

Public Document Pack

**MEETING**

**SAFEGUARDING OVERVIEW AND SCRUTINY COMMITTEE**

**DATE AND TIME**

**MONDAY 16TH APRIL, 2012**

**AT 7.00 PM**

**VENUE**

**HENDON TOWN HALL, THE BURROUGHS, NW4 4BG**

**TO: MEMBERS OF SAFEGUARDING OVERVIEW AND SCRUTINY COMMITTEE  
(Quorum 3)**

Chairman: Councillor Bridget Perry (Chairman),  
Vice Chairman: Councillor Kate Salinger (Vice-Chairman)

**Councillors**

Alison Cornelius	Brian Salinger	Reuben Thompstone
Brian Gordon	Agnes Slocombe	Zakia Zubari
Anne Hutton	Ansuya Sodha	<i>Vacancy</i>

**Substitute Members**

Julie Johnson	Sury Khatri	Anthony Finn
---------------	-------------	--------------

**You are requested to attend the above meeting for which an agenda is attached.**

**Aysen Giritli – Head of Governance**

Governance Services contact: Melissa James 0208 359 7034

Media Relations contact: Sue Cocker 020 8359 7039

**CORPORATE GOVERNANCE DIRECTORATE**

## ORDER OF BUSINESS

Item No	Title of Report	Pages
1.	MINUTES	
2.	ABSENCE OF MEMBERS	
3.	DECLARATION OF MEMBERS' INTERESTS  a) Personal and Prejudicial Interests b) Whipping Arrangements (in accordance with Overview and Scrutiny Procedure Rule 17)	
4.	PUBLIC QUESTION TIME (IF ANY)	
5.	MEMBERS' ITEM (IF ANY)	
6.	YOUR LOCAL ACCOUNT OF ADULT SOCIAL CARE SERVICES	1 - 22
7.	TRANSFORMING COMMUNITY AND ADOLESCENT MENTAL HEALTH SERVICES	23 - 34
8.	PLAN TO ADDRESS RECOMMENDATIONS FROM THE OFSTED INSPECTION OF SAFEGUARDING AND LOOKED AFTER CHILDREN	35 - 46
9.	CABINET FORWARD PLAN	47 - 56
10.	SAFEGUARDING OVERVIEW AND SCRUTINY COMMITTEE FORWARD WORK PROGRAMME	57 - 68
11.	ANY OTHER ITEMS THE CHAIRMAN DECIDES ARE URGENT	
12.	MOTION TO EXCLUDE THE PRESS AND PUBLIC :-  That under Section 100A (4) of the Local Government Act 1972 the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A of the Act (as amended) shown in respect of each item:	
13.	MEMBERS' VISITS TO BARNET CHILDREN'S HOMES AND YOUNG PEOPLE'S HOSTELS	69 - 90

14.	STATUTORY OFFICER VISITS	91 - 124
-----	--------------------------	----------

### **FACILITIES FOR PEOPLE WITH DISABILITIES**

Hendon Town Hall has access for wheelchair users including lifts and toilets. If you wish to let us know in advance that you will be attending the meeting, please telephone Melissa James 0208 359 7034. People with hearing difficulties who have a text phone, may telephone our minicom number on 020 8203 8942. All of our Committee Rooms also have induction loops.

### **FIRE/EMERGENCY EVACUATION PROCEDURE**

If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by Committee staff or by uniformed custodians. It is vital you follow their instructions.

You should proceed calmly; do not run and do not use the lifts.

Do not stop to collect personal belongings

Once you are outside, please do not wait immediately next to the building, but move some distance away and await further instructions.

Do not re-enter the building until told to do so.

This page is intentionally left blank

Meeting	Safeguarding Overview and Scrutiny Committee
Date	18 April 2012
Subject	<b>Your Local Account of Adult Social Care Services</b>
Report of Summary	Cabinet Member for Adult Services <p>Adult Social Care Departments are required to publish an annual citizen statement giving information on local provision to enable residents to hold the council to account on how well it is performing. The background relates to the discontinued role of the Regulator, the Care Quality Commission (CQC) in assessing adult social care performance and the adoption of a lighter-touch approach, including sector and peer-led assessment. Introduced for 2012, there is no prescriptive format for the statement, apart from general guidance on content. The first edition of "Your Local Account of Adult Social Care Services" was published in February 2012. The report explains the approach adopted and highlights potential areas for future scrutiny.</p>
Officer Contributors	Mathew Kendall, Assistant Director Transformation & Resources and Rodney D'Costa, Head of Performance – Adult Social Care & Health Directorate
Status (public or exempt)	Public
Wards Affected	All
Key Decision	No
Reason for urgency / exemption from call-in	Not Applicable
Function of	Overview and Scrutiny Committee
Enclosures	Your Local Account of Adult Social Services
Contact for Further Information:	Rodney D'Costa, Head of Performance (Adults) Telephone: 020 8359 4304 <a href="mailto:rodney.d'costa@barnet.gov.uk">rodney.d'costa@barnet.gov.uk</a>

## 1. RECOMMENDATIONS

- 1.1 That the Safeguarding Overview and Scrutiny Committee make comments and recommendations to the relevant Cabinet Member or officers (as appropriate) on the Local Account of Adult Social Care Services.

## 2. RELEVANT PREVIOUS DECISIONS

- 2.1 None.

## 3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 The publication *Your Local Account* provides information on Adult Social Care and Health (ASCH) which is closely linked to the Council's core objectives, set out in the Council's corporate plan 2011-13 as subsequently amended. For example, **Better services with less money** (safeguard vulnerable adults and integrate health and social care services to promote better outcomes); **Sharing opportunities, sharing responsibilities** (improve health and wellbeing); **A successful London suburb** (ensure a positive experience of care and support for carers). The publication aims to provide information about these characteristics so that residents can, in turn, hold the Council to account on its performance.
- 3.2 All Councils with a remit for adult social care are required by government to produce an annual local account of services. The background relates to the discontinued role of the Regulator, the Care Quality Commission (CQC) in assessing Council performance and the adoption of a lighter-touch approach, including sector and peer-led assessment.

## 4. RISK MANAGEMENT ISSUES

- 4.1 The proposal does not contain any specific / direct risk management implications. ASCH complies with corporate requirements for monitoring, reporting on and managing risk.

## 5. EQUALITIES AND DIVERSITY ISSUES

- 5.1 ASCH complies with its public sector equality duty pursuant to the Equality Act 2010 and has completed Equality Assessments (EqAs) where appropriate. Equality and diversity issues are a mandatory consideration in decision-making in the council which means that the council and all other organisations acting on its behalf must have due regard to the equality duties when exercising a public function. Equality considerations are integrated into day to day business in the formulation of policies, the delivery of services and their review. The Local Account was published in an easy read version with provision made for alternative formats on request; for example large print, audio tape, CD, Braille and alternative language.

## 6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 6.1 The proposal does not contain any specific / direct use of resources implications. The cost of producing and printing the Local Account was £2,717 including VAT. 2,400 copies were printed, including 400 easy-read versions, which equates to a unit cost of £1.13.
- 6.2 Paper and electronic copies were distributed to a wide variety of partners and organisations in Barnet, including public libraries and the Council's inter/intranet.

## 7. LEGAL ISSUES

- 7.1 As noted in paragraph 3.2, all councils with a remit for adult social care are required by government to produce an annual local account of services. This builds on work that councils are already doing on local quality assurance frameworks and safeguarding annual reports. Local accounts are referred to in the Department of Health's "Transparency in Outcomes: a framework for adult social care" consultation paper (November 2010) in the context of localism and transparency, and in the subsequent 2011/12 outcomes framework published in March 2011.

## 8. CONSTITUTIONAL POWERS (Relevant section from the Constitution, Key/Non-Key Decision)

- 8.1 The scope of the Overview and Scrutiny Committees is contained within Part 2, Article 6 of the Council's Constitution; the Terms of Reference of the Overview and Scrutiny Committees are included in the Overview and Scrutiny Procedure Rules (Part 4 of the Council's Constitution).

## 9. BACKGROUND INFORMATION

### Background to Local Accounts

- 9.1 With Councils now responsible for their own improvement, a sector led initiative – the *Promoting Excellence in Councils' Adult Social Care Programme Board* – was set up to assist with this role. The Board is chaired by the President of the Association of Directors of Adult Social Services (ADASS), with a membership that includes the Local Government Group, the Care Quality Commission (CQC) and Department of Health (DH).
- 9.2 Local Accounts need to be seen in the context of the abolition of the Annual Performance Assessment, the publication of a single data set for local government and the development of outcomes frameworks for adult social care and separately for the NHS and public health. Local Accounts are therefore consistent with the theme of **localism** and **transparency** – it enables councils to report back to citizens and consumers about performance, building on existing work e.g. local quality assurance frameworks and safeguarding annual reports.

9.3 There is no prescribed template for a Local Account, however, key factors to consider are:

- **Audience** – this is the whole local community i.e. all Barnet residents. Local Accounts therefore need to be **customer-centric**. At one level this means consulting with residents on the content; however, as the process becomes more established it might mean that Local Accounts are co-produced with residents and service users.
- **Robust** – Local Accounts need to be able to withstand challenge and scrutiny e.g. relating to outcomes achieved, perhaps by reference to user feedback, monitoring of complaints and case file audits and external review of safeguarding practice.
- **Period Covered** – Guidance on the initial publication was that the Local account needed to both “look back” and “look forward” i.e. cover the period 2010/11 and 2011/12 and also include a period of time beyond this.
- **Publication** – It was expected that councils would publish their Local Account in December 2011 or early in 2012.
- **Content** – The Programme Board suggested that Local Accounts should include some of the following content:
  - Outcomes achieved for citizens and consumers (in the context of the DH Adult Social Care Outcomes Framework)
  - Adult safeguarding
  - Equalities and Diversity considerations
  - Productivity issues
  - Quality of the local market
  - Complaints information
  - Consumer Feedback
  - Feedback from scrutiny reviews
  - Progress against local political priorities
  - Improvement priorities

#### Producing the Local Account

9.4 The ASCH Leadership Team agreed the principle of producing a Local Account that was informative and attractive in its look so as to encourage readership amongst residents. Officers consulted with the public on the style and content and this feedback was incorporated in the final version i.e. a newsletter style, overall limit in the number of pages and with appropriate use of images and graphics as well as a section entitled “What you wanted to know” (page 14 of the publication refers) covering specific resident issues.

9.5 The format also closely followed the six themes taken from the Think Local, Act Personal (TLAP) **Making it Real** framework (see paragraph 9.7). TLAP is a partnership that includes service users, carers, providers and local government. The framework is designed to provide a checklist on progress with implementing the *personalisation* agenda. It is envisaged that future versions of the Local Account will be co produced with service users and residents, which would be facilitated through adoption of these six themes.



9.6 For each of the six themes, *Your Local Account* therefore sets out Barnet's relative performance by referencing against the results from the national (DH) Adult Social Care User Survey (ASC-US); and outlines relevant work that was undertaken in the past year, is on going and planned going forward. Case studies based on empirical work are also used throughout the publication to illustrate the topic. Pages 10 to 13 provide key facts and figures about ASCH, for example, breakdown of spend by type of service, client activity data and Key Performance Indicators, with benchmarking information where available.

