k Additional Pension payments from Corporate Services. The rise in superannuation costs were initially included in the Corporate Services budget, these have now been vired out to individual services within directorates.

Efficiencies (Appendix B)

55. The Children's Services efficiency target for 2013/14 is £2.077M (including Cross Cutting efficiencies of £0.400M for Transport. Since the commencement of the 2013/14 financial year progress has been made in all Children Services efficiencies.
56. Work will continue during the year to ensure the efficiencies are achieved, if not compensatory savings will need to be found. This will be highlighted and reported through the Efficiency Implementation Group.

Reserves position (Appendix C)

57. There is a total proposed use of reserves of £1.901M.
- £180k in Director of Children's Services
 - £1.072M in Children in Care and Care Leavers
 - £173k in Intake and Family Support
 - £27k in Children with Disabilities
 - £52k in Quality Assurance
 - £300k in Early Intervention and Prevention
 - £57k in Partnerships
 - £40k in Partnerships (use of Corporate Reserves)

Debt Management (Appendix E1 and E2)

58. Total debt for Children's Services is £858k of which £121k is debt over 61 days. The debt over £10K (Appendix E1) totals £740k, of which £338k relates to Bedford Borough.
- An additional report is now provided as Appendix E2 detailing the top ten invoices for the directorate.

Appendices:

Appendix A2 Directorate Position analysed by AD

Appendix B Efficiencies

Appendix C Earmarked Reserves

Appendix E1 Debt over £10K

Appendix E2 Top Ten Invoices

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Appendix A2

Children's Services	Cumulative to Date				Year										Risk	Activity level Medium/High risk budgets (COMMENTARY)
	Budget to Date	Manual Adjustment to Actual	Use of Reserves	Variance	Approved Budget	Forecast Outcome	Forecast Variance	Manual Adjustment to Forecast	Proposed use of Earmarked reserves	Proposed transfer to Earmarked reserves	Forecast Variance after use of earmarked reserves and Adjustments	Forecast % of Budget	RAG			
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000					
Director of Children's Services	28	22	0	(5)	111	107	(4)	180	(180)		(4)	-3%	green	L		
AD Children's Services Operations	275	322		47	1,100	1,087	(13)	13	0		(0)	0%	green	L		
Children in Care and Care Leavers	1,653	1,968	(288)	46	6,613	7,688	1,072	(1,072)			0	0%	green	H		
Intake & Family Support	1,304	1,144	(168)	(43)	5,218	5,391	173	(173)			0	0%	green	H		
Children with Disabilities Service	1,059	946	(7)	(120)	4,129	4,157	27	(27)			0	0%	green	L		
Quality Assurance CRS	280	272		13	1,045	1,111	66	(52)			14	1%	amber	L		
Fostering & Adoption Service	1,651	1,897		246	6,602	7,485	883	(100)			783	12%	red	L		
Local Safeguarding Children's Board	(107)	(105)		2	65	63	(2)	(2)			(2)	-4%	green	L		
Early Intervention and Prevention	622	899	(300)	(23)	4,229	4,527	298	(300)			(2)	0%	green	L		
Total Children's Services Operations	6,718	7,944	168	196	29,002	31,506	2,504	(87)	(1,624)	0	793	3%	amber	H		
AD Learning, Commissioning & Partnerships	137	105		(32)	548	540	(8)	8	0		(0)	0%	green	L		
Children's Services Commissioning	113	98		(15)	453	453	0	0			0	0%	green	L		
Youth Service	315	288		(27)	1,910	1,910	0	0			0	0%	green	L		
School Support (incl Music)	872	854		(18)	1,112	1,129	17	(17)			17	2%	amber	H		
Other School Budgets	0	0		(0)	0	0	0	0			0	0%	green	L		
Partnerships and Workforce Development	147	143		(4)	1,315	1,339	24	(24)			0	0%	green	L		
School Organisation & Capital Planning	59	8	41	(10)	236	195	(41)	41			(0)	0%	green	L		
Total Learning, Commissioning & Partnerships	1,644	1,497	41	(106)	5,575	5,566	(8)	25	0	0	17	0%	amber	L		
JSCS - Transport SEN	846	910		64	3,249	3,542	593	(393)			200	6%	amber	H		
JSCS - Transport OVD	22	17		(5)	84	84	0	0			0	0%	green	H		
JSCS - Transport Looked After Children	78	44		(34)	300	300	0	0			0	0%	green	H		
JSCS - Mainstream Transport	871	934		63	3,372	3,760	388	(91)			297	9%	amber	H		
Joint School Commissioning Service (Transport)	1,817	1,905	0	88	7,005	7,985	981	(484)			487	7%	amber	H		
Partnerships	232	249		5	610	707	97	(97)			0	0%	green	L		
Director Children's Services (excl Schools & Overheads)	10,438	11,017	229	178	42,302	45,872	3,570	(366)	(1,901)	0	1,303	(0)	amber	L		
DSG Contribution to Central Support	(392)	-392	180	180	(1,567)	(719)	848				848	-54%	amber	L		
ESG Contribution to Central Support	(390)	-396	6	(1)	(1,558)	(1,546)	12				12					
Total Children's Services (excluding Schools)	9,657	10,229	415	358	39,176	43,607	4,431	(366)	(1,901)	0	2,164	6%	amber	L		
Individual Schools Budget (ISB)	22,157	22,157		(0)	86,627	86,627	0	0			0	0%	green	L		
Supported by DSG / EFA	(22,157)	(22,157)		0	(86,627)	(86,627)	0	0			0	0%	green	L		
Total Schools	0	(0)	0	(0)	(0)	(0)	0	0	0	0	0	-100%	amber	L		
Total Director of Children's Services	9,657	10,229	415	357	39,176	43,607	4,431	(366)	(1,901)	0	2,164	(1)	amber	H		
Net Forecast Outcome					41,706	41,706					1,507					