9.7 The six themes from the Making It Real framework are set out below together with Barnet's "headline" performance taken from the national Adult Social Care User Survey (ASC-US) in **bold type** and parentheses:

- Information and advice: *having the information I need, when I need it* **(70% of Barnet responders to the ASC-US said they found it fairly or very easy to access information about social care and support compared to a London average of 72%).**
- Active and supportive communities: *keeping friends, family and place* **(77% of Barnet responders to the ASC-US said they had as much social contact with people as they would like compared to a London average of 74%).**
- Flexible integrated care and support: *my support, my way* **(71.5% of Barnet responders to the ASC-US said that they had adequate control of their own care and support compared to a London average of 71.1%).**
- Workforce: *my support staff* **(88% of Barnet responders to the ASC-US said that they were to some extent satisfied with the service they receive compared to a London average of 86%).**
- Risk enablement: *feeling in control and safe* **(92% of Barnet responders to the ASC-US said that they always or mostly felt safe compared to a London average of 90%. The remaining 8% did not feel adequately safe or safe at all).**
- Personal Budgets and self-funding: *my money* **(Barnet is amongst the top-performing London Boroughs with 44% of eligible clients having a Personal Budget).**

9.8 The Local Account features 8 *commitments* to service users and residents:

1. Information and advice about staying independent and how to plan for future care and support needs is available for all residents.
2. Your personal budget is based on your eligible needs and will only change as your needs change.
3. We will work with you to enable you and your family to maintain your independence.

4. You have the 'Right to Control' your own care and support. Adult Social Care will aim to join up services, whoever provides them, around your eligible needs.
  5. Family carers will be recognised as partners in care and be supported to continue in their caring role.
  6. Financial contributions towards meeting the costs of care will always be based on an individual's ability to pay with a clear breakdown of how your contribution has been calculated.
  7. To respond quickly to keep Vulnerable Adults safe from harm when we receive concerns.
  8. Adult Social Care staff who work with you will be professional in their approach, appropriately trained and caring.
- 9.9 The Local Account provides an early model for how the Council can provide relevant and accessible information to residents. The new Corporate Plan (2012 – 2013) uses a concise set of performance measures, reflecting the most significant strategy challenges facing the borough and the priorities of residents. Alongside the Corporate Plan, all seven Council departments will publish a short summary of their Service Plan for the year ahead. This new model improves accountability to residents and individual service users, setting out what the Council will be working on for the year ahead. The Adult Social Care and Health Local Account provides a clear set of priorities and actions for the service, and has a close connection with the interests and priorities of individual service users. Feedback on how residents and service users have used the Local Account will help inform corporate and business planning during 2012/13.

## **10 LIST OF BACKGROUND PAPERS**

- 10.1 Think local, Act Personal: Making it Real, Marking progress towards personalised, community based support.

<http://www.nationalcareforum.org.uk/content/MakingItReal1.pdf>

<b>Cleared by Finance (Officer's initials)</b>	<b>JH</b>
<b>Cleared by Legal (Officer's initials)</b>	<b>HP</b>

# Your Local Account of Adult Social Care Services

February 2012



# Introduction from Councillor Sachin Rajput, Cabinet Member for Adults



Dear Resident,

I am pleased to present this first edition Newsletter of *your Local Account*. This first Local Account provides information on Adult Social Care in Barnet and is a key way through which residents can hold the council to account on how well we are supporting people with social care needs. I would particularly like to thank residents who responded to an earlier consultation on the type of information you would like to see in this publication.

Like all of local government, Barnet's Adult Social Care Services face a challenging few years. Changing demographics means there is a growing demand for our services at a time when public spending is being reduced. The council is expected to have a 26% reduction overall in its funding over four years. As Adult Social Care Services make up over a third of the council's core budget it is inevitable that savings have had to be found despite the council providing additional protection to the budgets for children's services and adult social care. The savings for adult social care amount to £8.66m in the current year; £4.86m in 2012/13; £3.94m in 2013/14; and £5.70m in 2014/15 – a total of £23.16m.

I have set out my two tests for adult social care services. Firstly, are our resources delivered fairly? Secondly, are they delivered to those most in need? Despite the financial challenges we have no plans now or in the future to tighten our eligibility criteria for access to services. This decision meant that we needed to implement a new charging policy to bring us in line with other local authorities and I know that this has meant contributing more for some people. The additional income that this policy has generated amounts to the equivalent of 57,000 hours of support in the home a year

which is key to keeping our eligibility criteria unchanged at a time of less government funding for local government but increasing needs.

Nationally the Government is considering a radical overhaul of the funding for adult social care as there are concerns about how much people need to contribute to their care costs and I very much hope that we will see clear plans being published in the Spring of this year. Our local priorities for the future include greater integration with the health service, reducing duplication and unnecessary bureaucracy to provide a joined up service for our residents.

As an Authority, we are very keen to give residents maximum choice and control over how their social care is provided and so this Newsletter is divided into six themes. They show how we are personalising adult social care, followed by key performance measures, then topics raised by residents in the consultation not dealt with elsewhere.

The six themes chosen reflect the 'Making it Real' framework from the 'Think Local Act Personal' partnership that includes service users, carers, providers and local government. They make sense to me in being the key components of a modern social care system and I hope they do for you too.

Yours faithfully,

A handwritten signature in blue ink that reads "Sachin Rajput". The signature is written in a cursive style and is underlined with a blue line.

Cabinet Member, Adult Services

## **Adult Social Care in Barnet – Our Commitments to You**

- Information and advice about staying independent and how to plan for future care and support needs is available for all residents.
- Your Personal Budget is based on your eligible needs and will only change as your needs change.
- We will work with you to enable you and your family to maintain your independence.
- You have the ‘Right to Control’ your own care and support. Adult Social Care will aim to join up services, whoever provides them, around your eligible needs.
- Family carers will be recognised as partners in care and be supported to continue in their caring role.
- Financial contributions towards meeting the costs of care will always be based on an individual’s ability to pay with a clear breakdown of how your contribution has been calculated.
- To respond quickly to keep Vulnerable Adults safe from harm when we receive concerns.
- Adult Social Care staff who work with you will be professional in their approach, appropriately trained and caring.



# Information and Advice: having the information I need, when I need it

## What have we done to improve information and advice for people who use social care services?



*70% of Barnet responders to a national survey on adult social care in 2011 said that they found it very or fairly easy to access information about social care and support (the London average was 72%). A national First Contact survey (2011) also found our customer interface needed improving.*

Feedback from residents is that they want a skilled and personalised advisory service to help people needing social care support to think through their options and access support in their community. From early 2012, Barnet Centre for Independent Living (BCIL) has been commissioned to provide social care related information, advice and advocacy

support across the borough. BCIL is a user-led organisation, so people who use social care services can themselves help design, deliver and evaluate the new information service. BCIL also encourages local voluntary organisations to work together to provide a joined up service and deliver value for money.

### In focus – Website accessibility

During summer 2011, we carried out workshops with volunteers who had experience of social care services, to look at what they would like to use the internet for and what would make information on the web easier for them to use.

The resulting report was presented to the team who are looking at the design and structure of the council's new website. This new website will go live in April 2012. It will allow residents to carry out more transactions online and access the information that they need more quickly. For Adult Social Care and Health, we will have clearer information pages linked to related directory entries, giving details of useful local and national organisations. Our home page will also be simpler and grouped around key themes, such as 'support at home', to make it easier to find the information wanted.



## Looking forward

- Acknowledging that we can do better, we will be joining up some adult social services into the council's new customer services organisation in 2012. This will channel all service enquires promptly to the appropriate council teams and provide a wider range of information and advice so that residents can better help themselves.
- Ageing Well Project – Barnet is taking part in the government's 'Ageing Well Programme', one of the key aims of which is to "join up" all council services in providing effective care and support to older people.
- Transitions Planning – We are collaborating with partners to provide timely planning and information for school leavers with complex disabilities, to help with the transition to adulthood.

# Active and supportive communities: keeping friends, family and place



## What have we done to encourage active and supportive communities in Barnet?

*77% of Barnet responders to the recent national survey said that they had as much social contact with people as they would like (74% was the London average).*

Adult Social Care and Health has set up **Partnership Boards** for our main client groups, an **Older Peoples Assembly** and a **Learning Disability Parliament** to provide a forum for user involvement in shaping services. Other examples of helping to develop supportive communities include:

- **Work with Carers:** Carers told us that they had enough encouragement and support in their care-giving role. To help improve on this, a Carers Forum was established in Autumn 2010 to be the voice of carers in Barnet. They have had a say in budget

consultations, the re-tendering of homecare services, and have helped to define the specification for a new carers support service to be in place later in 2012.

- **Retired and Senior Volunteer Programme:** With some one-off funding from Adult Social Care and Health, this project has increased the level of volunteering and community participation amongst older adults, offering their time to provide befriending and other support to older people at risk of social isolation.

## In focus – Innovation Fund Project

In 2010, the Chinese Mental Health Association received funding from the council's 'Innovation Fund' to run a nine-month project targeted at the Chinese community.

It provided information, advice and support for adult social care tailored around the cultural and communication needs of the Chinese community. This included dedicated language support and a Chinese service guide to personalisation, as well as training on Direct Payments to improve people's ability to manage their own support and stay independent. The project also involved trialling a more culturally appropriate home care service.



PHOTO POSED BY MODEL

## Looking forward

- **Community Coaches:** Coaches are local volunteers who provide support to individuals and families who need help planning for the future. From January 2012, the Coaches will receive referrals from Adult Social Care and Health to work with individuals needing support to gain confidence and reconnect with the community.
- **Barnet PledgeBank** is a website that is used to "gather people together to get projects done". Pledge-makers suggest a task and ask for volunteer participation. Adult Social Care and Health will be supporting residents, staff and partner organisations to make pledges that enable vulnerable people to be better engaged, included and supported in their local community.

# Flexible integrated care and support: my support, my own way



## What have we done to put people in control of their own support?

*71.5% of Barnet responders to the recent national survey said that they had adequate control of their own care and support (71.1% London was the average).*

We are working hard to make sure that adult social care services are tailored to individuals' needs and put people back in control of their own support. There are a wide range of programmes and changes which we have put in place in the past year to turn our goal into a reality.

- Barnet is one of 7 national “trail blazer” Authorities who have introduced the **Right to Control**, a new legal right for disabled people. We have created a team from across different services, to help disabled people combine the

support they receive from various agencies (Housing, Social Care and JobCentre Plus) into one to help meet their needs better.

- Barnet has been working with health partners to promote Telecare – a range of technology such as smoke detectors and bed-exit sensors, available for the home so that people can continue to live independently, with the reassurance that help is available should something go wrong. From April 2010 to November 2011, Telecare equipment has been provided to 532 new clients.

## In focus – Right to Control

Adam Adu\* has a learning disability, and has been experiencing mental health difficulties all his life, resulting in poor performance at school, poor relationships, social exclusion and very negative experiences of the working world. Because of this, Adam became totally dependent on his family for his everyday needs. He was referred to the **Right to Control** project and worked closely with practitioners from different services to assess his needs. The team helped him to develop a very creative support plan to achieve his goals such as a better social life and increased self-esteem. Adam was given a weekly Personal Budget which has helped him to achieve his desired outcomes, by allowing him to take part in new activities that he enjoys. Because of these small changes, he now feels more able to think about working, and is being helped by the team to maximise his opportunities for employment.

*\* Note – names and certain details have been changed to protect the privacy of clients.*



PHOTO POSED BY MODEL

## Looking forward

- We are reshaping our services to enable clients to take control of the care and support that they receive, and have greater choice. For example, we have started a new prescription-based service for **simple aids and equipment**, which means that people who need equipment can choose where to

get it from, and can “top up” their prescription to get the piece of equipment they prefer.

- We will be looking to increase the number of people who take their Personal Budget as a **Direct Payment** by increasing the levels of information and support available and implementing pre-paid cards to make it easier to manage.



# Workforce: my support staff

## What have we done to make sure that those working in social care have the right skills to support people?

*88% of Barnet responders to the recent national survey said that they were to some extent satisfied with the service they received (86% was the London average).*

It is important that receiving support is a positive and safe experience and we are taking measures to ensure that this is the case for anyone needing social care support:

- We have provided **core training** to council staff as well as staff in partner organisations to ensure they have the knowledge and skills to meet the diverse needs of Barnet residents. This training includes: autism awareness, drug use and administration, managing health & safety, manual handling, infection control, lone working, passenger safety, food hygiene and first aid. We have also provided support for staff completing the Learning Disability Induction which equips them to progress onto a National Vocation Qualification (NVQ) in Care.
- Barnet is participating in a Department of Health initiative called **My Home Life**, to improve dignity and quality of life for people living in care homes. Six homes are now working with the programme.



### In focus – Enablement Homecare: minimizing the need for support

Annie has been diagnosed with Lupus, Renal Failure, an overactive thyroid and bone disease. During a stay in hospital for dialysis, she fell and fractured both her legs. Due to her bone condition, her legs did not heal well and she was moved to Hammersmith hospital for rehabilitation which lasted several months.

Annie was then placed in a nursing home near to the hospital. But a review of Annie's case indicated that she could now manage to live independently.

Annie now has her own place back in Barnet, and has received a short-term enablement home care package provided by specialist staff, trained to support her to live independently in the community. This support lasted six weeks and helped her to re-gain her confidence and independence. The use of Telecare equipment in Annie's flat means that she will not require any further support. Annie has a Lifeline Pendant Alarm, a door sensor, smoke alarm and bathroom pull-cord.



PHOTO POSED BY MODEL

### Looking forward

- In 2012 we will be developing an **Integrated Workforce Strategy**, which acknowledges the contribution that can be made by the wider Barnet community to the adult social care agenda. This will include making greater use of **Personal Assistants** to help service users self-direct the care and support that they need. We will continue to focus on **core safeguarding training** amongst our staff as well as our partners who deliver care.

# Risk enablement: feeling in control and safe

## What have we done to make sure people feel safe and can plan to control risks?

*92% of Barnet responders to the recent national survey said that they always or mostly felt safe (90% was the London average). However, a remaining 8% did not feel adequately safe or safe at all.*

There are many reasons why people may feel unsafe. Whatever the reason, the council has an important role to play in supporting people to manage any risks to their safety. We also take very seriously our responsibility to protect adults who may be at risk of abuse, in any form. Some of the actions we have taken include:

- Updated our **internal policies**, guidance and information, to ensure that risk is assessed and that people are helped with positive risk taking in relation to personalised support planning.
- Provided **specialised training** for staff to ensure that they have the right skills to understand risk and help people in positive risk taking.
- For a small group of people we have to take decisions in areas such as compulsory detention in psychiatric hospital, or authorising deprivation of liberty in a care home. We set high standards for staff making these kinds of decisions – they have regular specialist training and their work is subject to scrutiny.
- Where Barnet residents are receiving care services funded by the council, there is at least an annual review of the care they receive. All care providers who have a contract with us are required to comply with **safeguarding and dignity standards**.
- 180 staff from health and social care attended a **Disability Hate Crime Conference** in March 2011. The aim was to raise awareness and address how to tackle the issue.



### In focus – Proactive Social Work

A carer under stress expressed concern about her lack of patience with her husband who suffers from dementia. In order to prevent this situation escalating into a safeguarding situation, the social worker worked closely with the couple to reduce the stress and provide respite for the wife. The plan included providing a cash based **Personal Budget** to enable the husband to continue to pursue hobbies within the home and give the wife space to enjoy activities herself. They are now both reporting an improved relationship and increased mental alertness on the part of the husband.



PHOTO POSED BY MODEL

### Looking forward

- The Barnet Multi-Agency Safeguarding Adults Board (SAB) oversees safeguarding. At the time of publishing this Local Account, the SAB work plan for 2012/13 is being developed. One of the key actions is **learning from past experience**. This includes implementing recommendations from a serious case review jointly commissioned by Barnet and Enfield SABs following the death of a young man with learning disabilities and complex health needs. For example, recommendations for changes in the way agencies commission services and monitor compliance with standards. We will also be providing **safer recruitment guidance** to people directly employing staff via a Direct Payment in 2012.

# Personal Budgets and self-funding: my money

**What have we done to make sure people can access the money for their support quickly and get skilled advice to plan care suitable for their needs?**



*Barnet is amongst the top-performing London boroughs for rolling out Personal Budgets – 44% of eligible clients have one and we are confident of achieving the government’s 100% target by 2013.*

A Personal Budget is the amount of funding allocated to someone for community-based social care services. This amount is decided following a process of Self Directed Support, where the client identifies their own needs and makes choices about how and when they are supported to live their lives. A Personal Budget can be received as a Direct (cash) Payment, or it can be held by the council on behalf of the client to pay for their care. Or where appropriate, it could be a combination of these two options.

In 2011, with support from the council, Barnet Centre for Independent Living launched their Peer Support Planning and Brokerage service. This service was to support disabled people who were taking up their Right to Control. Because the peer support broker is someone who has personal experience of overcoming disability, they are better placed to help clients make an informed choice about the available options for care and support.



PHOTO POSED BY MODEL

## In focus – Direct Payments

Ms C was referred to the Direct Payments Team with a rare condition called Aponia, (severe loss of voice) which was further complicated by breathing problems, panic attacks and light headedness which together posed a risk of collapse. Ms C communicates face to face by a combination of sign language and mouthing the words or by typing her replies.

Ms C’s condition means that she cannot do certain household tasks like cleaning, as dust particles can severely aggravate her condition.

Ms C used her Direct Payment to employ a personal assistant to help achieve her desired outcomes. This includes support with domestic cleaning to alleviate Ms C’s medical symptoms and accompanying her outside of home to help her to regain self-confidence. The Direct Payments Team assisted Ms C to draw up a contract of employment and processed the Criminal Record Bureau check for the personal assistant.

## Looking forward

We recognise the need to develop further options for people to take greater control over their care and support. Examples include:

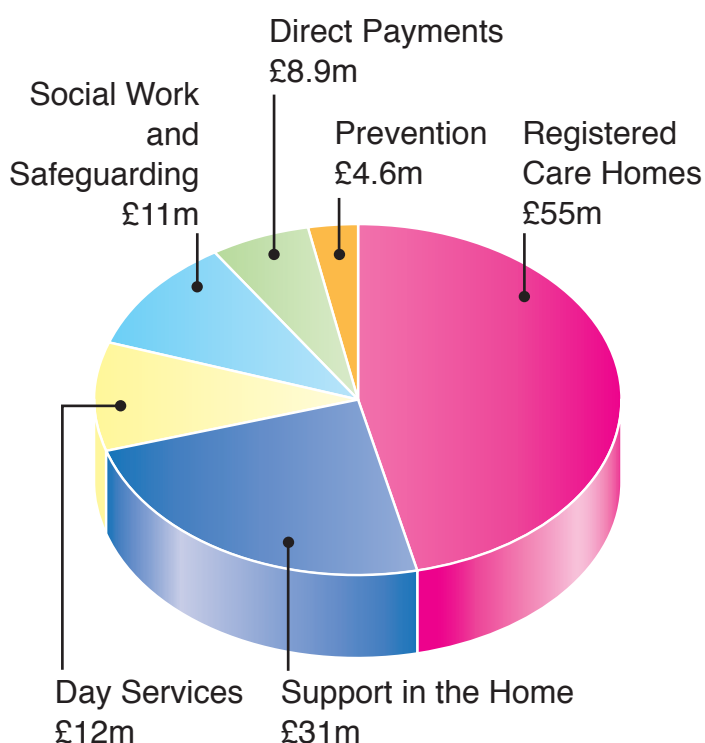
- **Pre-paid card** (summer 2012) – people who receive a Personal Budget will have an option of a card to pay for their support and to help with their budgeting.
- Enhancements to the **council website** in the future will mean people will be able to find and purchase appropriate care online, have private (“chat-line”) discussions with other users and care providers to make sure they are making informed choices; and have access to information to help plan the funding of their future care.

# Your Adult Social Care and Health: At a glance

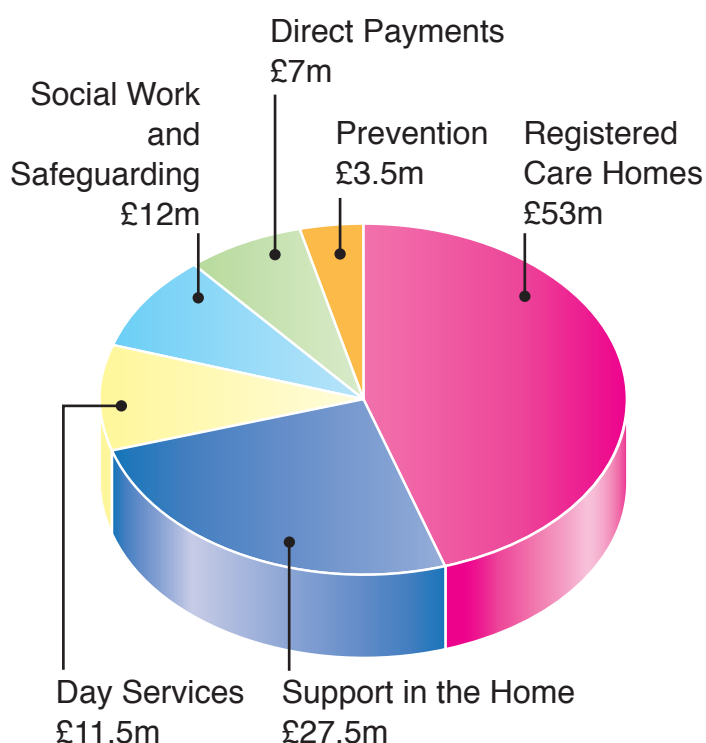
The pie charts below provide information on how Barnet Council's Adult Social Care and Health budget breaks down for last year and for this financial year. The following tables provide information on the types of people that use our services and what services they use.

## How the money is spent

2010/11 – Adult Social Care Net Budget  
£123m



2011/12 – Adult Social Care Net Budget  
£114m



## People receiving services during 2010-11, by client group, age and gender

Description	18 - 64		65 or over		Totals	%
	Female	Male	Female	Male		
People with physical disabilities	503	394	2633	1119	4649	63%
People with learning disabilities	333	425	34	22	814	11%
People with mental health needs	415	475	554	231	1675	23%
Other vulnerable people	11	26	148	71	256	3%
<b>Total people</b>	<b>1262</b>	<b>1320</b>	<b>3369</b>	<b>1443</b>	<b>7394</b>	<b>100%</b>

Source: RAP, Table P1, 2010-11

Notes:

- 1) In 2010/11 the total number of contacts for new clients to the Department was 9644
- 2) The total number of people helped to live at home by schemes run by Voluntary Organisations grant funded by Adult Social Care & Health was 1498 in 2010/11 (source: Grant Funded Survey 1)



## People who received community based services, or were in residential or nursing care at some point during 2010-11, by age and gender

Description	18 - 64		65 or over		Totals	%
	Female	Male	Female	Male		
Community-based services	1112	1140	2750	1222	6224	82%
These are services provided to support people live in the community for example meals, day care, home care, transport.						
Residential care	144	181	523	182	1030	13%
Nursing care	16	16	221	103	356	5%
<b>Total people</b>	<b>1272*</b>	<b>1337*</b>	<b>3494*</b>	<b>1507*</b>	<b>7610*</b> 7394 clients	<b>100%</b>

Source: RAP, Table P7, 2010-11  
 \* NB: the total people figures include some double-counting of clients as some clients move between different services in the same year (e.g. move from community-based to residential care)

## Carers receiving support, advice and information during 2010-11

Description	18 - 64	65 and over	Total	%
Carers receiving advice and information	846	534	1380	74%
Carers receiving support services	293	186	479	26%
<b>Total</b>	<b>1139</b>	<b>720</b>	<b>1859</b>	<b>100%</b>

Source: RAP, Table C2, 2010-11 (age of carer)

## Service users receiving direct payments/managed budgets to purchase community based services during 2010-11

Description	18 - 64	65 and over	Total	%
People with physical disabilities	411	1103	1514	71%
People with learning disabilities	243	8	251	12%
People with mental health needs	154	140	294	14%
Other vulnerable people	5	67	72	3%
<b>Total</b>	<b>813</b>	<b>1318</b>	<b>2131</b>	<b>100%</b>

Source: RAP, Table SD1, 2010-11  
 2131 equals 34% of clients receiving community-based services; the other 66% of clients receiving community based services would have done so through services managed by the council.