Appendix B

Item	Risk (1 = High/ 2 = Medium, 3 = Low)	RAG	Type	Efficiency	EIA Complete	Staff Consultation Complete	Public Consultation Complete	AD/Business Owner	HOS/Lead	Budget	Cost Centre	Actions	Target date for completion	Status	Comments - Public Domain
SAVINGS/REDUCTIONS															
Original Efficiencies															
CS1	3 (Low)	Green		Strategic commissioning of social care placements and interventions	Not Required	Not Required	Not Required	Gerard Jones	Edward Wong	0.100	412910				
CS3	3 (Low)	Green		Special Educational Needs	Not Required	Not Required	Not Required	Pete Dudley	Helen Redding	0.100	423120				
CS4	3 (Low)	Green		Post 16 Transport Policy	06. EIA Appro	03. Completed	03. Completed	Pete Dudley	Ben Pearson	0.211	423710				
CS9	3 (Low)	Green		Reduction to Out of County Placements	Not Required	Not Required	Not Required	Pete Dudley	Helen Redding	0.200	423120/446				
CS10	3 (Low)	Green		Reallocation of school improvement activity	Not Required	03. Completed	03. Completed	Pete Dudley	Helen Redding	0.110	446260				
CS13	3 (Low)	Green		Removal of three consultant posts	Not Required	03. Completed	03. Completed	Pete Dudley	Helen Redding	0.040	433100				
CSE	3 (Low)	Green		Early Intervention and Prevention - Use of EIG to release core funding and	Not Required	Not Required	Not Required	Gerard Jones	Sue Tyler	0.062	433270				
CSE	3 (Low)	Green		Commission of services	Not Required	Not Required	Not Required	Gerard Jones	Sue Tyler	0.062	433270				
CSE	3 (Low)	Green		School Organisation & Capital - Restructure dealing post	Not Required	Not Required	Not Required	Gerard Jones	Sue Tyler	0.062	433270				
CSE	3 (Low)	Green		Contribution to DSG from core funding no longer required	Not Required	03. Completed	03. Completed	Pete Dudley	Rob Parsons	0.046	423900				
CSE	3 (Low)	Green		5% Vacancy factor (excluding DSG funded cost centres)	Not Required	Not Required	Not Required	Pete Dudley	Various	0.550	443200				
CSE	3 (Low)	Green			Not Required	Not Required	Not Required	Pete Dudley	Various	0.258	Various				
TOTAL ORIGINAL (BUDGETED) SAVINGS/REDUCTIONS										1.677					
Compensatory Savings															
					<Select>	<Select>	<Select>								
					<Select>	<Select>	<Select>								
					<Select>	<Select>	<Select>								
					<Select>	<Select>	<Select>								
					<Select>	<Select>	<Select>								
					<Select>	<Select>	<Select>								
TOTAL COMPENSATORY SAVINGS/REDUCTIONS (budget should be zero)										0.000					
TOTAL SAVINGS/REDUCTIONS										1.677					
CROSS CUTTING EFFICIENCIES															
Original Efficiencies															
CS7	2 (Medium)	Amber		Passenger Transport Review - Build on Phase 1, efficiencies to be achieved through implementing transport policies, improved passenger routing, service provision and procurement.	Not Required	Not Required	Not Required	Pete Dudley	Ben Pearson	0.400	423710 - 125K, 423760 - 0.400/275K				
TOTAL ORIGINAL (BUDGETED) CROSS CUTTING EFFICIENCIES										0.400					
Compensatory Savings															
					<Select>	<Select>	<Select>								
					<Select>	<Select>	<Select>								
					<Select>	<Select>	<Select>								
					<Select>	<Select>	<Select>								
					<Select>	<Select>	<Select>								
					<Select>	<Select>	<Select>								
TOTAL COMPENSATORY CROSS CUTTING EFFICIENCIES (budget should be zero)										0.000					
TOTAL CROSS CUTTING EFFICIENCIES										0.400					
TOTAL ALL										2.077					