# Your Adult Social Care and Health: Key Performance Indicators

The tables below provide information about how Barnet Council's Adult Social Care and Health performed during the last financial year (2010/11) and during the first six months of the financial year 2011-2012 (beginning in April 2011). We have also provided benchmarking data against the average for London where available. The information displayed is a mixture of local 'performance indicators' and indicators from the government's Outcomes Framework for adult social care.

Description	2010-2011 Performance	April 2011 – Sept 2011 Performance	2011-2012 Target
<b>Enhancing quality of life for people with care and support needs</b>			
a) Number (and percentage) of eligible people receiving self directed support	2131 (31.8%) <small>London avg: 25.8%</small>	2441 (44%)	4250 (70.1%)
b) Number of eligible people receiving Direct Payments	922 <small>London avg: 696</small>	876	No target set
c) Number of carers receiving a service following assessment – as a percentage of all people receiving a service	1868 (30%) <small>London avg: 13.5%</small>	1524 (24.3%)	2400 (38.7%)
d) Number of people with learning disabilities in paid employment – as a percentage of all known people with a learning disability	116 (15%) <small>London avg: 8.6%</small>	72 (9.69%)	No target set
e) Promptness of assessments (average days from contact to end of assessment) – <i>measured in 2011-2012</i>	Not available	11.25	No target set
<b>Delaying and reducing the need for care and support</b>			
a) Permanent admissions to residential and nursing care homes per 100,000 population over 18 years of age (lower admission = better performance)	110.66	106.36	No target set
b) Percentage of older people (65 and over) who were still at home 91 days after discharge from hospital into re-enablement / rehabilitation services	84.31% <small>London avg: 85.32%</small>	89.21% (April-July 2011)	87%

Description	2010-2011 Performance	April 2011 – Sept 2011 Performance	2011-2012 Target
<b>Ensuring that people have a positive experience of care and support</b>			
a) Overall satisfaction of people who use services with their care and support. <i>(Source: Adult Social Care User Survey 2010-2011)</i>	87.8% London avg: 85.9%	Not yet available	No target set
b) The percentage of people who use services who find it very or fairly easy to find information about care and support. <i>(Source: Adult Social Care User Survey 2010-2011)</i>	46.6% London avg: 55.4%	Not yet available	No target set
c) Percentage of service users who are happy with the way their care workers treat them. <i>(Source: Adult Social Care User Survey 2010-2011)</i>	91.1% (30%) London avg: 87.8%	Not yet available	No target set
<b>Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm</b>			
a) Percentage of Safeguarding Plans developed for those who need them – with people identified responsible for delivery	85.1%	100%	100%
b) Percentage of Safeguarding Plans reviewed by team manager within the timescales set at the case conference	58.5%	100%	100%
c) Percentage of service users who said they feel safe <i>(Source: Adult Social Care User Survey 2010-2011)</i>	58.1% London avg: 57.1%	Not yet available	No target set
d) Percentage of service users who say their services have made them feel safe and secure <i>(Source: Adult Social Care User Survey 2010-2011)</i>	66.3% Local indicator no benchmark data available	Not yet available	No target set

# What you wanted to know



***This section give answers to questions that residents asked us during our Local Account consultation in November 2011, which are not already included in the previous sections.***

## ***What services are provided for people with autism?***

Barnet uses a number of out of borough placements to meet the needs of people with autism. The intention is to develop more local services. In borough provision includes the NAS-accredited day service (Flower Lane) and Warren Shawe supported living service.

Barnet has developed an Autism Action Plan following the national strategy 'Rewarding and Fulfilling Lives'. The Action Plan aims to ensure improved support is available locally by better using the resources available and focusing on making sure those who need it get the right support at the right time. The first year priority is better training for social care and health staff working with people with autism to gain a better understanding and awareness of the condition.

## ***What is being done to help people with dementia?***

The Barnet Dementia Strategy Statement and Action Plan was launched in July 2010 with a well attended conference and a very successful week of events facilitated by the Alzheimer's Society to raise awareness of dementia. To support the launch, training was provided to front-line workers in Social Care and Health on understanding and knowledge of dementia.

The Barnet Dementia Steering Group is monitoring and reviewing the Action Plan. The group is made up of clinicians, front-line social work staff, Health and Social Care Commissioning and the voluntary sector.

Future work streams include:

- Pathway review, to focus on where improvements can be made in the care system to support the person with dementia to live longer at home and receive the right level of support
- Business case to support the work of the memory clinic
- Telehealth care strategy in progress – will be a focus on assisting people with dementia to remain in their own homes, supported by technology.

## ***How many carers do Barnet support and what is their involvement in needs assessment?***

Carers make an enormous contribution to the support and care of people with health and social care needs. In 2010/11 1,868 carer assessments were carried out, of which 480 carers received services and 1,388 had information and advice only. There has been a greater emphasis on providing advice and information, and signposting to other organisations. A primary concern of carers is support for the person they care for. They are usually an expert on the needs of the person they care for and therefore have an important role as expert care partners in the support planning of the cared for person.

## ***Services for deaf people (British Sign Language users) – what does Barnet intend to do to improve services?***

We are working closely with representatives of the deaf community to refine and develop the current service and are planning a pilot drop-in surgery for those with sensory impairment in 2012.



***What is Barnet doing to help raise awareness of mental health issues and what level of social work exists to support people with mental health problems?***

The Multilingual Wellbeing Service which brings together a number of community groups is playing an important role in promoting health and wellbeing and raising mental health awareness amongst BME (Black and Minority Ethnic) communities. A series of events were held in the month of October to mark World Mental Health Day in the borough. Supported by the Mental Health Partnership Board, the events were organised by voluntary and statutory providers including Richmond Fellowship, Barnet, Enfield and Haringey Mental Health Trust, Barnet Voice for Mental Health, Barnet Carers Centre, Barnet Asian Women Association, Mind in Barnet and Jewish Care.

The council is also recommissioning its mental health day opportunities service. The service will be required to work with other partners in providing information and delivering training to improve awareness of mental health and how to stay well.

During 2010/11 we undertook an exercise to make sure that our social work resources were located in the right services within the mental health structure. The aim was to make sure that people who had social care needs could be rapidly assessed and appropriate support provided. This information was used to inform where budget reductions could be targeted so as to minimise the impact on service delivery.

We found that the social workers in the Crisis and Emergency services were carrying out many of the tasks traditionally associated with in-patient psychiatric care. As a result of these findings, we reduced the overall number of social work posts within Mental Health by 5.5 full time equivalent posts. However, the Local Authority still funds a total of 54 social care posts in Mental Health of which 39 are qualified social workers.

We will continue to review the location of social work posts within Mental Health to ensure that they are correctly positioned and monitor activity to ensure that they are appropriately deployed. We have just signed a new Section 75 agreement with the Mental Health Trust, with robust performance measures related to social care activity and outcomes.

***Fairer Contributions – a number of residents have expressed concern about the cost, equity of the charges and implications for Personal Budgets***

Before the introduction of the Fairer Contributions Policy not everyone was assessed for a contribution towards the costs of their care services. It was unfair that whilst some people receiving care were financially assessed, there were other people in similar financial circumstances receiving care, who were not assessed. Under the new policy, contributions are assessed for all services received or arranged through a Personal Budget.

Contributions towards care are assessed on the person's ability to pay. We ensure that a client receives a guaranteed minimum income level before any contribution becomes payable. The ability to pay a contribution takes into account income, savings as well as outgoings. Where someone disagrees with the assessed contribution they can also request a review of the assessment. The effects of the new policy are carefully monitored and there are safeguarding procedures in place. This ensures that the care needs of vulnerable adults are always met, with a "waiver clause" applied to charges in some circumstances.

If you would be interested in joining our panel of social care users and family carers, to provide us with feedback on planned developments, please contact us.

Email: **adultsocialcare@barnet.gov.uk**

Tel: **020 8359 4366**

Please also let us know if you have any ideas for what we should include in our Local Account for 2012 – 2013.

**This booklet is available on request on audio tape, CD, large print, Braille or alternative language.**

To request your preferred format, please contact the  
**Communications Officer for  
Adult Social Care and Health**  
on **020 8359 7150**  
or email **adultsocialservices@barnet.gov.uk**

Information about social care support in Barnet can also be found at **www.barnet.gov.uk**

---

<b>Meeting</b>	Safeguarding Overview and Scrutiny Committee
<b>Date</b>	16 April 2012
<b>Subject</b>	Transforming Community and Adolescent Mental Health Services
<b>Report of</b>	Joint Associate Director of Joint Commissioning
<b>Summary</b>	This report provides an update on the development of a business case for the changes to in-patient CAMHS services and to report on progress with the implementation of the new service.
<b>Officer Contributors</b>	Vivienne Stimpson, Joint Head of Children's Commissioning Ceri Jacob, Joint Associate Director of Joint Commissioning
<b>Status (public or exempt)</b>	Public
<b>Wards affected</b>	All
<b>Enclosures</b>	Presentation
<b>Reason for urgency / exemption from call-in</b>	Not applicable

Contact for further information: Vivienne Stimpson, Joint Head of Children's Commissioning, [vivienne.stimpson@barnet.gov.uk](mailto:vivienne.stimpson@barnet.gov.uk) or Ceri Jacob, Joint Associate Director of Joint Commissioning, [ceri.jacob@barnet.gov.uk](mailto:ceri.jacob@barnet.gov.uk)

## **1. RECOMMENDATION**

- 1.1 That the Safeguarding Overview and Scrutiny Committee comment and make recommendations to Health Partners in respect of the information contained within the presentation as set out in Appendix A.**

## **2. RELEVANT PREVIOUS DECISIONS**

- 2.1 Health Overview and Scrutiny Committee, 15 February 2012, Agenda Item 11 - Update report - Transforming Community and Adolescent Mental Health Services (CAMHS).
- 2.2 Health Overview and Scrutiny Committee, 21 February 2011, Agenda Item 9 – Transforming Child and Adolescent Mental Health Services in Barnet, Enfield and Haringey

## **3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS**

- 3.1 The Overview and Scrutiny Committees must ensure that the work of Scrutiny is reflective of the Council's priorities.
- 3.2 The three priority outcomes set out in the 2012/13 Corporate Plan are: –
- Better services with less money
  - Sharing opportunities, sharing responsibilities
  - A successful London suburb
- 3.3 'Improve emotional health and wellbeing' is a strategic priority in the Barnet Children and Young People Plan 2010-2013. The presentation sets out the future direction of CAMHS Tier 4 services, which will help to support this objective.

## **4. RISK MANAGEMENT ISSUES**

- 4.1 None in the context of this report except for those identified in the attached presentation that relate to NHS North Central London and the development of the CAMHS business case.

## **5. EQUALITIES AND DIVERSITY ISSUES**

- 5.1 In addition to the Terms of Reference of the Committee, and in so far as relating to matters within its remit, the role of the committee is to perform the Overview and Scrutiny role in relation to:
- The Council's leadership role in relation to diversity and inclusiveness; and
  - The fulfilment of the Council's duties as employer including recruitment and retention, personnel, pensions and payroll services, staff development, equalities and health and safety.
- 5.2 In fulfilling each of its statutory functions, the council and all other organisations acting on its behalf must have due regard to the public sector equality duty pursuant to the Equality Act 2010. This means that due regard must be given to the need to eliminate unlawful discrimination, advance equality of opportunity and promote good relations between those with protected characteristics and those without. The broad purpose of this duty is to integrate considerations of equality and good relations into day to day business

requiring equality considerations to be reflected into the design of policies and the delivery of services and for these to be kept under review. Health partners as relevant public bodies must similarly discharge their duties under the Equality Act 2010 and consideration of equalities issues should therefore form part of their reports.

- 5.3 Children and young people with mental health issues are a vulnerable group who are more at risk of not achieving their potential. Rates of mental health issues among children increase as they reach adolescence. Disorders are estimated to affect 10.4% of boys aged 5-10, rising to 12.8% of boys aged 11-15, and 5.9% of girls aged 5-10, rising to 9.65% of girls aged 11-15.<sup>1</sup> CAMHS Services help to support these children.

## **6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)**

- 6.1 None in the context of this report except for those identified in the attached presentation that relate to NHS North Central London and the development of the CAMHS business case. Any financial implications will be met within existing budgets.

## **7. LEGAL ISSUES**

- 7.1 None in the context of this report save those referred to in paragraph 5.2 and those identified in the attached presentation that relate to NHS North Central London and the development of the CAMHS business case.

## **8. CONSTITUTIONAL POWERS**

- 8.1 The scope of Scrutiny Committees is contained within Part 2, Article 6 of the constitution; the Terms of Reference of the Scrutiny Committees are in the Overview and Scrutiny Procedure Rules (Part 4 of the constitution).

## **9. BACKGROUND INFORMATION**

- 9.1 The presentation provides an update on the development of the CAMHS business case. The presentation as set out in appendix A is intended to enable members to stay informed of current progress in the implementation of the new CAMHS service.
- 9.2 The business case is being jointly developed between NHS North Central London and Barnet, Enfield and Haringey Mental Health Trust.

## **10. LIST OF BACKGROUND PAPERS**

- 10.1 None

CFO: JH/MC  
LS: HP

---

<sup>1</sup> National Statistics Online (2004)

This page is intentionally left blank



North Central London

# **Transforming CAMHS in Barnet, Enfield and Haringey**

**Ceri Jacob,  
Joint Associate Director of Joint  
Commissioning**

[www.ncl.nhs.uk](http://www.ncl.nhs.uk)



# Report

---

- Business case status
- Implementation structure
- Service Transformation
  - HR
- Key Issues
  - Young People’s Project Board
  - Education
  - Northgate Refurbishment
- Next Steps







# Business Case Status

---

- Clinical Model
  - Wider engagement
  - Quality
- Detailed activity analysis
  - Mapping current activity into the new model
  - Identifying and maximising investment
- Case Analysis: ‘out of area’ placements
  - Treating the majority of young people closer to home
  - Managing resource variation



# Implementation Structure

---

- Joint Project Planning Group
  - Project Plan
  - Risk Log
- Implementation Project Board
  - Estates
  - HR
  - Policies
- Young People's Project Board
- Joint Project Consultant





# Service Transformation

---

- Northgate Unit closure
  - Enhancing community teams
  - Steps towards a new inpatient unit
- Training and development
- Formal staff consultation
  - Long term sustainable system change





# Key Issues

---

- Young people's engagement
  - Meeting plans
  - Project ownership
  - Innovation
- Education
  - Opportunity and risks
  - Individualised plans for young people
  - Managing a mixed model
- Estates
  - Refurbishment programme<sup>6</sup>



# Next Step

---

- Business case sign off
- Contract negotiation 2012/13
- Project implementation
  - HR
  - YP Project Board
  - Communication

This page is intentionally left blank

---

Meeting	Safeguarding Overview and Scrutiny Committee
Date	16 April 2012
<b>Subject</b>	<b>Plan to address recommendations from the Ofsted inspection of safeguarding and looked after children</b>
Report of	Director of Children's Service
Summary	Barnet's Safeguarding and outcomes for Children Looked After by the Council were inspected by Ofsted in January 2012. The outcome of the inspection found that safeguarding services were good overall and that the outcomes for Looked After Children were good overall. This paper outlines the findings of the inspection report and responds to the recommendations within the report.

---

Officer Contributors	Ann Graham, Assistant Director, Social Care, Children's Service; Jay Mercer, Deputy Director, Children's Service; Lindsey Hyde and Caroline Glover, Strategy and Project Officers, Children's Service
Status (public or exempt)	Public
Wards affected	All
Enclosures	Appendix 1
Reason for urgency / exemption from call-in	Not applicable

Contact for further information: Lindsey Hyde and Caroline Glover, Strategy and Project Officers, Children's Service [lindsey.hyde@barnet.gov.uk](mailto:lindsey.hyde@barnet.gov.uk), [caroline.glover@barnet.gov.uk](mailto:caroline.glover@barnet.gov.uk)

## **1. RECOMMENDATION**

- 1.1 That Members consider the implications of the Ofsted Action Plan and comment as appropriate on the proposed actions for the council and its partners.**

## **2. RELEVANT PREVIOUS DECISIONS**

- 2.1 None

## **3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS**

- 3.1 The implementation of Ofsted recommendations will ensure that Barnet continues to support the Corporate Plan (2012/2013) strategic objective 'Safeguarding vulnerable children and adults'.
- 3.2 The implementation of Ofsted's recommendations relating to safeguarding supports the Barnet Children and Young People Plan (2010-2013) objective to 'Identify and protect those most at risk of harm'.
- 3.3 The implementation of Ofsted's recommendations relating to services for looked after children supports the Barnet Children and Young People Plan (2010-2013) objectives to 'Support children in care to have a happy childhood and successful transition into adulthood' and 'Enable every child and young person to achieve their full potential, narrowing the gap for those whose attainment is at risk'.
- 3.4 Recommendations from the Ofsted and Care Quality Commission inspection of safeguarding and looked after children have been embedded in the Children and Young People Plan actions for 2012/13 to support a joined up response to continual improvement of these services across partner agencies.

## **4. RISK MANAGEMENT ISSUES**

- 4.2 There is a risk that if the council does not adequately implement the recommendations proposed in the February 2012 Ofsted Inspection report for Safeguarding and Looked After Children Services in the Borough of Barnet, there would be an adverse impact on our most vulnerable children and young people. Failure to implement the recommendations would also have an adverse impact on the annual assessment of Barnet's Children's Service, which is currently 'performs excellently' (4). This could lead to Barnet being seen as a less successful borough in which to live and work.

## **5. EQUALITIES AND DIVERSITY ISSUES**

- 5.1 Equality and diversity issues are a mandatory consideration in decision-making in the council pursuant to the Equality Act 2010. This means the council and all other organisations acting on its behalf must have due regard to the equality duties when exercising a public function. The broad purpose of this duty is to integrate considerations of equality and good relations into day to day business requiring equality considerations to be reflected into the design of policies and the delivery of services and for these to be kept under review.
- 5.2 The Ofsted report demonstrates that equality and diversity issues are given proper consideration, for example at paragraph 120 "managers pay good attention to the diverse needs of children and families and take appropriate steps to ensure these are considered in case planning. Where necessary, advocates and interpreters are



commissioned to enable children and young people to access services and make representation.” Other examples of equality considerations are referenced in the report.

- 5.3 The implementation of the Ofsted recommendations will continue to ensure that the diverse needs of children and families are given due consideration in case planning and service provision.

## **6. USE OF RESOURCES IMPLICATIONS (Finance, Performance & Value for Money, Staffing, IT, Sustainability)**

- 6.1 The implementation of Ofsted’s recommendations will be achieved within existing Children’s Service budgets.

## **7. LEGAL ISSUES**

- 7.1 The council must continue to discharge all of its statutory functions pursuant to the Children Act 1989, Children Act 2004, and all other relevant Acts, Regulations and statutory guidance. Implementation of Ofsted’s recommendations will further continue to drive improvement, efficiency and secure better outcomes for Barnet’s children in need and looked after children.

- 7.2 At paragraph 110 Ofsted state “good legal support is also available with evidence of well considered court applications in order to secure children’s futures. Legal services’ input to statutory officers group also ensures that the group is well informed with regards to performance of the children’s service.

## **8. CONSTITUTIONAL POWERS**

- 8.1 The scope of Scrutiny Committees is contained within Part 2, Article 6 of the constitution; the Terms of Reference of the Scrutiny Committees are in the Overview and Scrutiny Procedure Rules (Part 4 of the constitution).

## **9. BACKGROUND INFORMATION**

### **Background**

- 9.1 In January 2012, Ofsted and the Care Quality Commission (CQC) undertook an announced 10 day inspection of the safeguarding and looked after children services in Barnet. The purpose of the inspection was to evaluate the contribution made by relevant services in the local area towards ensuring that children and young people are properly safeguarded and to determine the quality of service provision for looked after children and care leavers.

- 9.2 The evidence evaluated by inspectors included:

- discussions with children and young people receiving services, front line staff and managers, senior officers, elected members and a range of community representatives
- analysing and evaluating reports and performance data from a variety of sources
- a review of 73 case files for children and young people with a range of needs.
- interviews and focus groups with front line professionals, managers and senior staff from Barnet’s Health organisations, including North Central London NHS Barnet.

- 9.3 The Ofsted and CQC report gave the Borough of Barnet an overall rating of 'good' for both safeguarding and the outcomes for our looked after children. As at 24 February 2012, of the 97 Local Authorities for whom such an inspection has been undertaken (excluding those who had been re-inspected) in relation to the safeguarding judgement 2 were rated as 'outstanding', 31 as 'good', 47 as 'satisfactory' and 17 as 'inadequate'. For the looked after children judgement, 0 were rated as 'outstanding', 50 as 'good', 44 as 'satisfactory' and 3 as 'inadequate'.
- 9.4 Areas that Ofsted picked out for particular praise include Barnet's overall vision and direction; the partnership of services for children were praised for being ambitious and having a clear vision to continue to improve outcomes for children and young people. Inspectors reported that staff across the partnership enjoy working in the borough and demonstrate commitment to the values of the partnership and sense of direction.
- 9.5 The strategy for early intervention and prevention was seen as a real strength. The delivery of a range of services through the safer families and family focus model in particular were seen as demonstrating discernable, improved outcomes. Effective work was highlighted in the report as having prevented some children coming into care, and enabling some child protection plans to cease. The report highlighted that this has resulted in a corresponding reduction in costs for the council and partners. Inspectors also found clear evidence that children and young people's educational outcomes and life chances are improving.
- 9.6 The report highlighted the leadership shown by both the Children's Trust and the Corporate Parenting role of the Council and Council Members. Elected members were viewed as committed to listening to the views of children and young people and to giving them opportunities to influence the development of services.
- 9.7 It was recognised that the Barnet Safeguarding Children Board continues to be developed to ensure an effective structure which promotes ownership, accountability and challenge. Good partnership work was identified as taking place, for example, the work of the multi-agency domestic violence strategy group which has resulted in improved support and services to victims of domestic abuse.
- 9.8 The participation of young people in Barnet and their involvement in service planning was highlighted throughout the report. Inspectors found that there was a strong focus on children and young people having a voice through a variety of groups including the Youth Shield, the Youth Board, and the Role Model Army (the Children in Care Council).
- 9.8 The report emphasised that the borough is committed to improving educational outcomes for looked after children and young people and narrowing the gap between these young people and others in the borough is a priority. There was recognition that the borough takes its corporate parenting role seriously and there are strong links between the borough's corporate parenting function and the work of the virtual school team.
- 9.9 Adoption support services were seen as good and the report acknowledged that workers in this field are very experienced and provide imaginative approaches including post adoption support to parents, carers and children.
- 9.10 20 out of Ofsted's 22 assessment criteria received a rating of 'good'. The Ofsted report highlights that the support provided to children and young people is good, but the recording and monitoring of assessments and service provision is variable. Therefore two of the assessment criteria, the quality of provision for safeguarding and the quality of

provision for looked after children, received a rating of at least 'adequate'.

- 9.11 In their final report Ofsted made 15 recommendations, which will enable Barnet Council and its delivery partners to improve the quality of service provision for both safeguarding and looked after children's services.
- 9.12 An action plan has been developed (Appendix A) to enable Barnet Council and its delivery partners to take forward Ofsted's 15 recommendations. The majority of actions required to make these improvements are based on a need to ensure more consistent implementation of procedures and guidelines, SMART target setting and effective auditing. The action plan outlines the key actions, a named lead officer and a specified reporting mechanism to ensure that each of the recommendations are implemented. In addition to the Ofsted recommendations, CQC will also be making some health-specific recommendations.