Appendix C - Earmarked Reserves

Children's Services Reserves	Opening Balance 2013/14	Spend against CS reserves	Spend against Corporate reserves	Release of reserves	Use of Reserves	Proposed Mfr to Reserves	Proposed Closing Balance	Description	Cost Centre / HOS
	£000	£000	£000	£000	£000	£000	£000		
DSG Schools Contingency Reserve	853						853	Includes £7k Sch Org Team from 13/14, £38k AST's from 13/14	
Performance Reward Grant	144	57					87		
LSP Sustainable Neighbourhoods	47						47		
SEN Evaluation & positioning for additional duties when SEN Green paper becomes an Act	75						75	Green Paper late Summer requires new duties that were flagged as risk last year that were not included as pressures	Gerrard Practice Standards
"Working Together" - New National Guidance	50						50	New National Social Care guidance requiring enhanced working between all partners particular Health and Social Care	Sure LSCB
OFSTED Action Plan	180	180					0	unspent reserves from 2012/13 were set aside to reduce the pressure for Children Services in 13/14.	DSC 400140
OFSTED Action Plan	70						70	Carried forward EIG - OFSTED action, information management and compliance posts - fixed term	Sandra Eilon
Fostering and Adoption	300						300	Possible risk should disaggregation with BB go ahead. Analysis is ongoing. This figure is subject to discussion with BB about staffing compliments. Continued rising IFAs	415330 FM
Looked After Children / Safeguarding	1,200	1,200					0	Emergent budget issues, which account for the 22 per cent rise in children coming forward at risk of significant harm.	412200 EW
CWD	143	12					131	Carried forward EIG - OFSTED action, information management and compliance posts - fixed term	423310 KH
School Reserves -	3,062	1,449	0	0	0	0	1,613		
Revenue 3030030	12,829						12,829		
(Other Capital) Capital 3030033	214						214		
(Devolved Formula Capital) Capital 3030033	893						893		
TOTAL CHILDREN'S SERVICES (incl Schools)	13,936	0	0	0	0	0	13,936		
Corporate Reserves	16,998	1,449	0	0	0	0	15,549		
Partnerships								13/14 CABs funding contribution increased by £40k to cover additional costs as a result of Welfare reform. CW advised this overspend of £40k will be met from Corporate reserves	
CWD			40				-40		
Threshold Review (CS)	500		15				-15	Redundancy in CWD	412740 SR
Impact of future funding cuts (CS - EIG)	1,193		97				-97	Review of Thresholds before children become LAC	433390
	1,693		300				-300	Reduction in Early Intervention Grant Funding now absorbed within Councils Revenue Support Grant which contribute to core budget	ST -live contingen cy
TOTAL CHILDRENS AND CORPORATE RESERVES	18,691	1,449	452	0	0	0	15,097		