### **Recommendations and key activities**

9.13 **Recommendation 1**

*The Domestic Violence Strategic Board to review the services provided through housing for victims of domestic abuse.*

Key Action - to be completed within 3 months

- Carry out a review of services provided through housing for victims of domestic abuse.

Future Action

- Following on from the review, refresh the Domestic Violence Strategy and action plan to include a focus on housing.

9.13 **Recommendation 2**

*The council to review its current processes for initiating child protection enquiries and the use of strategy discussions and follow up meetings in order to be fully compliant with Working Together 2010 and local safeguarding procedures.*

Key Action - to be completed within 3 months

- Review current process in relation to recording section 47 enquiries and the use of strategy discussion.

Future Action

- Use the findings of the review to produce relevant guidance for officers and monitor to ensure that the guidance is being complied with.

9.14 **Recommendation 3**

*Strategy discussions and meetings should be chaired as a matter of routine by team managers including those undertaken through the Local Authority Designated Officer (LADO)<sup>1</sup> service.*

Key Action - to be completed within 3 months

- Going forward team managers to chair strategy discussions and meetings and these arrangements to be monitored to ensure compliance.

9.15 **Recommendation 4**

*LADO arrangements to be reviewed to ensure the procedures, especially in relation to*

---

<sup>1</sup> The role of the LADO is set out in the HM Government guidance *Working Together to Safeguard Children* (2006). The LADO works within Children's Services and should be alerted to all cases in which it is alleged that a person who works with children has behaved in a way that may have harmed a child.

*advice given, strategy discussions and meetings are compliant with Working Together 2010 and local safeguarding procedures.*

Key Action - to be completed within 3 months

- Commission and undertake an independent review of protocols around child protection decision making and the role of the LADO.

**9.16 Recommendation 5**

*The BSCB to ensure that all schools adopt the correct safeguarding procedures by referring appropriate safeguarding concerns to either the LADO or children's social care before interviewing children in detail or undertaking any further investigative actions before a strategy discussion or meeting has been held.*

Key Actions - to be completed within 3 months

- Reissue safeguarding guidance to schools.
- Highlight safeguarding guidance at primary and secondary heads meetings.
- Consider providing further safeguarding training to schools.

**9.17 Recommendation 6**

*Review child protection and children in need plans to ensure actions are specific and timescales are identified.*

Key Actions - to be completed within 3 months

- Undertake a dip audit of Children in Need Plans and Child Protection Plans and formulate an action plan based on findings.
- Issue guidance/training to support smarter plan writing.

Future Action

- After the guidance has been circulated and publicised undertake an audit of child protection and children in need plans to review progress.

**9.18 Recommendation 7**

*Ensure that supervision records are suitably detailed and contain actions that are clear and measurable*

Key Actions – to be completed within 3 months

- Issue SMART guidance for recording supervision to team managers, social workers and Independent Reviewing Officers
- Consider commissioning training from an external agency with a specialism in supervision

Future Action

- Undertake dip audits of supervision records to ensure compliance with guidance on supervision

**9.19 Recommendation 8**

*Council to ensure looked after children and young people are made aware of the existence of the Pledge<sup>2</sup> and how they can use this to monitor the commitment of partners to providing good quality care and support*

Key Actions – to be completed within 3 months

---

<sup>2</sup> 'The Pledge' refers to the London Pledge for children and young people in care, which is a commitment by all Children's Trusts and their partners. It aims to ensure that children and young people in care in London have equal access to the same range of key services and support wherever they live.

- Work with Role Model Army and focus groups of children in and leaving care to begin the design of a Barnet-specific Pledge.
- Develop an action and/or monitoring plan for the Pledge to review commitment and progress made by the council and partners

Future Action

- Publicise the Pledge to all children in care and leaving care

**9.20 Recommendation 9**

*Council to ensure that robust case audit systems and reporting mechanisms in both looked after children and safeguarding services are sufficiently challenging, particularly in relation to the quality of practice and direct work. Ensure that audit findings are routinely shared with the senior management team to drive improvement*

Key Actions – to be completed within 3 months

- Strengthen and clearly outline reporting mechanisms for case audits to ensure findings report up from the front line to management and senior management and vice versa
- Safeguarding and social care management to develop an audit forward plan

**9.21 Recommendation 10**

*Develop the existing mechanism to support complaints to ensure that there is a framework for annually reporting to relevant committees and boards on representations and complaints by looked after children and young people to include issues of service quality and practice*

Key Action – to be completed within 3 months

- Develop an action plan to ensure that complaints from looked after children are going to senior managers in social care and relevant committees and boards

**9.22 Recommendations 11 and 12**

*Council to develop and implement an explicit permanency policy to secure long term, stable and legally protected placements for looked after children*

*Council to ensure longer-term looked after children are provided with permanent and legally secure placements*

Key Actions – to be completed within 6 months

- Develop a permanency policy which clearly outlines the use of permanent and legally secure placements.
- Review all longer term looked after children to ensure that they are being provided with the most permanent and legally secure placement possible.

Future Action

- Embed the permanency policy into practice and monitor its effectiveness

**9.23** The Ofsted report included some recommendations for health agencies, as listed below. The CQC will also be publishing a report with key findings for Health. When the report is published colleagues at NCL NHS Barnet will put in place actions to address recommendations arising from the CQC report.

**9.24 Recommendation 13 – Health agencies**

*Ensure there is sufficient capacity to support planned changes to inter-agency strategic and commissioning work (to be completed within 6 months).*

Key Action – to be completed within 6 months

- Job descriptions and Service Level Agreements for safeguarding staff within health to be reviewed to ensure sufficient capacity to support changes

**9.25 Recommendation 14 – NHS Barnet and NHS providers**

*Ensure that front line health staff can access Level 3 of the multiagency safeguarding training (to be completed within 6 months).*

Key Action – to be completed within 6 months

- Programme of Interagency level 3 2012 training to be sent out to all health staff to ensure access to training

**9.26 Recommendation 15 – NHS Barnet and NHS providers**

*NHS Barnet and NHS providers to appoint a designated doctor for looked after children to strengthen the capacity of health staff to support the work of the designated nurse for looked after children (to be completed within 6 months) .*

Key Actions – to be completed within 6 months

- Two GP surgeries provide support to designated nurse for looked after children, while arrangements are reviewed
- Review of current arrangements to be carried out

**10. LIST OF BACKGROUND PAPERS**

- 10.1 Final Report January 2012 - Inspection of safeguarding and looked after children services London Borough of Barnet <http://www.ofsted.gov.uk/local-authorities/barnet>

CFO: JH/MC

LS: HP

### Inspection of Safeguarding and Looked After Children Action Plan 2012

Local Authority & partners

Health & partners

Ofsted recommendations	Ofsted timeframe	Key actions	Lead officer	Completion date	Reporting mechanism/ oversight
1 The Domestic Violence Strategic Board to review the services provided through housing for victims of domestic abuse	3 months	<ul style="list-style-type: none"> <li>• Carry out a review of services provided through housing for victims of domestic abuse</li> <li> </li> <li>*Subsequently review and refresh Domestic Violence strategy and action plan, to include a focus on housing</li> </ul>	<ul style="list-style-type: none"> <li>• Stav Yiannou</li> </ul>	<ul style="list-style-type: none"> <li>• 24 May 2012</li> </ul>	<ul style="list-style-type: none"> <li>• DVSB</li> <li>• Safer Communities Board</li> </ul>
2 The council to review its current processes for initiating child protection enquiries and the use of strategy discussions and follow up meetings in order to be fully compliant with Working Together 2010 and local safeguarding procedures	3 months	<ul style="list-style-type: none"> <li>• Review current process in relation to recording section 47 enquiries and the use of strategy discussions</li> <li> </li> <li>*Produce guidance and monitor compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Jo Pymont</li> <li>• Erica Ferrari</li> <li> </li> <li>• Disabled Children's Team – Sue Reeve</li> </ul>	<ul style="list-style-type: none"> <li>• 24 May 2012</li> </ul>	<ul style="list-style-type: none"> <li>• Safeguarding and social care management meeting</li> </ul>
3 Strategy discussions and meetings should be chaired as a matter of routine by team managers including those undertaken through the Local Authority Designated Officer (LADO) service	3 months	<ul style="list-style-type: none"> <li>• Team Managers to chair meetings</li> <li> </li> <li>*Subsequently monitor to ensure compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Social Care lead – Jo Pymont &amp; Erica Ferrari</li> <li> </li> <li>• Disabled Children's Lead</li> <li> </li> <li>• Safeguarding lead - Bridget Griffin &amp; Liz Shaw</li> </ul>	<ul style="list-style-type: none"> <li>• 24 May 2012</li> </ul>	<ul style="list-style-type: none"> <li>• Safeguarding and social care management meeting</li> </ul>
4 LADO arrangements to be	3 months	<ul style="list-style-type: none"> <li>• Commission and undertake an</li> </ul>	<ul style="list-style-type: none"> <li>• Safeguarding</li> </ul>		

reviewed to ensure the procedures, especially in relation to advice given, strategy discussions and meetings are compliant with Working Together 2010 and local safeguarding procedures		independent review of protocols around child protection decision making and the role of the LADO	lead - Bridget Griffin		
5 The BSCB to ensure that all schools adopt the correct safeguarding procedures by referring appropriate safeguarding concerns to either the LADO or children's social care before interviewing children in detail or undertaking any further investigative actions before a strategy discussion or meeting has been held	3 months	<ul style="list-style-type: none"> <li>• Reissue guidance to schools</li> <li>• Highlight at primary and secondary heads meetings</li> <li>• Further safeguarding training to be considered</li> </ul>	<ul style="list-style-type: none"> <li>• Tim Beach</li> <li>• Bridget Griffin</li> </ul>	<ul style="list-style-type: none"> <li>• 24 May 2012</li> </ul>	<ul style="list-style-type: none"> <li>• Barnet Safeguarding Children Board</li> </ul>
6 Review child protection and children in need plans to ensure actions are specific and timescales are identified	3 months	<ul style="list-style-type: none"> <li>• Undertake a dip audit of Children in Need Plans and Child Protection Plans and formulate an action plan based on findings.</li> <li>• Review Children in Need Plans and Child Protection Plans and formulate an action plan.</li> <li>• Issue guidance/training to support smarter plan writing</li> </ul> <p>*A subsequent audit (after implementation) will be undertaken to review progress</p>	<ul style="list-style-type: none"> <li>• Safeguarding lead - Bridget Griffin</li> <li>• Social Care lead – Jo Pymont</li> <li>• Disabled Children's Team Lead – Sue Reeve</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• 24 May 2012</li> </ul>	<ul style="list-style-type: none"> <li>• Safeguarding and social care management meeting</li> </ul>
7 Ensure that supervision records are suitably detailed and contain actions that are clear and measurable	3 months	<ul style="list-style-type: none"> <li>• Issue SMART for recording supervision to team managers, social workers and IROs</li> <li>• Consider commissioning training</li> </ul>	<ul style="list-style-type: none"> <li>• Social Care lead – Jo Pymont</li> <li>• Disabled</li> </ul>	<ul style="list-style-type: none"> <li>• 24 May 2012</li> </ul>	<ul style="list-style-type: none"> <li>• Safeguarding and social care management meeting</li> </ul>