Appendix E(i)

DATE	Customer Number	NAME OF ACCOUNT	Invoice Number	Profit Centre	Amount
05/06/2013	111123	Other Local Authority	7010143478	423100	£ 147,944.17
27/02/2013	109640	NHS	7010134294	423120	£ 132,820.00
25/06/2013	108003	Other Local Authority	7010144655	423100	£ 74,515.41
14/06/2013	109572	Other Local Authority	7010143755	414120	£ 51,927.77
11/06/2013	109572	Other Local Authority	7010143637	415340	£ 37,380.20
25/06/2013	109572	Other Local Authority	7010144660	415340	£ 36,725.24
14/05/2013	109572	Other Local Authority	7010142713	415340	£ 35,680.99
21/03/2013	109572	Other Local Authority	7010135793	456000	£ 25,563.00
14/06/2013	110104	Police	7010143756	414120	£ 25,146.37
25/03/2013	109572	Other Local Authority	7010135911	411190	£ 20,786.10
25/06/2013	109572	Other Local Authority	7010144658	415100	£ 14,905.86
11/06/2013	109572	Other Local Authority	7010143639	415100	£ 14,307.49
14/05/2013	109572	Other Local Authority	7010142715	415100	£ 13,906.02
14/05/2013	109572	Other Local Authority	7010142716	423530	£ 11,389.36
11/06/2013	109572	Other Local Authority	7010143640	423530	£ 11,389.36
25/06/2013	109572	Other Local Authority	7010144659	423530	£ 11,350.60
15/05/2013	150791	Other Local Authority	7010141513	423760	£ 11,072.66
14/05/2013	109572	Other Local Authority	7010142714	415520	£ 10,819.92
11/06/2013	109572	Other Local Authority	7010143638	415520	£ 10,784.30
13/05/2013	109572	Other Local Authority	7010141358	415520	£ 10,550.76
20/06/2013	147126	School	7010143958	433100	£ 10,456.00
14/05/2013	109572	Other Local Authority	7010141435	423530	£ 10,409.13
25/06/2013	109572	Other Local Authority	7010144657	415520	£ 10,321.24
					£ 740,151.95
Schools					£ 10,456.00
Other LA's					£ 571,729.58
Police					£ 25,146.37
NHS					£ 132,820.00
					£ 740,151.95

Customer	Customer Name	Invoice reference	Baseline Payment Dte	Total Debt
111123	Other Local Authority	7010143478	05/06/2013	147,944.17
108003	Other Local Authority	7010144655	25/06/2013	74,515.41
109572	Other Local Authority	7010143755	14/06/2013	51,927.77
160836	Other	7010140906	07/05/2013	38,144.00
109572	Other Local Authority	7010143637	11/06/2013	37,380.20
109572	Other Local Authority	7010144660	25/06/2013	36,725.24
109572	Other Local Authority	7010142713	30/05/2013	35,680.99
109572	Other Local Authority	7010135793	21/03/2013	25,563.00
110104	Other Local Authority	7010143756	14/06/2013	25,146.37
109572	Other Local Authority	7010135911	25/03/2013	20,786.10

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Meeting: Children's Services Overview and Scrutiny
Date: 15 October 2013
Subject: Quarter 1 2013/14 Performance Report
Report of: Cllr Mark Versallion, Executive Member for Children's Services
Summary: The report highlights the Quarter One performance for the Children's Services Directorate.

Advising Officer: Edwina Grant, Deputy Chief Executive and Director of Children's Services
Contact Officer: Karen Oellermann, Acting Assistant Director Commissioning and Partnerships
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

1. The Quarterly Performance Report ensures that progress on the delivery of the Council's priorities is monitored.

Financial:

2. There are a number of performance indicators within the full corporate suite that have a financial link.
3. It will be important to consider any financial implications in addressing ongoing areas of under performance.

Legal:

4. Not applicable.

Risk Management:

5. Areas of ongoing underperformance are a risk to both service delivery and the reputation of the Council.

Staffing (including Trades Unions):

6. Not applicable.

Equalities/Human Rights:

7. This report highlights performance against a range of indicators which seek to measure how services impact across all communities in Central Bedfordshire, so that specific areas of underperformance can be highlighted for further analysis.

8. As such it does not include detailed performance information relating to the Council's stated intention to tackle inequalities and deliver services so that people whose circumstances make them vulnerable are not disadvantaged. The interrogation of performance data across vulnerable groups is a legal requirement and is an integral part of the Council's equalities and performance culture which seeks to ensure that, through a programme of ongoing impact assessments, underlying patterns and trends for different sections of the community identify areas where further action is required to improve outcomes for vulnerable groups.

Community Safety:

9. There are Children's Services indicators that relate to ensuring children and young people are kept safe.

Sustainability:

10. Not applicable.

Procurement:

11. Not applicable.

RECOMMENDATION:

That the Committee notes and reviews Quarter One performance.

Background

12. The Council's framework for performance management supports the delivery of the Council's priorities.
13. The following provides an overview of the performance position for Quarter 1. This is supported by the detailed performance information provided in Appendix A.

Quarter 1 Performance Summary

14. Overall the proportion of schools being classified as good or outstanding has remained stable over the last three years. In Quarter One published inspection outcomes show that 79% of schools and colleges are either 'Good' or 'Outstanding'.
15. As reported in Quarter Four, Sandy Upper School was inspected on 13 February 2013 and judged to require special measures. The Council's support for the school was recognised by the inspectors and this support has been extended to ensure the school successfully addresses the issues raised. The school is rigorously addressing the identified issues.
16. Performance in relation to children's safeguarding indicators is good. Three of the four safeguarding indicators have met targets.
17. The fourth safeguarding indicator is very close to target. The average time from entering care and moving in with an adoptive family for the 3 years ending on 30 June 2013 was just 6 days above the nationally set target threshold of 533 days. Maintaining current performance will ensure continued improvement which is expected to meet the target by year end.

Appendices:

Appendix A – Performance Indicators

Background Papers: (open to public inspection)

Executive (Quarter 1 Performance Report)

Location of papers: Priory House, Chicksands

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Performance Report Appendix A Quarter One 2013/14
Children's Services Overview and Scrutiny

Ref	Indicator	Performance will be reported:	Performance information being reported this quarter	
			Time period	Performance
Improved educational attainment				
B 1 MTP	Achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths	Annually in Quarter 3	2012/13 Outturn	
B 2 MTP	Percentage of young people who are not in education, employment or training. (NEET)	Annually in Quarter 4	3 month average	
B 3 MTP	Number of education and training opportunities for young people made available in the Autumn	Annually in Quarter 4	Sept – Dec 2012	
B4 MTP	Published Ofsted school and college classifications	Quarterly	Quarter 1 2013/14	G
Promote health and wellbeing and protect the vulnerable				
C8 MTP	The percentage of referrals of children in need that led to initial assessments	Quarterly	Quarter 1 2013/14	G
C9 MTP	Percentage of initial assessments within ten working days of referral	Quarterly	Quarter 1 2013/14	G
C10 MTP	Percentage of child protection cases which should have been reviewed during the year that were reviewed	Quarterly	Quarter 1 2013/14	G
C11 MTP	Average time in days between a child entering care and moving in with its adoptive family, for children who have been adopted	Quarterly	Quarter 1 2013/14	G

Report comparison - Depends on the nature of the indicator		Performance Judgement	
Seasonal	Compared to the same time period in the previous year	Direction of travel (DoT)	RAG score (Standard scoring rules unless the indicator specifies alternative scoring arrangements)
Quarter on quarter	Compared to the previous quarter	↓ Performance is reducing	R RED - target missed / off target - Performance at least 10% below the required level of improvement
Annual	Compared to one fixed point in the previous year	↔ Performance remains unchanged	A AMBER - target missed / off target - Performance less than 10% below the required level of improvement
		↑ Performance is improving	G GREEN - Target achieved or performance on track to achieve target

Improved Educational Attainment

Published Ofsted school and college classifications* (Published inspection outcomes during the quarter as shown by the figure in brackets)																						
Ofsted category	Unit	2010/11		2011/12		2012/13		2013/14		Performance Judgement												
		Outturn	Outturn	Outturn	Outturn	Qu 1	Qu 2	Qu 3	Qu 4 / Outturn													
Total	Number	139 (37)	140 (33)	Schools: 137 (8) College: 1 (0)	Schools: 137 (8) College: 1 (0)	Schools: 137 (9) College: 1 (0)				<div style="text-align: center;"> <p>Published Ofsted Inspections</p> <table border="1"> <caption>Published Ofsted Inspections Data</caption> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Outstanding</td> <td>71</td> </tr> <tr> <td>Good</td> <td>38</td> </tr> <tr> <td>Requires Improvement</td> <td>8</td> </tr> <tr> <td>Inadequate (special measures)</td> <td>1</td> </tr> <tr> <td>Inadequate</td> <td>20</td> </tr> </tbody> </table> </div>	Category	Count	Outstanding	71	Good	38	Requires Improvement	8	Inadequate (special measures)	1	Inadequate	20
Category	Count																					
Outstanding	71																					
Good	38																					
Requires Improvement	8																					
Inadequate (special measures)	1																					
Inadequate	20																					
Outstanding	Number	34 (7)	37 (3)	38 (1)	38 (1)	38 (1)																
Good	Number	71 (19)	67 (16)	73 (3)	71 (5)	71 (5)																
Satisfactory	Number	32 (9)	34 (13)	21 (0)	20 (0)	20 (0)																
Requires Improvement	Number	-	-	5 (3)	8 (3)	8 (3)																
Inadequate	Number	2 (2)	2 (1)	1 (1 - Special Measures)	1 (1 - Special Measures)	1 (1 - Special Measures)																
Comment:	<p>Overall the proportion of schools being classified as good or outstanding has remained stable over the last three years. In Quarter One published inspection outcomes show that 79% of schools and colleges are either 'Good' or 'Outstanding'.</p> <p>As reported in Quarter Four, Sandy Upper School was inspected on 13th February 2013 and judged to require special measures. The Council's support for the school was recognised by the inspectors and this support has been extended to ensure the school successfully addresses the issues raised. The school is rigorously addressing the identified issues.</p>																					

G



Performance Judgement

Quarter on quarter

Report comparison

N/A

Latest comparator group average

Promote health and wellbeing and protect the vulnerable

C8 MTP													Percentage of referrals of children in need that led to initial assessments (Cumulative)							
Unit	Good is	%	2011/12				2012/13				2013/14				Latest comparator group average	77.7% NFER (2011/12)	Report comparison	Quarter on quarter	Performance Judgement	G
			Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4						
			78.5	75	82.1	82.9	79.8	80.3	82.3	75	79.8									
<p>Comment: Performance for this measure remains above the target of 75%. The full year outturn for 2012/13 has increased slightly compared to what was reported in Quarter 4 following detailed data validation prior to submission. For Quarter 1, with 79.8% of referrals leading to initial assessments this tells us that assessments are focussing correctly on the right children who need our services. Following the publication of the Munro Review of Safeguarding and Working Together Statutory Guidance there is a national move towards a single assessment process rather than separate initial and core assessments. This year has been designated a transition year by DfE as the types of assessment change, consequently this indicator will need to be reviewed this year.</p>																				

C9 MTP													Percentage of children's social care initial assessments undertaken within ten working days of referral (Cumulative)							
Unit	Good is	%	2011/12				2012/13				2013/14				Latest comparator group average	71.4 NFER (2011/12)	Report Comparison	Quarter on quarter	Performance Judgement	G
			Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4						
			86.6	85.0	90.7	78.1	81.8	84.7	84.7	85	87.0									
<p>Comment: The percentage of initial assessments completed in 10 working days exceeded the target in Quarter 1. Following the publication of the Munro Review of Safeguarding and Working Together Statutory Guidance there will be a national move towards a single assessment process rather than separate initial and core assessments. This year has been designated a transition year by DfE as the types of assessment change. Coupled with changes in the way in which timeliness is measured, this indicator will need to be reviewed this year.</p>																				

C10 MTP Percentage of child protection cases which should have been reviewed during the year that were reviewed													
Unit	Good is	2011/12 Outturn	2012/13				Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Latest comparator group average
			Target (Outturn)	Qu 1	Qu 2	Qu 3							
%	High	100	100	100	100	100	100	100	100	100	100	97.6 NFER (2011/12)	
<p>Comment: Performance remains on target. Reviews are a key element in delivering Child Protection Plans and effective reviews should ensure the provision of good quality interventions to keep children safe and protected. This target should remain on 100% and graphical representation is not relevant.</p>													
<p>Report comparison: [Upward Arrow]</p> <p>Quarter on quarter: [Upward Arrow]</p> <p>Performance Judgement: G</p>													

C11 MTP Average time in days between a child entering care and moving in with its adoptive family, for children who have been adopted												
Unit	Good is	2011/12 Outturn	2012/13				2013/14				Latest comparator group average	571 NFER (2011/12)
			Qu 1	Qu 2	Qu 3	Qu 4 / Outturn	Qu 1	Qu 2	Qu 3	Qu 4 / Outturn		
Target	New	639	639	639	639	639	639	639	639	533	533	533
Actual		579	576	552	604	600	539					
<p>Comment: Average time from entering care and moving in with an adoptive family for the 3 year period ending 30/06/13 was 6 days above the nationally set target threshold, this was an improvement of 61 days compared to the previous quarter. This demonstrates that children are placed in their permanent home without undue delay which is particularly important in enabling very young children to form positive emotional attachments. Because this is a rolling 3 year average the figure includes activity from previous years.</p> <p>This improvement in the three-year rolling average is being supported by very good performance in recent quarters. As shown at Quarter 1 2013/14 where looking at this quarter in isolation the average had fallen to 395 days. It is important to note that this is different from the main indicator as it calculates the average only for those adoptions that were concluded in Quarter 1 2013/14 rather than the average for all the adoptions concluded in the full three year period ending at the close of Quarter 1 2013/14. Whilst there might be some fluctuation in individual quarterly performance through the year, this improvement means we should be well placed to meet the 3 year average target by the year end.</p> <p>This is a new indicator recently introduced by the Department for Education (DfE) based on a rolling 3 year cohort. Targets are set nationally by the DfE.</p>												
<p>Report comparison: [Upward Arrow]</p> <p>Quarter on quarter: [Upward Arrow]</p> <p>Performance Judgement: G</p>												

Meeting: Children's Services Overview & Scrutiny Committee
Date: 15 October 2013
Subject: Work Programme 2013 – 2014 & Executive Forward Plan
Report of: Richard Carr, Chief Executive
Summary: The report provides Members with details of the currently drafted Committee work programme and the latest Executive Forward Plan.

Contact Officer: Jonathon Partridge, Corporate Policy and Scrutiny Manager
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

The work programme of the Children's Services Overview & Scrutiny Committee will contribute indirectly to all 5 Council priorities. Whilst there are no direct implications arising from this report the implications of proposals will be detailed in full in each report submitted to the Committee.

RECOMMENDATION(S):

- 1. that the sustainable Communities Overview & Scrutiny Committee**
 - (a) considers and approves the work programme attached, subject to any further amendments it may wish to make;**
 - (b) considers the relevant items of the Executive Forward Plan; and**
 - (c) considers whether it wishes to add any further items to the work programme and/or establish any Task Forces to assist it in reviewing specific items.**

Overview and Scrutiny Work Programme

1. Appended is the currently drafted work programme for the Committee.
2. The Committee is now requested to consider the work programme attached and amend or add to it as necessary.

Overview and Scrutiny Task Forces

3. In addition to consideration of the work programme, Members may also wish to consider how each item will be reviewed i.e. by the Committee itself (over one or a number of Committee meetings) or by establishing a Member Task Force to review an item in greater depth and report back its findings.

Executive Forward Plan

4. Listed below are those items relating specifically to this Committee's terms of reference contained in the latest version of the Executive's Forward Plan to ensure Members are fully aware of the key issues Executive Members will be taking decisions upon in the coming months. The full Executive Forward plan can be viewed on the Council's website at the link at the end of this report.

Ref	Issue	Indicative Exec Meeting date
1.	Admissions Arrangements and Co-ordinated Scheme 2015/16	05 November 2013
2.	Proposals for Commissioning of New School Places for Implementation in September 2015 and Proposals for Commissioning of New School Places for Implementation in September 2016	10 December 2013
3.	Determination of the Statutory Proposal of the Governing Body of Pulford CoE VA Lower School, Leighton Buzzard	10 December 2013
4.	Draft Capital Programme - 2014/15 to 2017/18	10 December 2013
5.	Draft Revenue Budget and Fees and Charges 2014/15	10 December 2013
6.	Revenue, Capital and Housing Revenue Account (HRA) Quarter 2 Budget Monitor Reports	10 December 2013
7.	Quarter 2 Performance Report	10 December 2013
8.	Consultation on School Funding 2013	14 January 2014
9.	Capital Programme - 2014/15 to 2017/18	04 February 2014
10.	Revenue Budget and Medium Term Financial Plan 2014/15 - 2017/18	04 February 2014
11.	Admission Arrangements and Co-ordinated Scheme 2014/15	18 March 2014
12.	Revenue, Capital and Housing Revenue Account (HRA) Quarter 3 Budget Monitoring Reports	18 March 2014
13.	Quarter 3 Performance Report	18 March 2014

Conclusion

5. Members are requested to consider and agree the attached work programme, subject to any further amendments/additions they may wish to make and highlight those items within it where they may wish to establish a Task Force to assist the Committee in its work. This will allow officers to plan accordingly but will not preclude further items being added during the course of the year if Members so wish and capacity exists.

Appendix – Sustainable Communities Overview and Scrutiny Work Programme

Background reports:

Executive Forward Plan (can be viewed at any time on the Council's website) at the following link:-

<http://www.centralbedfordshire.gov.uk/modgov/mgListPlans.aspx?RPId=577&RD=0>

Appendix A

Work Programme for Children's Services Overview & Scrutiny Committee 2013 - 2014

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
1.	13 December 2013	Executive Member Update	To receive a brief verbal update from the Executive Member for Children's Services.	Suggestion that 13.12.13 meeting may not go ahead
2.	13 December 2013	Home to School Transport Policy	To consider the outcomes of public consultation and comment prior to Executive.	
3.	13 December 2013	2013 Test and Exam Results	To receive the 2013 test and examination results for Central Bedfordshire	
4.	13 December 2013	Disability Review Programme / Support and Aspiration	To receive a presentation regards the close down of the actions of the Disability Review Programme/ Support and Aspiration	
5.	13 December 2013	Quarter 2 Performance Monitoring	To consider performance monitoring information for the second quarter of 2013/14	
6.	13 December 2013	Quarter 2 Budget Monitoring	To consider the directorate's capital & revenue budget monitoring information for the second quarter of 2013/14	
7.	13 December 2013	Consultation for Admissions Arrangement 2015/16		
8.	13 December 2013	Draft Capital Programme – 2014/15 to 2017/18	To consider the draft budget for the Directorate.	
9.	13 December 2013	Draft Revenue Budget and Fees and Charges 2014/15	To consider the draft budget and fees and charges for the Directorate.	

Ref	Indicative OSC Meeting Date	Report Title	Issue to be considered	Comment
10.	21 January 2014	Executive Member Update	To receive a brief verbal update from the Executive Member for Children's Services.	
11.	25 February 2014	Executive Member Update	To receive a brief verbal update from the Executive Member for Children's Services.	
12.	25 February 2014	Impact on children of Domestic Abuse		This will be a single issue only OSC
13.	01 April 2014	Executive Member Update	To receive a brief verbal update from the Executive Member for Children's Services.	
14.	01 April 2014	Quarter 3 Performance Monitoring	To consider performance monitoring information for the third quarter of 2013/14	
15.	01 April 2014	Quarter 3 Budget Monitoring	To consider the directorate's capital & revenue budget monitoring information for the third quarter of 2013/14	
16.	06 May 2014	Executive Member Update	To receive a brief verbal update from the Executive Member for Children's Services.	
17.	17 June 2014	Executive Member Update	To receive a brief verbal update from the Executive Member for Children's Services.	