		<p>from an external agency with a specialism in supervision</p> <p>*Subsequently undertake dip audits of supervision records</p>	<p>Children's Team Lead – Sue Reeve</p> <ul style="list-style-type: none"> <li>Safeguarding lead - Bridget Griffin</li> </ul>		
<p>8 Council to ensure looked after children and young people are made aware of the existence of the Pledge and how they can use this to monitor the commitment of partners to providing good quality care and support</p>	3 months	<ul style="list-style-type: none"> <li>Work with Role Model Army and focus groups of children in and leaving care to begin design of a Barnet-specific Pledge.</li> <li>Develop an action and/or monitoring plan for the Pledge to review commitment/progress of council and partners</li> </ul> <p>*Subsequently publicise the Pledge to all children in care and leaving care</p>	<ul style="list-style-type: none"> <li>Service Manager Specialist Resources</li> <li>Service Manager Children in Care and Leaving Care</li> </ul>	<ul style="list-style-type: none"> <li>24 May 2012</li> </ul>	<ul style="list-style-type: none"> <li>Corporate Parenting Advisory Panel</li> </ul>
<p>9 Council to ensure that robust case audit systems and reporting mechanisms in both looked after children and safeguarding services are sufficiently challenging, particularly in relation to the quality of practice and direct work. Ensure that audit findings are routinely shared with the senior management team to drive improvement</p>	3 months	<ul style="list-style-type: none"> <li>Strengthen and clearly outline reporting mechanisms for case audits to ensure findings report up from the front line to management and senior management and vice versa</li> <li>Safeguarding and social care management to develop an audit forward plan</li> </ul>	<ul style="list-style-type: none"> <li>Jay Mercer</li> <li>Ann Graham</li> </ul>	<ul style="list-style-type: none"> <li>24 May 2012</li> </ul>	<ul style="list-style-type: none"> <li>Safeguarding and social care management meeting</li> <li>Subsequent reporting of findings to the Senior Leadership Team and Barnet Safeguarding Children Board</li> </ul>
<p>10 Develop the existing mechanism to support complaints to ensure that there is a framework for annually reporting to relevant committees and boards on representations and complaints by looked after children and</p>	3 months	<ul style="list-style-type: none"> <li>Develop an action plan to ensure that complaints from looked after children are going to senior managers in social care and relevant committees and boards</li> </ul>	<ul style="list-style-type: none"> <li>Val White/Rachel Williams</li> </ul>	<ul style="list-style-type: none"> <li>24 May 2012</li> </ul>	<ul style="list-style-type: none"> <li>Safeguarding and social care management meeting</li> <li>Subsequent reporting of findings to the</li> </ul>

young people to include issues of service quality and practice					Senior Leadership Team and Barnet Safeguarding Children Board
11 Council to develop and implement an explicit permanency policy to secure long term, stable and legally protected placements for looked after children	6 months	<ul style="list-style-type: none"> <li>Develop a permanency policy which clearly outlines the use of permanent and legally secure placements.</li> <li>Review all longer term looked after children to ensure that they are being provided with the most permanent and legally secure placement possible.</li> </ul>	<ul style="list-style-type: none"> <li>Social Care lead – Jo Pymont</li> </ul>	<ul style="list-style-type: none"> <li>24 August 2012</li> </ul>	<ul style="list-style-type: none"> <li>Safeguarding and social care management meeting</li> </ul>
12 Council to ensure longer-term looked after children are provided with permanent and legally secure placements	6 months	<ul style="list-style-type: none"> <li>*Subsequently embed the policy into practice and monitor its effectiveness</li> </ul>			
Ensure there is sufficient capacity to support planned changes to inter-agency strategic and commissioning work	6 months	<ul style="list-style-type: none"> <li>Job descriptions and Service Level Agreements for safeguarding staff within health to be reviewed to ensure sufficient capacity to support changes</li> </ul>	<ul style="list-style-type: none"> <li>Assistant Director joint commissioning and planning</li> <li>Designated Nurse Safeguarding children</li> </ul>	<ul style="list-style-type: none"> <li>24 August 2012</li> </ul>	<ul style="list-style-type: none"> <li>Clinical Executive committee</li> <li>Barnet Safeguarding Children Board</li> </ul>
Ensure that front line health staff can access Level 3 of the multiagency safeguarding training	6 months	<ul style="list-style-type: none"> <li>Programme of Interagency level 3 2012 training to be sent out to all health staff to ensure access to training</li> </ul>	<ul style="list-style-type: none"> <li>Designated Nurse Safeguarding children</li> </ul>	<ul style="list-style-type: none"> <li>24 August 2012</li> </ul>	<ul style="list-style-type: none"> <li>Barnet Safeguarding Children Board</li> </ul>
Health to appoint a designated doctor for looked after children to strengthen the capacity of health staff to support the work of the designated nurse for looked after children	6 months	<ul style="list-style-type: none"> <li>Two GP surgeries provide support to designated nurse for looked after children, while arrangements are reviewed</li> <li>Review of current arrangements to be carried out</li> </ul>	<ul style="list-style-type: none"> <li>Designated Nurse children in Care</li> </ul>	<ul style="list-style-type: none"> <li>24 August 2012</li> </ul>	<ul style="list-style-type: none"> <li>Barnet Safeguarding Children Board</li> </ul>

---

<b>Meeting</b>	Safeguarding Overview & Scrutiny Committee
<b>Date</b>	16 <sup>th</sup> April 2012
<b>Subject</b>	<b>Cabinet Forward Plan</b>
<b>Report of</b>	Scrutiny Office
<b>Summary</b>	This report provides Members with the current published Cabinet Forward Plan. The Committee is asked to comment on and consider the Cabinet Forward Plan when identifying future areas of scrutiny work.

---

Officer Contributors	Melissa James, Scrutiny Officer
Status (public or exempt)	Public
Wards affected	All
Enclosures	Appendices
Reason for urgency / exemption from call-in	Not applicable

Contact for further information: Melissa James, Scrutiny Officer, 020 8359 7034

## **1. RECOMMENDATION**

- 1.1 That the Safeguarding Overview and Scrutiny Committee comment on and consider the Cabinet Forward Plan for February 2012 when identifying areas of future Scrutiny work.

## **2. RELEVANT PREVIOUS DECISIONS**

- 2.1 None.

## **3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS**

- 3.1 The Overview and Scrutiny Committees must ensure that the work of Scrutiny is reflective of the Council's priorities.

- 3.2 The three priority outcomes set out in the 2012/13 Corporate Plan are: –

- Better services with less money
- Sharing opportunities, sharing responsibilities
- A successful London suburb

## **4. RISK MANAGEMENT ISSUES**

- 4.1 None in the context of this report.

## **5. EQUALITIES AND DIVERSITY ISSUES**

- 5.1 In addition to the Terms of Reference of the Committee, and in so far as relating to matters within its remit, the role of the Committee is to perform the Overview and Scrutiny role in relation to:

- The Council's leadership role in relation to diversity and inclusiveness; and
- The fulfilment of the Council's duties as employer including recruitment and retention, personnel, pensions and payroll services, staff development, equalities and health and safety.
- The Council is required to give due regard to its public sector equality duties as set out in the Equality Act 2010 and as public bodies, Health partners are also subject to equalities legislation; consideration of equalities issues should therefore form part of their reports.

## **6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)**

- 6.1 None.

## **7. LEGAL ISSUES**

- 7.1 None save those contained within the body of the report.

## **8. CONSTITUTIONAL POWERS**

- 8.1 The scope of the Overview and Scrutiny Committees is contained within Part 2, Article 6 of the Council's Constitution; the Terms of Reference of the Scrutiny Committees are included in the Overview and Scrutiny Procedure Rules (Part 4 of the Council's Constitution).

## **9. BACKGROUND INFORMATION**

- 9.1 Under the current overview and scrutiny arrangements, the Safeguarding Overview and Scrutiny Committee will ensure that the work of Scrutiny is reflective of Council priorities, as evidenced by the Corporate Plan and the programme being followed by the Executive.
- 9.2 The Cabinet Forward Plan will be included on the agenda at each meeting of the Safeguarding Overview & Scrutiny Committee as a standing item.
- 9.3 The Committee is encouraged to comment on the Forward Plan.
- 9.4 The Committee is asked to consider items contained within the Forward Plan to assist in identifying areas of future scrutiny work, particularly focussing on areas where scrutiny can add value in the decision making process (pre-decision scrutiny).

## **10. LIST OF BACKGROUND PAPERS**

- 10.1 None.

This page is intentionally left blank

**London Borough of Barnet  
Forward Plan of Key Decisions  
February 2012**

Contact: Jeremy Williams, Governance Service, 020 8359 2042

Jeremy.williams@barnet.gov.uk

Subject	Decision requested	Cabinet Member/ author	Consultation	Last date for reps	Documents to be considered
<b>Cabinet 20 February 2012</b>					
<b>Business Planning 2011/12 – 2013/14</b>	To agree the Financial and Business Planning process for the period 2012/13 to 2014/15.	Resources & Performance / Leader Andrew Travers	Programme of budget consultation to be carried out		Full report
<b>Governance of Strategic Partnerships</b>	To agree revised Governance arrangements for the council's strategic partnerships.	Leader / Customer Access & Partnerships Julie Taylor			Full report
<b>Network Management Policy</b>	To agree an approach to managing the council's road network	Environment Neil Richardson			Full report
<b>Cabinet Resources Committee 28 February 2012</b>					
<b>Quarter 3 Monitoring and Performance Report</b>	To seek the Committee's approval of the recommendations and forecast within the report and to approve virements and transfers.	Resources and Performance Maria Christofi			Full report
<b>Treasury Management Outturn for quarter ended 30 December 2011</b>	To receive a report providing an update on treasury management activity.	Resources and Performance John Hooton			Full report
<b>Older Adults Framework Contract and Pricing Strategy</b>	To seek agreement for a market strategy for older persons registered care.	Adults Kate Kennally			Full report
<b>Debt write-off over £5000.00</b>	To seek the approval to write-off debts over £5000.00	Resources and Performance			Full report



<b>Community Infrastructure Levy</b>	To seek approval of a preliminary draft charging schedule for Barnet	Maria Christofi Planning / Resources and Performance Martin Cowie / Lucy Shomali			Full report
<b>NCSO Business Case and Shortlist report</b>	To seek approval of the Business Case and Shortlist report.	Customer Access and Partnerships Craig Cooper			Full report
<b>West Hendon Regeneration Project – Report on the Masterplan Review for West Hendon</b>	Approval of the recommended approach for the Masterplan.	Leader Lucy Shomali			Full report
<b>Hendon Football Club</b>	To consider the reference back from Business Management Overview & Scrutiny Committee	Resources and Performance Craig Cooper			Full report
<b>Regeneration Projects – contract arrangements</b>	To seek authority for expenditure with respect to independent resident advice for the Grahame Park, Stonegrove and Spur Road and Dollis Valley Regeneration Schemes and with respect to CPO advice on the Stonegrove & Spur Road Regeneration Scheme.	Leader Adults			Full report
<b>Award of contract for Domestic Violence Services</b>	To award a contract	Resources & Performance Craig Cooper			Full report
<b>Award of Contract – Corporate Buildings Security</b>	To award to contract for the provision of the provision of a security service for corporate buildings.				

## Cabinet 4 April 2012

<b>Outcome of consultation on the Local Tenancy Strategy and changes to the secure tenancy agreement</b>	To consider the outcome of the consultation and to authorise any changes to the tenancy agreement.	Housing Pam Wharfe	To consider outcomes of consultation	Full report
<b>Waste Management</b>	Decision on the Council's future collection method for the collection of recyclable, organic and residual waste.	Environment Pam Wharfe		Full report
<b>Review of Housing Allocations Scheme</b>	To review the scheme and agree any changes which are required.	Housing Pam Wharfe		Full report
<b>Events in Parks Policy</b>	To consider the events in parks policy.	Environment Pam Wharfe		Full report
<b>LDF Core Strategy and Development Management Policies DPDs</b>	Adoption of the Core Strategy and Development Management Policies DPDs as part of the Barnet LDF	Planning Lucy Shomali		Full report

## Cabinet Resources Committee 4 April 2012

<b>Child and Adolescent Mental Health Services (CAHMS) Tier 4</b>	Agreement of future provision of CAMHS provided to those with the highest support needs	Education, Children & Families TBC		Full report
<b>Decision on Supplier of Self-Service</b>	To consider a decision on supplier of self-service technology.	Resources & Performance /		Full report

Technology		Leader TBC			
There are no meetings scheduled to take place in May 2012.					

This page is intentionally left blank

---

Meeting	Safeguarding Overview & Scrutiny Committee
Date	16 <sup>th</sup> April 2012
<b>Subject</b>	<b>Safeguarding Overview &amp; Scrutiny Committee Forward Work Programme</b>
Report of	Scrutiny Office
Summary	This report outlines the Committee's work programme during 2011/12.

---

Officer Contributors	Melissa James, Scrutiny Officer
Status (public or exempt)	Public
Wards affected	All
Enclosures	Appendix A – Safeguarding Overview and Scrutiny Work Programme 2011/12
Reason for urgency / exemption from call-in	Not applicable

Contact for further information: Melissa James, Scrutiny Officer, 020 8359 7034.

## **1. RECOMMENDATION**

- 1.1 **That the Committee consider and comment on the items included in the 2011/12 work programme of the Safeguarding Overview & Scrutiny Committee (Appendix A).**

## **2. RELEVANT PREVIOUS DECISIONS**

- 2.1 None.

## **3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS**

- 3.1 The Overview and Scrutiny Committees must ensure that the work of Scrutiny is reflective of the Council's priorities.
- 3.2 The three priority outcomes set out in the 2012/13 Corporate Plan are: –
- Better services with less money
  - Sharing opportunities, sharing responsibilities
  - A successful London suburb

## **4. RISK MANAGEMENT ISSUES**

- 4.1 None

## **5. EQUALITIES AND DIVERSITY ISSUES**

- 5.1 In addition to the Terms of Reference of the Committee, and in so far as relating to matters within its remit, the role of the Committee is to perform the Overview and Scrutiny role in relation to:
- The Council's leadership role in relation to diversity and inclusiveness; and
  - The fulfilment of the Council's duties as employer including recruitment and retention, personnel, pensions and payroll services, staff development, equalities and health and safety.
  - The Council is required to give due regard to its public sector equality duties as set out in the Equality Act 2010 and as public bodies, Health partners are also subject to equalities legislation; consideration of equalities issues should therefore form part of their reports.

## **6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)**

- 6.1 None in the context of this report.

## **7. LEGAL ISSUES**

- 7.1 None save those contained within the body of the report

## **8. CONSTITUTIONAL POWERS**

- 8.1 The scope of the Overview and Scrutiny Committees is contained within Part 2, Article 6 of the Council's Constitution; the Terms of Reference of the Scrutiny Committees are

included in the Overview and Scrutiny Procedure Rules (Part 4 of the Council's Constitution).

## **9. BACKGROUND INFORMATION**

- 9.1 The Safeguarding Overview & Scrutiny Committee's Work Programme 2011/12 indicates items of business previously considered by the Committee and forthcoming items.
- 9.2 The work programme of this Committee is intended to be a responsive tool, which will be updated on a rolling basis following each meeting, for the inclusion of areas which may arise through the course of the year.
- 9.3 The Committee is empowered to agree its priorities and determine its own schedule of work within the programme.

## **10. LIST OF BACKGROUND PAPERS**

- 10.1 None

This page is intentionally left blank



4 JULY 2011

## SAFEGUARDING OVERVIEW &amp; SCRUTINY COMMITTEE

ITEMS TO BE CONSIDERED	INFORMATION	REPORT ORIGIN	LINK TO CORPORATE PLAN
<b>Safeguarding in Barnet</b>	New committee to consider joint report from Children's and Adults on Safeguarding being reported to Cabinet on 15 June 2011	<b>Report from</b> Children's / Adults	<ul style="list-style-type: none"> <li>• Better services with less money</li> <li>• Sharing opportunities and sharing responsibilities</li> <li>• Successful London Suburb</li> </ul>
<b>Statutory Officer / Member Visits to Children's Homes</b>	Standing item	<b>Report from</b> Children's Service	
<b>Cabinet Forward Plan</b>	Standing item	<b>Report from</b> Scrutiny Office	
<b>Safeguarding OSC Work Programme</b>	Standing item	<b>Report from</b> Scrutiny Office	

10<sup>th</sup> OCTOBER 2011

**SAFEGUARDING OVERVIEW & SCRUTINY COMMITTEE**

<b>ITEMS TO BE CONSIDERED</b>	<b>INFORMATION</b>	<b>REPORT ORIGIN</b>	<b>LINK TO CORPORATE PLAN</b>
<b>Barnet Multi-Agency Safeguarding Board- Annual Report 2010-2011</b>	Committee to consider the annual report on safeguarding vulnerable adults for 2010/11. Regulator requirement.	<b>Report from</b> Adult Social Care and Health	<ul style="list-style-type: none"> <li>• Better services with less money</li> <li>• Sharing opportunities and sharing responsibilities</li> <li>• Successful London Suburb</li> </ul>
<b>Children's Governance Structures</b>	Committee have requested a report outlining the Boards and Panels governing the delivery of services for children.	<b>Report from</b> Children's Services	
<b>Implications of the Green Paper on SEN</b>	Committee have requested a report outlining the implications of the Green Paper.	<b>Report from</b> Children's Services	
<b>In depth Performance report: % of children subject to a child protection case for the second or subsequent time</b>	Referred from Budget and Performance OSC to the Safeguarding OSC.	<b>Report from</b> Children's Services	
<b>Annual Complaints Report 2010-2011</b>	Committee to consider the annual complaints Report	<b>Report from</b> Adults Social Care and Health	

	for 2010/2011		
<b>Statutory Officer &amp; Member Visits to Barnet Children's Homes &amp; Hostels</b>	Standing Item	<b>Report from</b> Scrutiny Office	
<b>Cabinet Forward Plan</b>	Standing Item	<b>Report from</b> Scrutiny Office	
<b>Safeguarding OSC Work Programme</b>	Standing Item	<b>Report from</b> Scrutiny Office	

<b>5<sup>th</sup> JANUARY 2012</b>			
<b>SAFEGUARDING OVERVIEW &amp; SCRUTINY COMMITTEE</b>			
<b>ITEMS TO BE CONSIDERED</b>	<b>INFORMATION</b>	<b>REPORT ORIGIN</b>	<b>LINK TO CORPORATE PLAN</b>
<b>Fairer Contribution Policy (Adult Social Services)</b>	Committee to receive a six-month update on the Council's charging policy.	<b>Report from</b> Adult Social Care and Health	<ul style="list-style-type: none"> <li>• <b>Better services with less money</b></li> <li>• <b>Sharing opportunities and sharing responsibilities</b></li> <li>• <b>Successful London Suburb</b></li> </ul>
<b>Adult Social Services Workforce Approach to Safeguarding</b>	The Committee to receive a report on the adult social services workforce approach to Safeguarding	<b>Report from</b> Adult Social Care and Health	
<b>LINKS Update and Annual Report</b>	Committee to receive an update on Barnet LINKS, together with the LINKS	<b>Report from</b> Policy and Partnerships Group	

	Annual Report for comment.		
<b>The Local Authority's Changing Relationship with Schools</b>	The Committee to receive a report on the Council's changing relationship with Schools	<b>Report from</b> Children's Service	
<b>Munroe Review: Barnet's Response</b>	Committee to receive a report on the Munroe Review and the implications for Barnet's Children's Services Social work	<b>Report from</b> Children's Service	
<b>Cabinet Forward Plan</b>	Standing Item	<b>Report from</b> Scrutiny Office	
<b>Safeguarding OSC Work Programme</b>	Standing Item	<b>Report from</b> Scrutiny Office	
<b>Statutory Officer &amp; Member Visits to Barnet Children's Homes &amp; Hostels</b>	Standing Item	<b>Report from</b> Scrutiny Office	

16<sup>th</sup> APRIL 2012

**SAFEGUARDING OVERVIEW & SCRUTINY COMMITTEE**

<b>ITEMS TO BE CONSIDERED</b>	<b>INFORMATION</b>	<b>REPORT ORIGIN</b>	<b>LINK TO CORPORATE PLAN</b>
<b>Local Account of Adult Social Care Services</b>	Committee to receive the first annual Local Account of adult social care services in Barnet.	<b>Report from</b> AdSS and Health	<ul style="list-style-type: none"> <li>▪ <b>Better services with less money</b></li> <li>▪ <b>Sharing opportunities and sharing responsibilities</b></li> <li>▪ <b>Successful London Suburb</b></li> </ul>
<b>Update on Outcome of Children's Service Ofsted Inspection</b>	Committee to receive an update on the outcome of the Children's Service Ofsted Inspection undertaken in January 2012	<b>Requested by</b> Committee  <b>Report from</b> Children's Service	
<b>Transforming Child and Adolescent Mental Health Services in Barnet, Enfield and Haringey</b>	Committee to receive a presentation on the future provision of CAMHS for young people in Barnet	<b>Requested by</b> Committee  <b>Report from</b> Children's Service	
<b>Cabinet Forward Plan</b>	Standing Item	<b>Report from</b> Scrutiny Office	
<b>Safeguarding OSC Work Programme</b>	Standing Item	<b>Report from</b> Scrutiny Office	
<b>Statutory Officer &amp; Member Visits to</b>	Standing Item	<b>Report from</b> Scrutiny Office	

Barnet Children's Homes/ Hostels			
----------------------------------	--	--	--

<b>FUTURE MEETINGS – ITEMS TO BE ALLOCATED</b>			
<b>SAFEGUARDING OVERVIEW &amp; SCRUTINY COMMITTEE</b>			
<b>ITEMS TO BE CONSIDERED</b>	<b>INFORMATION</b>	<b>REPORT ORIGIN</b>	
<b>Human Rights in Home Care for Older People</b>	Committee to receive a full report on Human rights in homecare for older people, following a Members Item considered at 5 January 2012 meeting	<b>Requested by</b> Committee  <b>Report from</b> AdSS and Health	<ul style="list-style-type: none"> <li>▪ <b>Better services with less money</b></li> <li>▪ <b>Sharing opportunities and sharing responsibilities</b></li> <li>▪ <b>Successful London Suburb</b></li> </ul>
<b>Update on Personalisation and Adults Social Services</b>	Committee to receive an update personalisation and Adult Social Care and Health	<b>Requested by</b> Adult Social Services OSSC  <b>Report from</b> AdSS and Health	
<b>Voluntary Sector Procurement Plan (Post Consultation)</b>	TBC	<b>Requested by</b> Adult Social Services OSSC <b>Report from</b> Third Sector Commissioning	

<b>Pricing Strategy for Older Adults using Social Care Services</b>	The Committee to receive a report on the pricing strategy for Older Adults using social care services	<b>Report from AdSS and Health</b>	
<b>Adult Social Services – Balanced Scorecard for Safeguarding</b>	The Committee to receive an update on safeguarding performance	<b>Report from AdSS and Health</b>	

**Future Meeting Dates:**

<b>2<sup>nd</sup> July 2012</b>
<b>10<sup>th</sup> September 2012</b>
<b>12<sup>th</sup> December 2012</b>
<b>20<sup>th</sup> March 2013</b>
<b>19<sup>th</sup> June 2013</b>
<b>16<sup>th</sup> September 2013</b>
<b>27<sup>th</sup> November 2013</b>

This page is intentionally left blank



## AGENDA ITEM 13

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 1, 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

**Document is Restricted**

This page is intentionally left blank

By virtue of paragraph(s) 1, 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

**Document is Restricted**

This page is intentionally left blank

By virtue of paragraph(s) 1, 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

**Document is Restricted**

This page is intentionally left blank



By virtue of paragraph(s) 1, 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

**Document is Restricted**

This page is intentionally left blank

## AGENDA ITEM 14

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank



Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank