

MEETING

CHILDREN, EDUCATION, LIBRARIES & SAFEGUARDING COMMITTEE

DATE AND TIME

TUESDAY 29TH JULY, 2014

AT 7.00 PM

VENUE

HENDON TOWN HALL, THE BURROUGHS, NW4 4BG

TO: MEMBERS OF CHILDREN, EDUCATION, LIBRARIES & SAFEGUARDING COMMITTEE (Quorum 3)

Chairman: Reuben Thompstone
Vice Chairman: Bridget Perry

Councillors

Alison Cornelius	Anne Hutton	Rebecca Challice
Daniel Thomas	Ammar Naqvi	Agnes Slocombe
Helena Hart		

Substitute Members

Melvin Cohen	Tom Davey
Arjun Mittra	Stephen Sowerby
Pauline Coakley Webb	Adam Langleben

Co-opted Members

Simon Clifford	Darren Warrington
Marilyn Nathan	Denis Carey
Gladys Vendy	

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

Andrew Nathan – Head of Governance

Governance Services contact: Paul Frost 020 8359 2205 paul.frost@barnet.gov.uk

Media Relations contact: Sue Cocker 020 8359 7039

ASSURANCE GROUP

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3.	DECLARATIONS OF MEMBERS DISCLOSABLE PECUNIARY INTERESTS AND NON-PECUNIARY INTERESTS	
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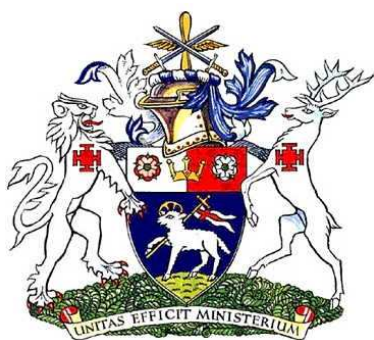
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AGENDA ITEM 5a



Children, Education, Libraries & Safeguarding Committee

29 July 2014

Title	Member's Item – Presentation from the Chairman Independent Safeguarding Board
Report of	Head of Governance
Wards	All
Status	Public
Enclosures	None
Officer Contact Details	Paul Frost, Governance Service Email: paul.frost@barnet.gov.uk Tel: 020 8359 2205

Summary

The report notes a request from the Chairman of the Children, Education, Libraries & Safeguarding Committee for the Independent Chairman of the Barnet Safeguarding Board to provide the Committee with a presentation.

Recommendations

That the Children, Education, Libraries and Safeguarding Committee note the presentation from the Independent Chair of Barnet's Safeguarding Children Board and agree to consider the implications for the Committee in its five-year Commissioning Strategy. This will be considered at the meeting on 28 October 2014.

That the Children, Education, Libraries & Safeguarding Committee provide comments where appropriate.

1. WHY THIS REPORT IS NEEDED

- 1.1 Councillor Ruben Thompstone has requested that a Member's Item be produced in relation to the Council's safeguarding responsibilities and therefore requests that the Independent Chairman of the Barnet Safeguarding Children's Board provides a presentation.
- 1.2 The presentation will include a summary of the work of Barnet's Safeguarding Children's Board, future planning and any priorities the Board has identified in relation to the Council's safeguarding responsibilities.

2. REASONS FOR RECOMMENDATIONS

- 2.1 A well-functioning Safeguarding Board is essential to reduce the risk of harm to children and young people in Barnet. The Committee therefore need to be aware of the importance of the Barnet Safeguarding Children's Board and the work that is conducted.
- 2.2 The Children, Education, Libraries & Safeguarding Committee are therefore requested to give consideration to the recommendation highlighted with this report, which will provide the Committee with relevant information in relation to safeguarding priorities to inform its commissioning plans for the coming years

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 Not applicable.

4. POST DECISION IMPLEMENTATION

- 4.1 Post decision implementation will depend on the decision taken by the Committee.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 As and when issues raised through a Member's Item are progressed, they will need to be evaluated against the Corporate Plan and other relevant policies.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.2.1 None in the context of this report.

5.3 Legal and Constitutional References

- 5.3.1 The Council's Constitution Responsibility for Functions, illustrates that a Member, including appointed substitute Members of a Committee may have one item only on an agenda that he/she serves. Members' items must be

within the term of reference of the decision making body which will consider the item.

5.3.2 There are no legal references in the context of this report.

5.4 Risk Management

5.4.1 None in the context of this report.

5.5 Equalities and Diversity

5.5.1 Member's Items allow Members of a Committee to bring a wide range of issues to the attention of a Committee in accordance with the Council's Constitution. All of these issues must be considered for their equalities and diversity implications.

5.6 Consultation and Engagement

5.6.1 None in the context of this report.

6. BACKGROUND PAPERS

6.1 Not applicable.

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AGENDA ITEM 6



Children, Education, Libraries and Safeguarding Committee

29 July 2014

Title	Short Breaks Commissioning Strategy
Report of	Family Services Director
Wards	All
Date added to Forward Plan	1 May 2014
Status	Public
Enclosures	Short Breaks for Disabled Children Commissioning Strategy
Officer Contact Details	Joe Gillam, Commissioner, Children's Service Email: joe.gillam@barnet.gov.uk Telephone: 020 8359 3664

Summary

Short breaks give disabled children and young people positive experiences, whilst, at the same time, giving a break to their primary carers. The breaks are designed to contribute to the children's personal and social development, reducing social isolation and preventing family breakdown.

The commissioning strategy sets out the outcomes the Council wants to achieve through short break services; an analysis of both demand for services and the current range of services that meets that demand and a set of commissioning intentions that will inform what services are procured and how assessed needs are matched to a fair and equitable level of service.

This will inform a procurement exercise commencing this summer for the services directly purchased by the local authority to replace the current contracts that expire at the end of March 2015.

Recommendations

This report seeks:

- i. That the Children, Education, Libraries and Safeguarding Committee approve the commissioning strategy for short breaks for disabled children.

1. WHY THIS REPORT IS NEEDED

- 1.1 This report provides the Committee with information on the commissioning strategy for short breaks provision for disabled children. Once agreed, the Council will then commence a procurement exercise to allow new services to commence on 1 April 2015. The approach outlined in the strategy will ensure that resources will be targeted toward high need whilst avoiding duplications in service delivery and ensuring a fairer access to services.

2. REASONS FOR RECOMMENDATIONS

- 2.1 It is recommended that services are commissioned in line with the strategy to achieve the following high level objectives:
 - Ensure services are targeted at those who most need them.
 - Provide children and families with more choice and control.
 - Improve outcomes and customer satisfaction.
 - Commission services that provide improved value for money.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

3.1 Cease to Provide the Service

- 3.1.1 The contracts for short breaks commissioning have already been extended for one year (2014-15), and we are required under the London Borough of Barnet (LBB) contract procedure rules to competitively tender for a new service provision. To not fulfil this requirement and cease to provide this service would put the Council in breach of its statutory duty. Moreover, not delivering services would constitute a risk to service users. The services provided through these contracts maintain arrangements for children who have additional or complex needs, thus preventing children falling into the risk of social and family breakdown, and preventing escalation into alternative, more expensive provision.

4. POST DECISION IMPLEMENTATION

- 4.1 The commissioning strategy will be implemented to ensure services are in place for April 2015.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities

5.1.1 Short breaks contribute to the priorities of the Council's Corporate Plan 2013-16 by helping to 'support families and individuals that need it – promoting independence, learning and wellbeing'.

5.1.2 The commissioning of these services within a new strategic framework will enable the Children's Service to continue supporting the priorities of the Children and Young People Plan 2013-16. This includes the priorities to enable those with Special Educational Needs, Learning Difficulties and Disabilities and complex needs to achieve their potential, to ensure services are integrated to support young people as they transition to adulthood, and to take a whole family approach to improving outcomes for children and young people.

5.2 Performance & Value for Money

5.2.1 In order to ensure value for money, the service will undergo a competitive tendering exercise according to the Procurement Contract Procedure Rules. Effective and efficient use of resources in order to achieve best value for money is a legislative duty, and all procurement must be undertaken with regard to high standards of probity.

5.2.2 The strategy also focuses on improvements to the way services are monitored and sets out an improved framework for services with better targeting of support, communication and performance management arrangements as well as joined up working in order to improve the quality and value for money of short breaks service provision.

5.2.3 The procurement strategy will ensure that each lot will be set up in a way that allows a minimum critical mass to be awarded as a block contract with any additional volume purchased via mini-competitions. The block contract level for each lot is to be set carefully and at a level where usage is guaranteed over the life of the contracts, including withstanding the likely projected impact of service – users purchasing elsewhere.

5.3 Resources (Finance, Procurement, Staffing, IT, Property, Sustainability)

5.3.1 Spend on short break services, including direct payments, totals around £1.7m per annum. The budget for the re-commissioning/procurement of short breaks for disabled children will be up to £950,000 per annum. Within this it is likely that some framework contracts (which do not commit the Council to a specific level of spend) will be used to provide flexibility and to help best meet the needs of service users.

5.3.2 Procurement will take place in line with the Council's Contract Procedure rules. Authority to go out to procure is being secured via the Procurement Forward Plan.

5.3.3 Staffing, IT, Property, Sustainability

There are no staffing, IT, property or sustainability implications for the Council

in relation to the presentation of this strategy.

5.4 Legal and Constitutional References

- 5.4.1 Under the Children Act 1989 local Authorities have various statutory duties in relation to children in need. Specifically, Section 17 of the 1989 Act requires that every local authority has a duty to provide a level of services appropriate to those children's needs. Disabled children and young people are defined as children in need by virtue of their disability.
- 5.4.2 The 2011 Short Breaks Regulations set out a number of requirements that local authorities must follow to ensure they perform their duty under the 1989 Act: provide a range of breaks, as appropriate, during the day, night, at weekends and during the school holidays; and provide parents with a short breaks services statement detailing the range of available breaks and any eligibility criteria attached to them.
- 5.4.3 Contract Procedure Rules direct that for contract values that are over £173,934 a competitive tender is required to award new contracts once they have expired.

5.5 Risk Management

- 5.5.1 The re-commissioning is following project management methodology and risks are being managed through the monthly Project Board.
- 5.5.2 An inability to continue providing short breaks services would place the Council at risk of not fulfilling its statutory duties. It could also lead to requests for alternative, more expensive provision.

5.6 Equalities and Diversity

- 5.6.1 Pursuant to section 149 of the Equality Act, 2010, the council has a public sector equality duty to have 'due regard' to: (i) eliminating unlawful discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act; (ii) advancing equality of opportunity between those with a protected characteristic and those without; (iii) promoting good relations between those with a protected characteristic and those without. The, relevant, 'protected characteristics' are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. It also covers marriage and civil partnership with regard to eliminating discrimination.
- 5.6.2 Having 'due regard' means: (i) consciously thinking about the three aims as part of the decision-making process; (ii) that an incomplete or erroneous appreciation of the duties will mean that due regard has not been given to them; and (iii) that the duty must be exercised in substance, with rigour and with an open mind.
- 5.6.3 Short Break services support a diverse population of disabled children and young people with a wide range of physical and learning disabilities, sensory

impairments, Autistic Spectrum Conditions and complex health needs including life limiting conditions. The re-commissioning is being informed by the needs assessment to ensure that the needs of Barnet's children and young people are met, in line with the Council's statutory duties, to support them to achieve positive outcomes.

5.7 Consultation and Engagement

Barnet Council consulted with residents between 23 September and 21 October 2013 to find out their views about the current and future delivery of short breaks services. Findings from the consultation have been fed into the needs assessment.

BACKGROUND PAPERS

- Appendix A: Commissioning Strategy for Short Breaks for Disabled Children
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SHORT BREAKS FOR DISABLED CHILDREN COMMISSIONING STRATEGY

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1. Introduction

1.1. Background

Short breaks and respite form part of the continuum of services giving disabled children and young people positive experiences, whilst, at the same time, giving a break to their primary carers. The breaks are designed to contribute to the children's personal and social development, reducing social isolation and preventing family breakdown.

Short breaks and respite can be delivered in a variety of ways whether in the child's own home, the home of an approved carer, or in an approved community setting and can last from a few hours to a few days, depending on the need. Day services cover a range of activities including enabling, sitting services, individual support and group based activities.

In Barnet to date, 'respite care' has been used to describe more intensive interventions agreed with the Disabled Children's Team that aim to prevent family breakdown and escalations of costs in care. However, short breaks and respite services are essentially the same – they allow parents and carers to have a break from their caring responsibilities and give children and young people the opportunity to try something new. As such, short breaks and respite services will now be described as part of the same continuum of service delivery and the term 'short breaks' will be used throughout this strategy in order to describe all service provision, including respite care.

In Barnet, short breaks services are offered to disabled children with additional and complex needs between the ages of 0 and 19 years old and their families who live within the boundaries of the London Borough of Barnet.

Children and young people are eligible for Short Breaks if they:

- Have a diagnosis of severe Autistic Spectrum Condition (ASC) - they are likely to have other impairments such as Severe Learning Disabilities or behaviours which challenge. Children in this group will display behaviour which challenges services or behaviour which causes injury to themselves or others. These are described as Group A.
- Have complex health needs, life limiting conditions and / or associated difficulties such as severe cognitive or sensory impairments. These are described as Group B.

1.2. Objectives

We aim to commission services that provide children and young people with enjoyable experiences that help them with their personal, social and educational development. Short breaks will give parents and carers a valuable break, allowing them to rest, pursue other interests or spend time with other family members.

We recognise that each family's needs are different and for this reason will commission a range of provision suitable to meet the varied needs of different families and children of all ages. Many families will want to personalise their support still further and through the provision of a direct payment and support planning advice

we will enable them to do this. For families that prefer the Council to purchase short breaks on their behalf, we will directly commission the following categories of services:

- Help to enable eligible disabled children to access universal services.
- Targeted services available to eligible disabled children and young people.
- Specialist services for children and young people with more complex needs.

The key objectives of the commissioning strategy are to:

- Ensure services are allocated fairly and targeted at those who most need them.
- Provide children and families with more choice and control.
- Improve outcomes and satisfaction with short breaks.
- Commission services that provide improved value for money
- Enable eligible disabled children to undertake education, training or regular leisure activity,
- Help families to carry out day to day tasks which they must perform in order to run their household

1.3. Outcomes

We will commission services that contribute to outcomes, including the following:

For disabled children and young people:

- Improved physical health through physical activities.
- Improved emotional health and well-being.
- Enjoyment of short breaks.
- Safe and stable home lives.
- Learn and develop skills and abilities that help growth into adulthood.

For the parents / carers and families of disabled children:

- Improved quality of life for parents / carers and family.
- Improved emotional well-being.
- Family environment is sustainable and rewarding.
- Parents / carers have more time to do other things (e.g. leisure, work, study, spending time with other children).

The services will also contribute to achieving the following long term outcomes:

- Families have increased choice and greater control over the services they receive.
- Disabled children are able to stay with their families without the need for higher level interventions Reduction in need for unplanned placements in residential units.

2. Policy Context

2.1. Local context

Barnet is the second most populous borough in London, with 364,481 residents, of which 85,548 are children and young people aged under-18. Barnet will continue to be a place of growth over the next five years, with the greatest growth concentrated in the west of the borough. Alongside this future growth is the pressure of increasing financial constraints, which makes imperative the need to analyse, plan and deliver cost effective services, both now and in the future.

2.1.1. Corporate priorities

Barnet believes all children and young people should have the opportunity to achieve their potential, to enable them to become successful adults.

The Council's strategic objectives include *supporting families and individuals that need it; promoting independence, learning and well-being*. In seeking to achieve this objective, we aim to create better life chances for children and young people across the borough.

The Corporate Plan 2013-2016 includes the strategic priority 'support families and individuals that need it – promoting independence, learning and wellbeing'. This includes a commitment to help ensure that services are integrated to support young people as they transition to adulthood.

Barnet Children and Young People Plan 2013-16 includes the priorities 'enable those with Special Educational Needs, Learning Difficulties and Disabilities, and complex needs to achieve their potential' and 'take a whole family approach to improving outcomes for children and young people'.

Short breaks services contribute to these priorities by enabling disabled children and young people to develop their skills, including skills that develop their independence, and to have positive experiences, while enabling their parents/carers to take a break from their caring responsibilities as part of a whole family approach.

2.1.2. Recent changes to short breaks commissioning

The re-commissioning process for short breaks for disabled children started in the autumn of 2013 with a public consultation on the current and future provision of short breaks services. Changes to the eligibility criteria were consulted on at this point and then implemented in autumn 2013. This consultation informed a large part of the needs assessment for the re-commissioning.

At the end of 2013 there was a budget consultation process whereby savings were proposed from commissioned services within Children's Services. After an in-depth analysis of service utilisation, a number of efficiencies and some reductions were identified in order to address duplications in service provision and ensure that families with the highest needs received appropriate support. Following the consultation the budget was approved at Council on 4 March 2014.

Reductions in funding have led to some representations from organisations whose budgets have been affected, most notably Mapledown School. This resulted in a

Council call-in to the Business Management Overview & Scrutiny Committee on 23 April 2014. The reason for the call-in was 'To ask about the variation to funding of these organisations, including Mapledown School' and the objective was 'To refer the decision to the appropriate commissioning committee to re-consider the variation in funding'. During that meeting a decision was made to restore funding to Mapledown School for one year, due to the high and complex needs of the families of children attending this particular school.

At the Children, Education, Libraries and Safeguarding Committee on 29 July 2014 it was agreed to receive this commissioning strategy on 29 July 2014 and to underwrite the Council's funding to OOPS for the provision of a summer play scheme to the value of the Council's funding in 13/14 of £21k.

2.2. National context and legislation

Carers agenda

The government's policy on carers is set out in Recognised, valued and supported: Next steps for the Carer's Strategy (DH 2010). This identifies four priority areas:

- Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages.
- Enabling those with caring responsibilities to fulfil their educational and employment potential.
- Personalised support both for carers and those they support, enabling them to have a family and community life.
- Supporting carers to remain mentally and physically well.

Children and Families Act 2014

This new legislation will begin to come in to force in September 2014 and will reform services for children and young people with special educational needs (SEN) and disabilities. The aim is to provide children, young people and their parents with greater control and choice in decisions and make sure their needs are properly met.

A revised SEND code of practice: 0 to 25 was laid before Parliament on 11 June 2014. It must be approved by Parliament before it comes into force on 1 September 2014. The code provides statutory guidance on duties, policies and procedures relating to part 3 of the Children and Families Act 2014 and associated regulations. The current code of practice remains in force until 1 September 2014.

The Act and draft code of practice introduce a number of changes that impact on short breaks services including the following:

- Local authorities will have to promote the integration of special educational needs services with health and social care services such as short breaks.
- The council will have to publish a "Local Offer" setting out what services will be available to children and young people with SEN, this offer will include short breaks.
- Introducing arrangements for carrying out integrated education, health and care needs assessments and preparing Education, Health and Care Plans for those who need them.
- Young people and parents will have the right to request a personal budget if they are going to have an EHC plan.

Children Act 1989

Short breaks can be provided by local authorities through the use of their powers under:

- Section 17(6) of the 1989 Act which gives local authorities the power to provide a range of services, including accommodation, in order to discharge their general duty to safeguard and promote the welfare of children in need;
- Section 20(4) of the 1989 Act which gives local authorities the power to provide accommodation “for any child within their area (even though a person who has parental responsibility for him is able to provide him with accommodation) if they consider that to do so would safeguard or promote the child’s welfare.”

Paragraph 6 of Schedule 2 to the 1989 Act (amended by s.25 of the Children and Young Persons Act 2008) provides that local authorities must provide services designed:

- To minimise the effect on disabled children within their area of their disabilities; and
- To give such children the opportunity to lead lives which are as normal as possible.

The Breaks for Carers of Disabled Children Regulations 2011

These Regulations describe how local authorities must perform the Schedule 2 duty above. Regulation 3 says local authorities must:

- Have regard to the needs of those carers who would be unable to continue to provide care unless breaks from caring were given to them; and
- Have regard to the needs of those carers who would be able to provide care for their disabled child more effectively if breaks from caring were given to them to allow them to –
 - Undertake education, training or regular leisure activity,
 - Meet the needs of other children in the family more effectively, or
 - Carry out day to day tasks which they must perform in order to run their household.

Regulation 4 provides that local authorities must provide, so far as is reasonably practicable, a range of services which is sufficient to help carers to continue to provide care or to do so more effectively. In particular the local authority must provide, as appropriate, a range of:

- Day-time care in the homes of disabled children or elsewhere,
- Overnight care in the homes of disabled children or elsewhere,
- Educational or leisure activities for disabled children outside their homes, and
- Services available to help carers in the evenings, at weekends and during the school holidays.

Regulation 5 requires that local authorities prepare a short breaks statement for carers in their area setting out:

- Details of the range of services provided;
- Eligibility criteria for those services, and;
- How the services are designed to meet the needs of carers.

3. Needs analysis

3.1. Data and trends

There is no single source of data for children and young people in Barnet with disabilities and additional needs, therefore a range of national and local data sources have been used including:

- Barnet Census, 2011
- Barnet Joint Strategic Needs Assessment, 2011-15
- Barnet School Census, January 2013
- Office for National Statistics (ONS), February 2013
- Greater London Authority (GLA) population projection data, 2012
- Barnet Council's Special Educational Needs (SEN) database, August 2013
- Barnet Council's Common Assessment Framework (CAF) database, August 2013
- Barnet Council's Disabled Children's Register, August 2013
- Barnet Council's Short Breaks database, September 2013
- Family Resources Survey 2011/12 carried out by the Department for Work and Pensions (DWP)

3.1.1. National prevalence data

The national Family Resources Survey 2011/12 carried out by the Department for Work and Pensions (DWP) estimates the number of people with a long-standing illness, disability or impairment which causes substantial difficulty with day-to-day activities. It is estimated that 3% of 0-4 year olds, 7% of 5-9 year olds, 8% of 10-14 year olds and 7% of 15-19 year olds have a disability.

3.1.2. Local data

In the School Census carried out in January 2014, a total of 54,277 pupils were on Barnet's school rolls. Of these, 10,792 children were classed as have Special Educational Needs (SEN). This represents approximately 20% of the total school roll population. Of these, 5,822 are receiving School Action Support, 3,438 are receiving School Action Plus support and 1,532 have statements of SEN. An additional 315 children in Barnet have a statement of SEN and attend schools outside of the borough.

Gender

- Of those children with SEN on school rolls, the majority are boys (61%).
- Similar gender divisions are found in all other datasets:
 - 74% of children with statements of SEN attending out of borough schools are boys.
 - 74% of children aged 0-19 on Barnet's disabled children's register are boys.

Age

- The children classed as SEN on Barnet's school rolls are mostly in the 5-9 and 10-14 age cohorts – 79% of all children with SEN are aged 5 to 14.
- Similar distributions are found in other datasets:
 - The largest age cohort on Barnet's Disabled Children's Register is the 5-9 cohort (32%), followed by the 10-14 cohort (29%), 15-19 cohort (27%) and the 0-4 cohort (12%).
 - The 5-10 and 11-15 cohorts have a greater number of Disability Living Allowance claimants in comparison to the 0-5 and 16-17 cohorts.
- Older children with SEN are more likely to attend out of borough schools - 45% are aged 15-19 and 37% are aged 10-14.
- The findings suggests that there are higher numbers of children aged 5-9 and 10-14 eligible to use Short Breaks services in comparison to those aged 0-4 and 15-19. The 5-9 and 10-14 cohorts are also expected to have the largest population growths between 2012 and 2021, meaning that there is likely to be an increased demand for Short Breaks services for these age ranges.

Location

- The highest numbers of children on the school rolls with SEN are concentrated within the Burnt Oak, Colindale and Underhill wards.
- Colindale, West Hendon, Childs Hill, Golders Green, Hendon and Mill Hill are expected to have the largest population growth of children and young people aged 0-19 between 2012 and 2018 and therefore there may be an increase in demand for Short Breaks services in these localities.

Disability type

- Of the 3,439 children on Barnet's maintained school rolls who have a statement of SEN or are in receipt of School Action Plus support, the main presenting needs are:
 - speech, language and communication needs (898 children),
 - behaviour, emotional and social difficulties (634 children), and
 - autistic spectrum disorders (500 children).
- There are similar findings in other datasets:
 - The main presenting needs of children with statements of SEN attending schools outside of Barnet are autistic spectrum disorders (27% of children) and behaviour, emotional and social difficulties (20% of children).
 - The most frequently occurring needs of children recorded on the Barnet Disabled Children's Register are speech language and communication needs (200 children) and autistic spectrum disorders (143 children).

- For claimants of the Disability Living Allowance, the most frequently stated disability was learning difficulties (890 children aged 0-17 and 290 young people aged 18-24).
- Overall, the findings suggest that more children have learning, behavioural, emotional and social needs as opposed to physical disabilities.
- The school rolls shows that boys are more likely than girls to have autistic spectrum disorders or speech, language and communication needs. Whereas girls are more likely than boys to have moderate learning difficulties, physical disabilities or other difficulties / disabilities.
- Based on data from the school census, the 0-4 age cohort tends to have speech, language and communication needs. Behaviour, emotional and social difficulties become more common in the 5-9 and 10-14 cohorts. The 15-19 age cohort is more likely than younger cohorts to have other difficulties / disabilities and moderate learning difficulties.

Ethnicity

According to GLA population data, 37% of Barnet's 0 to 18 population are from Black and Minority Ethnic groups, whilst 63% are white. The breakdown is as follows:

White 51,474 – 56.9%

Black Caribbean 995 -1.1%

Black African 8142- 9.0%

Black other 3,799 – 4.2%

Indian 7,148 – 8.2%

Pakistani 2,171 – 2.4%

Bangladeshi 814 – 0.9%

Chinese 1,990 – 2.2%

Other Asian 4,342 – 4.8%

Other 9,227 – 10.2%

This breakdown is reflected in those currently accessing short breaks services. There is some under-representation from Indian, Pakistani and Bangladeshi ethnicities but this may be just a case of description as when the percentages for the Indian, Pakistani, Bangladeshi and Other Asian statistics are added together for short breaks users they are more comparable to the Indian, Pakistani, Bangladeshi and other Asian figures for the borough as a whole.

Ethnicity breakdown for short break service users:

White – 390 – 61%

Black Caribbean – 26 – 4.0%

Black African – 68 – 10.5%

Black Other – 18 – 2.8%
Indian -1 – 0.1%
Pakistani 5- 0.7%
Bangladeshi 6 – 0.9%
Chinese -15 – 2.3%
Other Asian - 76 – 11.8%
Other - 37- 5.7%
Total 642

Location

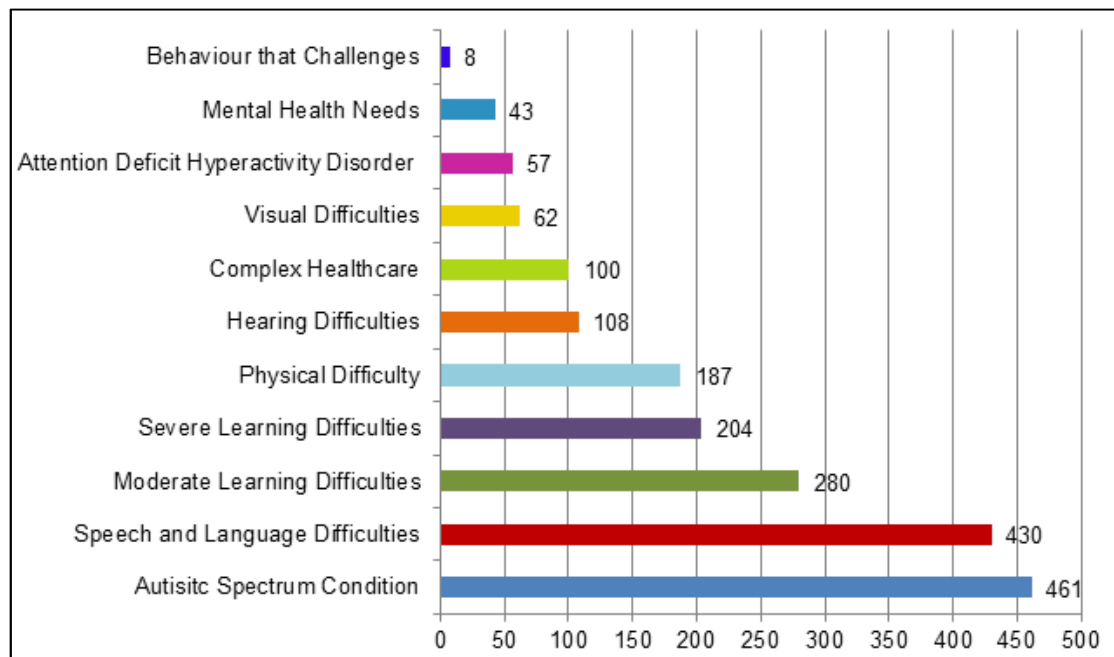
- The highest numbers of children on the school rolls with SEN are concentrated within the Burnt Oak, Colindale and Underhill wards.
- Colindale, West Hendon, Childs Hill, Golders Green, Hendon and Mill Hill are expected to have the largest population growth of children and young people aged 0-19 between 2012 and 2018 and therefore there may be an increase in demand for Short Breaks services in these localities.

3.1.3. Current users of Short Breaks services

There are a total of 870 current users of Short Breaks services aged 0-19.

- The profile of current users of Short Breaks services largely reflect the findings above:
 - 71% of current Short Breaks service users are boys.
 - The largest age cohort using Short Breaks services is 5-9 (34%) followed by the 10-14 cohort (31%).
 - All wards access Short Breaks – with the highest number of service users living in the Burnt Oak, Golders Green, Hale and Colindale wards.
 - The most frequently occurring needs are Autistic Spectrum Conditions (affecting 53% of service users) and Speech and Language Difficulties (affecting 49% of service users), whilst 21% have physical difficulties.
- An additional 17 families accessed over-night respite in 2013/14.

The chart below shows the disabilities recorded for all Short Breaks service users. Many service users may have more than one disability and therefore the number of disabilities recorded (1,940) is larger than the number of service users (870).



3.2. Consultation feedback

Barnet Council consulted with residents between 23 September and 21 October 2013 to find out their views about the current and future delivery of short breaks services. The purpose was to help us understand to what extent current services are meeting the needs of families and how we can improve short breaks service delivery in the future. In particular, the consultation sought the views of families in relation to three key areas:

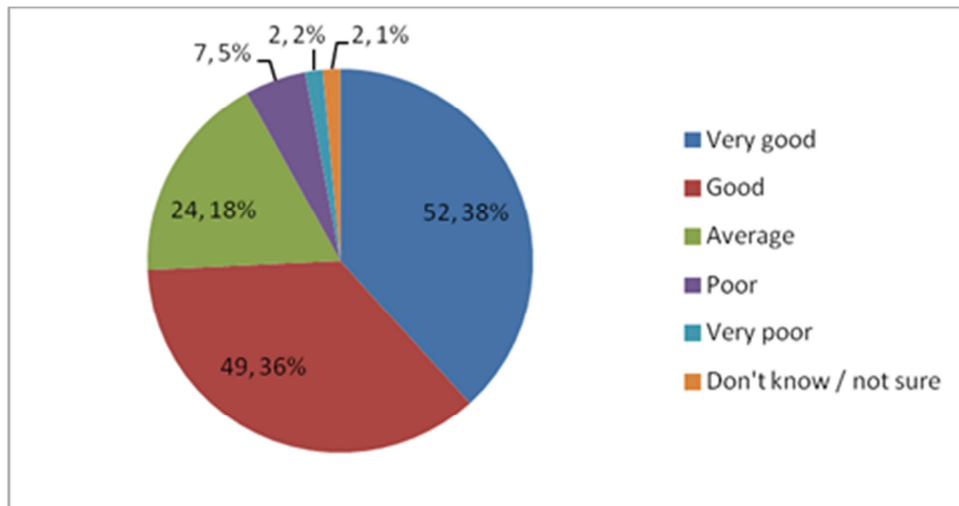
1. Activities and service delivery
2. Communication
3. Eligibility criteria

The consultation achieved a good response rate:

- 213 people completed a survey
 - 200 parents / carers
 - 9 children / young people
 - 4 professionals / other / not stated
- 23 parents / carers / professionals attended focus groups
- 4 disabled children were individually consulted

Activities and service delivery

The majority of respondents (74%) rated the short breaks service as “good” or “very good” and many parents / carers expressed how much they value the support they receive for themselves and their children.



There were a number of different reasons why some parents/ carers reported dissatisfaction with the service. The most frequent reasons for parents being unable to access services were:

1. Unsuitability of dates and times

- It was recognised by parents that there will always be instances where dates and times clash with their plans and schedules. However, it was suggested that this could be prevented if short breaks were able to communicate activities earlier, to allow parents to plan their schedules.

2. Activities being inappropriate for their child's needs

- Parents and carers of children with very high needs and they felt that there was a limited choice of providers for their children. Parents noted only one or two providers which offered activities that meet the individual needs of their children and which they could trust to provide the necessary care.

3. Activities being inappropriate for their child's age

- Parents in the survey commented that they were unable to access any services at all because their children were too young (under five years old)
- Parents felt that there is a limited choice of suitable activities for young people aged over 16:

"I recognise that there has to be a broad provision for different ages and abilities and in this sense I think it is good. The main problem for us is that as the children get older their interests change and other participants need to be around similar abilities in terms of accessing the activity... It would be nice if it included some progression for those that get older and ideally could be teaching a greater level of skills."

Parent / carer response

4. Lack of appropriate support workers

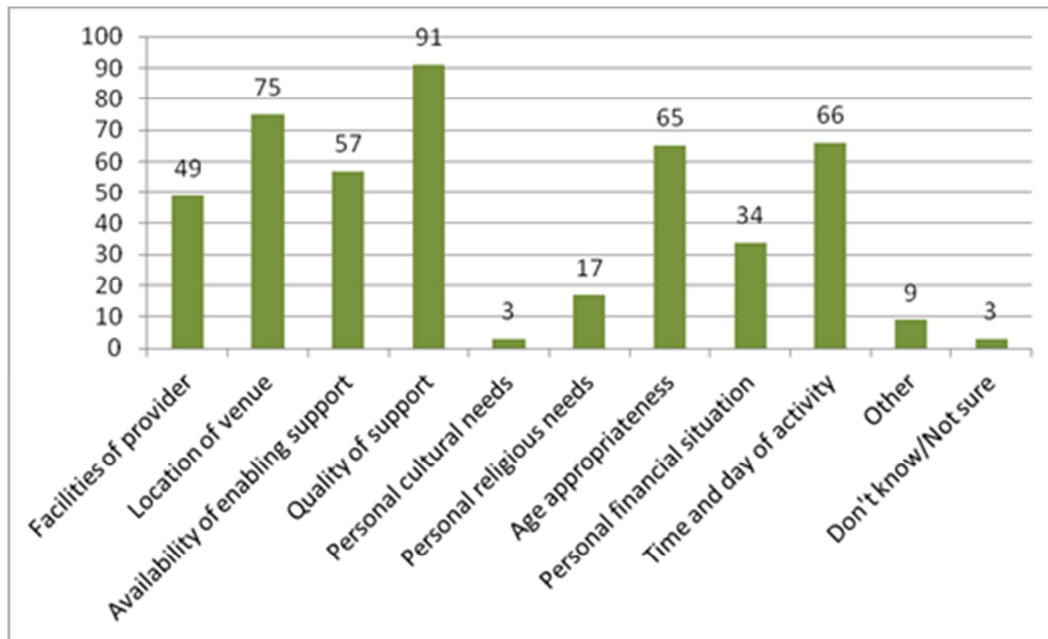
- Parents / carers noted that sometimes they felt dissatisfied with the provision of support workers and would like more consistency. They felt that sometimes the support workers did not sufficiently meet their expectations in terms of working with and understanding their child's needs.

"The most important factors for me are: (a) understanding what my entitlement is and what my options are, (b) agreeing the provision well in advance so that I can plan around it and get the benefit and (c) consistency of support worker"

Parent / carer response

Parents / carers like to have a choice of different activities delivered by quality providers, with staff who understand the needs of their child. It is important for activities to be easily accessible and parents indicated that they would like to be able to access activities at various times, including weekday afternoons, weekends and over-nights.

The chart below shows what parents / carers felt were important to them when they chose short breaks activities for their children:



A number of parents commented that all of the factors were important to them when choosing activities; however, the survey revealed that the top priorities were:

- Quality of support
- Location
- Time / day
- Age appropriateness

Access and communication

Parents would like us to ensure that everyone receives the same information about which activities are available, who can attend and how they can apply. They would like to receive this information early to enable them to plan in advance. The most popular method of communication was email.

A number of parents felt that the allocations system was complicated and would like to be more informed about how hours are allocated. People felt that the service would be fairer if it was made clear to parents / carers what was available and how the places will be allocated. Parents would like to be given up to date information so that everyone has a fair chance of applying for support. Some parents would also like further clarification on what the eligibility criteria is and how allocations are made. For example one parent wrote:

"I feel that I am excluded from applying to some Short Breaks providers who give the first options to their selected parents and do not advertise in a fair and accessible manner for all parents to access."

Parent / carer response

Eligibility

The majority of parents agreed with the eligibility criteria, but many were unsure about what they mean in practice and how assessments are made.

- For Group A (*definition included in section 1.1*) - 45% of respondents strongly agreed and 24% agreed, whilst 12% strongly disagreed and 7% disagreed.
- For Group B (*definition included in section 1.1*) - 48% of respondents strongly agreed and 26% agree, whilst 8% strongly disagreed and 5% disagreed.

Parents also felt that the eligibility criteria should be widened to include more disabilities.

4. Current Provision & Market Analysis

4.1. Current provision

Short break services are currently delivered by a range of providers under different contract arrangements. Of those:

- 8 service providers supply services under the 2011 contracts under three lots - "play / activities", "overnights & residential" and "enabling hours and mentoring". These contracts expire in March 2015.
- Mapledown and Oakleigh schools provide after-school activities. These contracts expire in March 2015.
- Two Early Intervention Programme contracts - advice/ parenting and play/activities) also form part of the Short Break Service provision. These contracts expire in March 2016 but can be ended sooner under the terms of the contract.
- Around 91 families currently receive direct payments and procure their services outside of the Council's contracts.
- Additional residential respite places are spot purchased from two additional providers. These contracts expire in March 2015.

Provision	Number of providers	Value
Short breaks contracts - "play / activities", "overnights & residential" and "enabling hours and mentoring"	8	£436,757
School contracts	2	£167,198
Early intervention contracts	2	£114,341
Residential respite	2	£160,000
Play and leisure schemes (spot purchased)	<i>Various</i>	£70,000
Total directly purchased short breaks expenditure		£948,296

In addition to these figures there have been an additional 146 Direct Payments provided to service users at a total value of £748,423. These have been used to pay for a range of services for disabled children, including personal assistance, home support, help to access play and leisure, and the provision of respite from caring duties. 30 of the Direct Payments have included a component of play and leisure and 61 have included a component of respite. These payments are currently managed by the Disabled Children's Team, distinct from the Commissioned Short Breaks Service. They will be aligned within a single process for disabled children's service delivery to be in place by April 2015.

4.2. Market analysis – Barnet

Short breaks in Barnet commissioned directly by the local authority are predominantly provided by third-sector charitable organisations - Fairplay Barnet,

Barnet Mencap, Kisharon, Community Focus, Action for Kids, Resource for Autism, Barnet Carers Centre, Noah's Ark and Norwood. Around 28% of expenditure is with schools.

The market has been very static with the biggest players all being organisations who have been around for a considerable length of time. Fairplay Barnet was formed in 2012 as a merger of IPOP and Barnet Play Association - these organisations have both been providing services for more than 20 years. Barnet Mencap has been providing services in various forms in Barnet for 38 years, Community Focus for 35 years, and Action for Kids for 23 years.

The provider market has not demonstrated significant levels of change or innovation. However, the smaller providers have been able to be more creative and flexible, sometimes having a better sense of how the changes within the Children's and Families Act would impact on their services.

The contract monitoring process for short break services has not collected family satisfaction data at the service level. However, the public consultation needs assessment reveals that the majority of respondents (74%) rated the short breaks service as "good" or "very good" and many parents / carers expressed how much they value the support they receive for themselves and their children.

The pricing within the current short break contract lots is currently quite varied especially within Lot 3 - the one to one enabling hours service. It is anticipated that the average rate for some of these services will be reduced through the procurement process.

Direct Payments have not previously been offered to the majority of families accessing short break through the commissioned/contracted services. There are a number of Direct Payments being allocated within the Disabled Children's Team (DCT) for a variety of needs, including; support at home, help with play and leisure, and respite from caring but none through the self-assessment process for short breaks. In line with the personalisation agenda, short breaks service users will from April 2015 be given the freedom to manage their own resources via a Direct Payment if they wish to do so.

4.3. Market analysis – national

Bristol City Council, in completing their [commissioning plan](#)¹ in April 2014, completed an excellent review of best practice. This is summarised below:

Authorities across the country have developed a broad range of approaches to providing short breaks. The examples reviewed demonstrate the diversity of the services provided by different authorities. They include:

- Effective use of bridging workers to help families to access mainstream services (Hampshire County Council)
- Increased use of foster carers, including contract carers from independent agencies (Swindon City Council and Plymouth City Council)

1

http://www.bristol.gov.uk/sites/default/files/documents/children_and_young_people/about_bristol_child_and_young_people_service/information_about_cyps/cyps_services/Draft%20commissioning%20plan%20080414%20FINAL.pdf

- Outreach service providing six sessions of support to develop strengths and skills in the family (Nottingham City Council)
- Mentoring scheme for teenagers to support them to access short breaks and mainstream services such as youth groups (Plymouth City Council)
- Using the local Parents Forum to develop a process for families to access and evaluate personal budgets (Bury Council)
- “One stop shop” and electronic market place for accessing short breaks (Suffolk County Council)
- A framework agreement for domiciliary care services to be jointly tendered with adult social care (Plymouth City Council)
- A single contract with a lead provider responsible for coordinating short breaks services, supporting families to access the services and sub-contracting with short breaks providers to deliver a range and choice of short breaks services.

A review of national research on short breaks services was also carried out. The central message from the research is that success requires the direct and on-going involvement of the families of disabled children and young people to shape the wider offer of services as well as their own individual packages of care. Meaningful engagement with these families and service providers is key to the development of an effective and responsive set of local services.

Key messages from the research are:

Involve families throughout

Parents and carers should be involved at all stages. They need to be involved in their child’s assessment to get a true understanding of their needs and how best to meet those needs. They should also be involved in shaping, developing and evaluating the services they use. Such involvement has resulted in improved outcomes and innovative short breaks.

Draw on and maintain high quality data

The services offered should be informed by an understanding of current and accurate data about the local population and prevalence of specific SEN and disabilities.

Provide comprehensive information and a clear local offer

Plain language, informative and helpful information accessible by all is a key facet of quality short break provision. Cross boundary information for those Local Authorities whose extent crosses into others catchment area is beneficial to parents. Lastly, consistent definition of complex needs is required across all service provision.

Ensure simple and transparent review and assessment processes

It is important to have a clear and well publicised system for accessing services. Professionals across education, health and social care should have a shared understanding and integrated approach to assessment and planning. There is broad agreement that the allocation of short breaks should be based on careful and on-going assessment of carer health and well-being, any challenging behaviour of the child and the family’s circumstances, rather than solely on the health needs and level of disability of the child.

Offer a diverse and stable range of provision

Families reported that they prefer support that is flexible and responsive and that choice, clarity and stability are the most important characteristics of services. There should also be on-going assessment of needs to enable families to access services across these levels, responding to fluctuations in the families' needs.

Develop skills and invest in infrastructure support

Developing expertise in managing challenging behaviour has proven to be effective, both for staff and families.

Promote strong partnership working

Some authorities sought to keep commissioners and providers quite distinct. But the most impressive work occurred where there was close working and a true sense of partnership between commissioners and providers. This enabled commissioners to utilise the breadth of experience of providers to help ensure decisions were rooted in realistic expectations in terms of services, timescales, costs and outcomes.

Direct payments as an inherent part of the strategy

There is evidence that where direct payments have been well developed as a means to access short breaks, they can result in improved outcomes for children and families. In order to get the best outcomes from direct payments, it is necessary that there is commitment to direct payments among front line staff as well as senior managers. There also needs to be sufficient support for families to navigate the process and use their payments effectively.

Personal budgets promote personalisation

To succeed personal budgets should be an integral part of the short breaks offer and enable creative solutions. A sufficient quantity and range of short break services need to be commissioned, by local authorities working with families, to enable families to have a meaningful choice of short break options.

4.4. Gaps in current service provision

The Needs Analysis indicated that there are some minor gaps in the current service provision. There seems to be a predominance of boys accessing services above what would be considered the normal percentage gender split (71% boys and 39% girls). A lot of services reflect this and are weighted towards the interests of boys. Therefore, there may be some scope for services more tailored for girls.

The 'transitions' age group (adolescents in the 14-19 age band) is not well catered for within services, and there is opportunity to address this. Transition into adulthood for disabled children is important - from school to further or higher education and also from education to employment. Short breaks can help in terms of providing direction as well as educational and recreational resources.

5. Improving process and practice

5.1. Eligibility and allocation of resource

Children and young people are currently eligible for short breaks if they:

- Have a diagnosis of severe Autistic Spectrum Condition (ASC) - they are likely to have other impairments such as Severe Learning Disabilities or behaviours which challenge. Children in this group will display behaviour which challenges services or behaviour which causes injury to themselves or others. (Group A)
- Have complex health needs, life limiting conditions and / or associated difficulties such as severe cognitive or sensory impairments. (Group B)

No change to these criteria is proposed. However, the consultation feedback has shown that the Council needs to be more transparent in what these mean, how each family will be assessed and how resource will be fairly attached to need.

5.1.1. Assessment

At present there is assessment process for what is currently referred to as 'short breaks' provision. Access into the service is through an application form that parents / carers can complete themselves. Access to 'respite' services are through the Disabled Children's Team.

In order to ensure that the process of allocating short break resource to families is fair and equitable as families have told us they want, it is proposed that the assessment process is modified.

The Council will be implementing a new assessment tool for all services in autumn 2014 for children with disabilities living with their families. An initial self-assessment will be verified by a professional to ensure consistency and a fair allocation of resources.

This would not mean a change in eligibility, rather a change in how eligibility is assessed. Prior to implementation, work will be done with families to test and improve this process and ensure that any additional bureaucracy is minimised.

5.1.2 Allocating support, personal budgets and direct payments

Following an assessment, there needs to be a fair allocation of resource. It is proposed that a new approach is developed that in a simple and transparent way ensures that the level of resource offered is proportionate to need. This will be developed and tested in the autumn and winter of 2014 before being rolled out ahead of April 2015.

The Children and Families Act provides young people and parents with the right to request a personal budget if they are going to have an Education, Care and Health (EHC) plan. A personal budget is an amount available to secure particular provision set out in the EHC plan and provides a way of involving parents or young people in securing that provision.

As short breaks will clearly form an important part of EHC plans an approach will be agreed to enable the Council to provide parents with personal budget allocations. Adult social care have been providing personal budgets for some years now and

local authorities have a range of methodologies from professional discretion to an approach underpinned by a complex algorithm linked to the assessment. Barnet's approach will be developed and tested by the end of 14/15.

Personal budgets can take the form of direct payments which families can spend themselves or managed budgets which they can devise with the local authority and which the local authority can spend on their behalf at their direction by arranging the provision in the EHC plan – or a combination of both.

Around 150 families are currently in receipt of a direct payment – a cash allocation that enables them to arrange and purchase their own services in whatever form they may take. Reviewing best practice has shown there is more we can do to enable families to better benefit from direct payments including:

- Provision of better advice and guidance.
- Encouraging peer support.
- Understanding what families are looking to purchase and helping to develop the market for these services.

Implementation of these changes will link closely to broader work of implementing the changes in the Children and Families Act and improving 0-25 disability services.

5.2. Contract monitoring and management

The commissioning exercise for short breaks that will commence in summer 2014 will ensure that the appropriate mechanisms are in place to ensure services are of a high quality and are achieving our agreed outcomes for children, young people, parents and carers.

6. Commissioning approach

6.1. Commissioning intentions

Barnet Council is committed to the following commissioning intentions and these will guide the future approach to the procurement of short break services.

6.1.1. Choice and control

An appropriate balance will be sought to give families the choice and flexibility they desire whilst giving service providers sufficient certainty of income to plan and remain confident of viability.

Families will be better supported to plan and put in place support via a direct payment.

The volume of directly commissioned services will need to be able to respond to the increasing incidence of families choosing direct payments.

Families will continue to be involved in the commissioning process including in reviewing the specification, supporting the evaluation and contributing to provider monitoring.

6.1.2. Fairness

The Council will provide comprehensive short breaks information and a clear local offer.

Following consultation, a simple and transparent assessment and review processes will be put in place.

Barnet Council will support potential bidders, including small, local voluntary sector providers, to be able to bid for work. This will include signposting to Community Barnet who are contracted to provide this type of support and running bidder information sessions.

6.1.3. High quality services that offer great value for money

The specification for short breaks service will emphasise the outcomes to be achieved for children, young people, parents and carers. Contract monitoring and management will also review the impact services are having against these outcomes.

The procurement exercise will need to result in a diverse and stable range of provision

The Council will promote strong partnership working between short break providers and other parts of the education, health and care system.

Contract management mechanisms will improve the quality of data available on short break provision to inform on-going commissioning decisions.

6.2. Procurement strategy summary

There is a delicate balance to be sought between giving service providers – often small third sector organisations – sufficient certainty of income to plan and remain confident of viability and giving families the choice and flexibility they desire. Over recent years there has been an increase in the number of families choosing to purchase their own short break services via a direct payment and it is reasonable to assume that trend will continue. It is anticipated that a brokerage team will be established in Children's Services to provide support to families as they plan and spend their individual budgets.

As such, the Council's intent is to procure services in a number of lots that will give providers the minimum critical mass through a block contract element. Any additional volume that needs to be purchased will be done via agreed unit prices with the successful providers on each lot. The value of the lots will be carefully calculated, and it is anticipated that the size of the lots and the block element of the contracts will be reviewed annually.

To ensure that the services procured most appropriately meet the needs of local families the Council will involve parents and carers in the design and evaluation of the service specification and new assessment process.

6.3. Service lots and timescales

Based on the needs analysis, consultation responses and gap analysis, and the outcomes and objective outlined in section two, it is proposed to commission short break services in the following lots with a focus on the outcomes required.

- Lot 1 – Group based social, sport, and cultural and play activities
- Lot 2 – Overnight / sleepovers, weekends, or longer stay residential breaks with a focus on activities / skill development
- Lot 3 - Enabling service, one-to-one support, assistants, befrienders and buddies
- Lot 4 – Specialist respite care

Providers will be requested to demonstrate how services are able to meet the needs of different age groups, genders and ethnic / religious groups, and to demonstrate how services can provide added social value.

Providers will be invited to register their interest in tendering between summer and early autumn 2014 with final tenders submitted in autumn 2014. Contracts, and so short break services are to commence from 1 April 2015.

Due to the nature of the services we are aiming to procure, London Borough of Barnet will actively consider joint or consortium applications from two or more providers acting in unison to provide a variety of services. One provider will be required to be the lead provider and agreements will be made with that provider who can either sub-contact to other providers or act as an agent on their behalf.

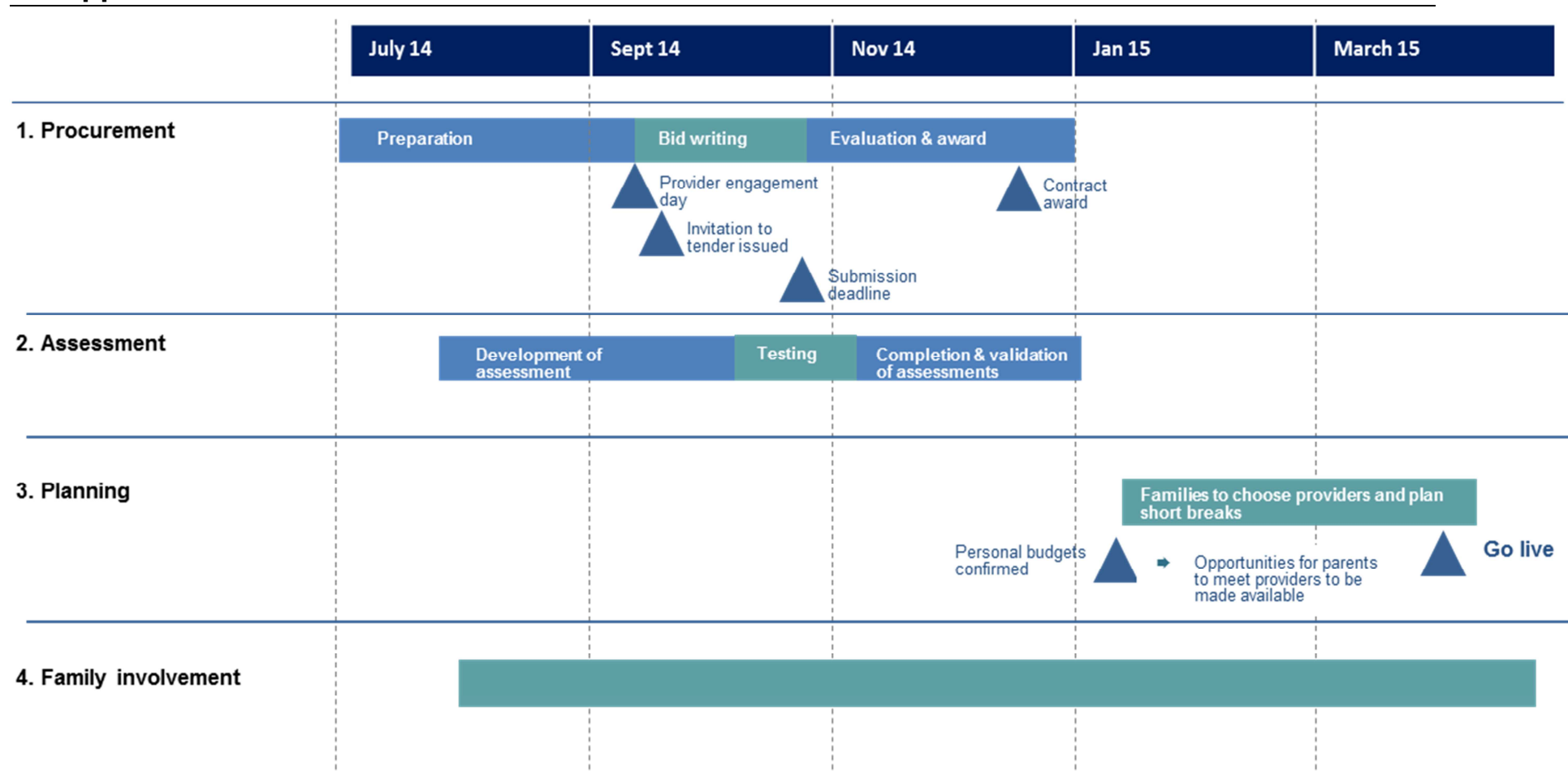
London Borough of Barnet is planning an informative 'Short Breaks Tender Event Day' for potential bidders in the summer. Community Barnet can offer support local voluntary sector groups with the bidding process.

6.4 Equality Impact Assessment

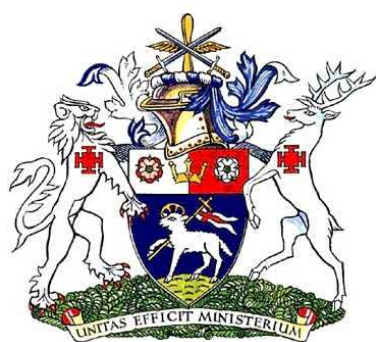
A full Equality Impact Assessment was undertaken on the Short Breaks Service during the budget reduction proposal consultation in February 2014. This continues

to be updated and will be reviewed again before the procurement commences and prior to contract award.

1. Appendix 1: Time table



AGENDA ITEM 7



Children, Education, Libraries and Safeguarding Committee

29 July 2014

Title	Business planning
Report of	Strategic Director for Communities
Wards	All
Status	Public
Enclosures	Appendix A - Call for Evidence Executive Summary
Officer Contact Details	James Mass, Family & Community Well-being Lead Commissioner, 020 8359 4610, james.mass@barnet.gov.uk

Summary

The Children, Education, Libraries and Safeguarding Committee has agreed to develop a five-year Commissioning Plan and savings proposals by December 2014. This report seeks to support the Committee as it begins to address this task, setting out suggested outcomes for the Commissioning Plan and identifying the major challenges for which this Committee will need to make commissioning decisions over the coming five years.

Recommendations

That the Children, Education, Libraries and Safeguarding Committee note this report and consider the outcomes and challenges outlined below as they inform the development of the Commissioning Plan.

1. WHY THIS REPORT IS NEEDED

- 1.1 On 23rd June 2014 the Children, Education, Libraries and Safeguarding Committee noted the savings target allocated by the Policy and Resources Committee and agreed to complete a Commissioning Plan and savings proposals by December 2014. This report seeks to support the Committee as it begins to address this task, setting out suggested outcomes for the Commissioning Plan and identifying the major challenges for which this Committee will need to make commissioning decisions over the coming five years.

Outcomes

- 1.2 There are a number of sources that can help inform the commissioning priorities of the Committee. Local sources such as the Corporate Plan and the Children and Young People's Plan have been used, alongside national policy documents to inform the initial list presented below.

Priority	Key Outcomes
Safeguarding	<p>Children and young people are safe in their homes, schools and around the borough, with an ability to develop healthy relationships with others.</p> <p>When children are at risk, by intervening early the Council will improve outcomes for children, young people and families, enabling them to thrive.</p>
Education	<p>Excellent school standards result in all children achieving their best, being safe and happy and able to progress to become successful adults.</p> <ul style="list-style-type: none">• Every child attends a good or outstanding school, as judged by Ofsted.• The attainment and progress of children in Barnet schools is within the top 10% nationally.• The progress of the most disadvantaged and vulnerable pupils is accelerated in order to close the gap between them and their peers.

Health & emotional well-being	<p>Children and young people are physically, mentally and emotionally healthy.</p> <p>Every child in Barnet has a great start in life, with the security and safety to grow in a nurturing environment.</p> <p>Childhood in Barnet is safe and fun, with lots of opportunities to grow and develop through education, leisure and play.</p> <p>Children and young people feel supported to achieve and engage, while developing their identities and resilience.</p>
Preparation for adulthood	<p>Young people are ambitious for their futures, ready for employment and contribute positively to society.</p> <p>Young people with special educational needs or disabilities and their families are able to plan for their future and enable growth.</p>
Parenting	<p>All parents and carers are able to develop high quality relationships with their children, establishing effective boundaries and support physical and emotional well-being.</p>
Libraries	<p>Children benefit from reading, literacy and learning opportunities.</p> <p>Adults benefit from reading, learning opportunities and easy access to the wider world of knowledge and information.</p> <p>A range of outcomes are achieved by community groups through community spaces, access and resources.</p>

Challenges

- 1.3 There are a range of strategic challenges that need to be addressed in the Commissioning Plan to ensure that children, young people and families are provided with the best possible support from the Council over the remainder of the decade, and beyond. The Children, Education, Libraries and Safeguarding Committee will be required to take decisions on approaches to address each of these challenges. The largest of these are summarised below:

Early intervention & prevention

- 1.4 Early intervention and prevention activities provide an evidence-based, cost-effective way to keeping children and adults well, independent and safe throughout their lives. Barnet Council has championed early intervention and prevention and backed this up with financial investment. The Council has

helped shape the Troubled Families initiative at a national level and is active in the further development of the programme. Over three hundred families in Barnet have been ‘turned around’ as part of the scheme.

- 1.5 To date the Council can evidence that there has been £5m of cost avoidance for the Barnet system through effective early intervention. This cost avoidance has not resulted in a reduction to the children’s social care budget but is helping to avoid significant cost pressures. Positive outcomes have been shown for hundreds of families through independent evaluation by Action for Children.
- 1.6 The Committee will need to determine the level of resource invested in early intervention & prevention and how best to target this resource. An early intervention & prevention strategy will need to be agreed, that should consider future local options for the troubled families programme.
- 1.7 The early years review (would it be helpful to provide a link to this or does everyone already have a copy!?) has identified opportunities to improve early identification and support in early years to reduce the number of families and young people with needs requiring support from the family focus team and social care level interventions.

Looked after children

- 1.8 Barnet seeks to ensure that children who enter the care system are given a good start in life, with a stable home and access to education and other support. The Council seeks the most appropriate permanence options for children and young people, and wherever possible, we enable them to remain with their families.
- 1.9 The relatively low numbers of looked after children (35.9 per 10,000 – national benchmark is 59) and children with a child protection plan in Barnet (211) have been sustained and our thresholds remain safe and consistent as evidenced through both internal and external audit reviews.
- 1.10 The Committee will need to agree the approach to providing placements for looked after children as part of the Commissioning Plan. Work is currently underway to enhance the Council’s foster care offer so that foster carers can be recruited and retained to sustain placements for children with more complex needs.
- 1.11 Nationally, there is a significant gap between the educational attainment of looked after children and their peers. This is no different in Barnet and is a continued area of focus for the Council. The inequality extends to a range of whole life outcomes and the Committee will need to consider what more could be done to address these inequalities in the Commissioning Plan.

Implementation of the SEN reforms

- 1.12 The Children and Families Act has required the local authority to prepare for a range of changes including the development of single health, education &

care plans, expanded use of personal budgets, a clearly articulated and published local offer, and a strengthened focus on 0 – 25 year olds.

- 1.13 The Commissioning Plan will need to consider how these can help to significantly improve outcomes for children, young people and their families and what else could be done to achieve this. The Council has identified that it could work more effectively with adolescents with learning disabilities, their families and wider support networks to better enable growth and so reduce the on-going financial impact for the Council's adults social care budget.

Safeguarding

- 1.14 During this period of significant change and financial austerity, the Committee will need to ensure that the savings agreed as part of the business planning process will protect sufficient resources to meet the Council's thresholds for quality and safety.
- 1.15 The Commissioning Plan will need to reflect the Council's on-going commitment to ensure high quality, 'inspection ready' services are delivered across social care, youth offending and children's centres, and that safeguarding arrangements in all of these settings are effective and robust.

Mental health

- 1.16 Protecting the mental health of children and young people has been an issue of growing focus both nationally and in Barnet. The expiration of current contracts with providers of mental health services in Barnet provides an opportunity in the coming eighteen months to improve the way mental health services are commissioned by the local authority and the CCG. Any re-commissioning decisions should focus on improving outcomes for children and young people and the value for money that the Council can obtain from the services it commissions.

Education standards

- 1.17 Barnet is well known for the excellent quality of our schools and the diversity of our educational offer. Children's achievements at all key stages are among the very best in the country and a high proportion of Barnet's young people progress on to higher education.
- 1.18 The increasingly mixed economy of educational provision with a variety of academy models, the emergence of free schools and increasing delegation of responsibilities to schools has changed, and will continue to change the roles, responsibilities and relationships of partners in Barnet. It is within this context that the Committee will need to agree the education elements of the Commissioning Plan. Different models of delivery will need to be considered to ensure the local authority can have the most positive impact as the system continues to change.
- 1.19 Particular focus will need to be given to ensure that monitoring and challenge of all schools is robust and focussed to drive a rise in attainment and that

schools are challenged to raise attainment of vulnerable pupils - particularly for looked after children and those on free school meals.

Library strategy

- 1.20 The Committee will need to review Barnet's library strategy to consider how the priority outcomes can best be met. Local authorities across the country are considering the future of local library services, and have responded to the financial challenges being faced in a variety of ways. The Committee should draw on these experiences from elsewhere when deciding on a final approach. The Committee will need to be clear on the outcomes desired and assess the various opportunities for cost reduction that are available to it.

2. REASONS FOR RECOMMENDATIONS

- 2.1 This report is the first step in the process of agreeing a Commissioning Plan and a set of business planning proposals. Further work needs to be done by the working groups and Council officers to inform the corporate business planning process and the report to Policy and Resources Committee on 2 December 2014.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 N/A

4. POST DECISION IMPLEMENTATION

- 4.1 Officers will work up opportunities for each of the areas set out in this paper, with the given steer of the Committee, and bring an update to the next Children, Education, Libraries and Safeguarding Committee meeting on 15 September 2014.

5. IMPLICATIONS OF DECISION

5.1 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.1.1 In addition to continued austerity, demographic change and the resulting pressure on services poses a significant challenge to the Council. The organisation is facing significant budget reductions at the same time as the population is increasing, particularly in the young and very old population cohorts. Given that nearly two thirds of the Council's budget is spent on Adult Social Care and Children's Services, this poses a particular challenge as these services are predominantly 'demand led'.
- 5.1.2 There will also be costs related to infrastructure development. The annual allocation of New Homes Bonus funding is allocated to the infrastructure reserve as a contribution towards these costs.

5.2 Legal and Constitutional References

5.2.1 All proposals emerging from the business planning process be considered in terms of the Council's legal powers and obligations (including, specifically, the public sector equality duty under the Equality Act 2010) and, where appropriate, mechanisms put into place to ensure compliance with legal obligations and duties and to mitigate any other legal risks as far as possible.

5.2.2 Constitution, Part 3, Responsibility for Functions – Section 3

5.3 Risk Management

5.3.1 The Council has taken steps to improve its risk management processes by integrating the management of financial and other risks facing the organisation. Risk management information is reported quarterly to the Board and to Committees and is reflected, as appropriate, throughout the annual business planning process.

5.4 Equalities and Diversity

5.4.1 Equality and diversity issues are a mandatory consideration in the decision-making of the Council. This requires elected Members to satisfy themselves that equality considerations are integrated into day to day business and that all proposals emerging from the finance and business planning process have properly taken into consideration what impact, if any, there is on any protected group and what mitigating factors can be put in train.

5.4.2 The projected increase in the borough's population and changes in the demographic profile will be key factors that need to be considered when determining both the corporate strategy and service responses. Both of these need to also reflect the aspirations and contributions of current residents

5.4.3 Similarly, all human resources implications will be managed in accordance with the Council's Managing Organisational Change policy that supports the Council's Human Resources Strategy and meets statutory equalities duties and current employment legislation.

5.5 Consultation and Engagement

5.5.1 As proposals are developed in response to the challenges raised in this paper, an appropriate consultation and engagement plan will be developed and implemented. The work will be informed by the extensive consultation work that has been carried out already as part of the Priorities and Spending Review process.

5.5.2 Over the last twelve months the council has been reviewing its priorities and spending. To help inform the council's future long term spending plans the council commissioned the Office for Public Management (OPM), an independent research organisation, to run a comprehensive series of residents engagement activities to understand their priorities for the local area and look at how residents and organisations can support services going forward.

5.5.3 The engagement followed two phases:

Phase 1:

5.5.4 A series of resident workshops, service user and businesses focus groups last autumn.

5.5.5 The [findings](#)¹ provide a rich evidence base of residents' priorities, what residents value most, their ideas for generating income, and how local people can work together. As a result the council has been able to identify [broad themes](#)² based on residents' views and involvement which will be used to help focus the council's future long term spending plans.

Phase 2:

5.5.6 Between March and June 2014 OPM ran an online call for evidence to hear views of organisations, businesses and individual residents on the future of Barnet, how the council can ensure that public services best meet the needs of the borough, how the council can change and how organisations and individuals can play a part in meeting Barnet's challenges during this time. OPM has analysed the responses to the call for evidence on the council's behalf. This report presents the findings.

5.5.7 Evidence was sought on two main topic areas:

- Ideas on the future of public services in Barnet, and how organisations and individuals can play a role in providing some of these services.
- Ideas on how the council could be more entrepreneurial and generate more income.

5.5.8 A summary of the findings can be found in Appendix A and the full report is available at http://engage.barnet.gov.uk/consultation-team/call-for-evidence/consult_view

6. BACKGROUND PAPERS

6.1 Children, Education, Libraries and Safeguarding Committee, 23 June 2014.
[Item 5 – Business Planning](#)

¹ http://engage.barnet.gov.uk/consultation-team/call-for-evidence/user_uploads/phase-1--barnet-challenge-opm-summary-report.pdf

² http://engage.barnet.gov.uk/consultation-team/call-for-evidence/user_uploads/key-themes-identified-from-the-first-phase-of-consultation.pdf

Barnet Challenge

Report on the findings of a Call for Evidence for the London Borough of Barnet

July 2014

Executive Summary

During 2014 Barnet Council will review its priorities and spending across all services. The council commissioned the independent research organisation and consultancy OPM to run an online call for evidence to hear views of organisations, businesses and individual residents on the future of Barnet, how the council can ensure that public services best meet the needs of the borough, how the council can change and how organisations and individuals can play a part in meeting Barnet's challenges during this time. OPM has analysed the responses to the call for evidence on the council's behalf. This report presents the findings.

Evidence was sought on two main topic areas:

- ideas on the future of public services in Barnet, and how organisations and individuals can play a role in providing some of these services
- ideas on how the council could be more entrepreneurial and generate more income.

Twenty individual residents and seven organisations responded to the survey between March and June 2014.

Summary of responses

Throughout the survey quite a few individual respondents indicated they would appreciate getting more **involved with council decision-making** and services, e.g. through scrutiny groups, or other consultation activities. Some respondents, however, voiced some scepticism about whether the council would actually listen.

Both organisations and individual residents indicated that the council could do more to **tap into their knowledge and experience**, to help inform council decisions and models of service provision.

Overall, the organisations that responded seem to have **an appetite to work more closely with the council**, and indicated a variety of ways in which this could happen, including in an advisory role, organising working groups, and piloting and testing new models of services and other initiatives.

Some **individual respondents made suggestions about how the council could save money, or how they could help out**. The majority of these

suggestions were relatively abstract, but there were also a few clear cut proposals.

There were several suggestions for where individuals and organisations would envisage **support from the council in making this happen**, of note the provision of financial support, venues and meeting spaces, and support in outreach and advertising.

Both individual respondents and organisations provided a wide range of ideas for supporting income generation. Suggestions included, for example, the council better **utilising its facilities**, to **increase their enforcement role** and the collection of fines, **increasing council tax**, and **making more use of the voluntary sector** to provide support.

Both individual respondents and organisations provided **a wide range of ideas for how the council could generate income**, as well as some suggestions for the council to utilise their skills and assets more. Some would appreciate **more information from the council** on what this might look like. Others felt the council should be undertaking this work themselves.

A majority of those who responded as an **individual resident strongly disagreed with the council's approach to work as a commissioning council**. They didn't believe that outsourcing would save money in the long run, and were worried that it would impact on resident's ability to hold service providers to account. Another common criticism was that it's the council's responsibility to carry out these services, not that of residents. The **organisational responses to Barnet as a commissioning council were slightly more mixed**, with some agreeing, and some disagreeing with the council's approach.

For organisations, a common issue that came up across their responses was around how the procurement and commissioning policies of the 'commissioning council' could **support and enable community and voluntary organisations to bid for, and provide services**.

Next steps

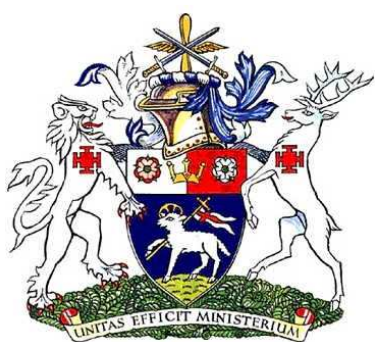
The findings from the call for evidence will go to the new council committees to help inform their decisions.

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AGENDA ITEM 8

Children, Education, Libraries and Safeguarding Committee

29 July 2014



Title	Future of the Children's Trust Board
Report of	Strategic Director for Communities
Wards	All
Status	Public
Enclosures	Appendix A - Future of the Children's Trust Board – paper to 24 July 2014 Children's Trust Board meeting
Officer Contact Details	James Mass, Family & Community Well-being Lead Commissioner james.mass@barnet.gov.uk 020 8359 4610

Summary

The Children's Trust Board has been established since 2007 and has had an important role in developing the Children and Young People's Plan and ensuring partners work together to improve outcomes across a number of priority areas.

Recently, all partners agreed that the Board could be more effective and so a short review was undertaken. This produced two options for the future of the Children's Trust Board and its Executive Management Group:

1. Develop an alternative governance approach to achieve the partnership's objectives.
2. Continue with the current governance approach but with a range of changes.

The Children's Trust Board meeting on 24 July 2014 is scheduled to review these options and to recommend a preferred approach.

Recommendations

- 1. That the Children, Education, Libraries and Safeguarding Committee note the view of the Children's Trust Board on 24 July 2014 regarding its future and make a decision on a preferred approach to the future governance arrangements for the board.**

1. WHY THIS REPORT IS NEEDED

- 1.1 Barnet's Children's Trust Board (CTB) was established in 2007 and is chaired by the Lead Member for Children's Services, who is now also the Chairmen of the Children, Education, Libraries and Safeguarding Committee.
- 1.2 At the April meeting of the CTB it was agreed that some thought needed to be given as to how best to proceed with the CTB and its Executive Management Group (EMG). The findings of the review and proposed options can be found in the Children's Trust Board paper attached (Appendix A).

2. REASONS FOR RECOMMENDATIONS

- 2.1 The options developed have been informed by the views of all the partners represented on the CTB. By endorsing the recommendation of the Board, the Children, Education, Libraries and Safeguarding Committee is giving Barnet Council's formal approval of the approach agreed by these various partners.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 Two main options were reviewed and included in the Children's Trust Board paper.

4. POST DECISION IMPLEMENTATION

- 4.1 The decision will be implemented immediately and officers will amend the forward plan of the Children's Trust Board accordingly.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 Positive outcomes for children and young people are a key part of the new Corporate Plan and priorities for 2013 – 16 include:
 - To create better life chances for children and young people across the borough.
 - To sustain a strong partnership with the local NHS, so that families and individuals can maintain and improve their physical and mental health.
 - To promote family and community well-being and encourage engaged, cohesive and safe communities.

5.1.2 The measures in the Children and Young People Plan are consistent with the Corporate Plan, which provides a statement of the Council's contribution towards the partnership's outcomes.

5.1.3 The Council is a major provider and commissioner of services for children and young people but also has a more significant local leadership role. Through chairing the Children's Trust Board the Council exerts strategic leadership, provides accountability to other agencies working in Barnet and is the driving agent of development in the system.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

5.2.1 There is no budget set aside for the Children's Trust Board. There are no material resource implications of either of the options outlined in the Children's Trust Board paper.

5.3 Legal and Constitutional References

5.3.1 Section 10 of the Children Act 2004 requires local authorities to make arrangements to co-operate with relevant partners and individuals and bodies who exercise functions or engage in activities with children in their area in order to improve the well-being of children. Section 12A requires local authorities to establish a children's trust board with representation from the local authority and relevant partners. Section 12B confirms that the function of the Board is to prepare and publish a children and young people's plan and monitor the extent to which relevant persons and bodies are acting in accordance with the plan. The Board must publish an annual report about the extent to which those persons and bodies have acted in accordance with the plan.

5.4 Risk Management

5.4.1 There is a risk that key initiatives within the Children and Young People's Plan will not be carried out, which could adversely impact on the council's reputation. In order to mitigate this risk, any new arrangements will need to ensure a continued focus on achieving the priority outcomes that it sets out.

5.5 Equalities and Diversity

5.5.1 There is a risk that with any change in governance arrangements the focus on issues affecting children and young people could be diminished, leading to adverse impact for this group. . In order to mitigate this risk, any new arrangements will need to ensure a continued focus on achieving the priority outcomes set out in the Children and Young People's Plan.

5.6 Consultation and Engagement

5.6.1 A survey of all members of the Children's Trust Board and its Executive Management Group was undertaken to inform the options set out.

6. BACKGROUND PAPERS

6.1 N/A

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NHS North Central London

Meeting: Children's Trust Board	Date: 24 July 2014	Agenda Item No:
-------------------------------------------	------------------------------	------------------------

Terms of reference

Summary of paper:

- The paper sets out two options for the future of the Children's Trust Board and its Executive Management Group:
 1. Develop an alternative governance approach to achieve the partnership's objectives.
 2. Continue with the current governance approach but with a range of changes.

Action required by board:

Partners at the Children's Trust Board are asked to agree to an approach for the future of the Children's Trust Board and its Executive Management Group.

Author of paper

NAME: Val White, James Mass
ORGANISATION: LBB
PHONE NO: 020 8359 4610

Background

- 1.1 Barnet's Children's Trust Board (CTB) was established in 2007 and is chaired by the Lead Member for Children's Services, who is now also the Chairmen of the Children, Education, Libraries and Safeguarding Committee.
- 1.2 At the April meeting of the CTB it was agreed that some thought needed to be given as to how best to proceed with the CTB and its Executive Management Group (EMG).

Current purpose of the Board

- 1.3 The current terms of reference for the Children's Trust Board sets out that it is accountable for:
 - Developing and delivering the Children & Young People's Plan.
 - Ensuring that the collective resources of the partners are being used to the best effect to meet the priorities in the Children & Young People's Plan.
 - Resolving issues that block progress against the priorities.
- 1.4 These are all still very much required but there is a predominant view that the current arrangements for the CTB and EMG are not optimal for their achievement.

Findings of survey

- 1.5 A survey of members of both CTB and EMG has recently been undertaken. Views as to the effectiveness and necessity of the CTB and EMG were mixed, but some of the stronger messages are summarised below:
 - The majority of respondents agreed that the business of the CTB could effectively be subsumed into the Health and Well-being Board and the Safer Communities Partnership Board.
 - Just over half of respondents felt that CTB meetings were valuable.
 - The CTB would benefit from more regular senior attendance from all member agencies.
 - Only a third of respondents found the EMG meetings to be valuable.
 - 90% of respondents felt that we do still need a children and young people's plan

Options

- 1.6 Based on the feedback received above, two options for the future of the CTB have been developed. These are outline in the boxes below.

Option 1 – develop an alternative governance approach to achieve the partnership’s objectives

Under this option, the quarterly CTB and EMG meetings would cease.

The Children’s Trust Board would instead meet for one or two half day conference sessions per year to review progress on the CYPP and to refresh priorities and targets for subsequent years. These will be attended by senior officers from all statutory organisations together with representatives from Youth Board; CommUNITY Barnet and parent representatives. These will include sessions involving children and young people.

An annual report setting out achievements in improving outcomes for children as set out in the CYPP would be produced, published and reported to the a smaller group at the end of these sessions. They would have no programme of work to transact.

The Safeguarding Children Board, Health and Well-being Board and the Safer Communities Partnership Board would ensure that the priorities of the CYPP are effectively integrated into their respective work plans.

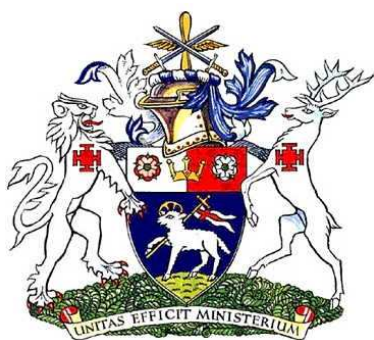
Option 2 – continue with the current governance approach but with a range of changes

The alternative option explored has been to make improvements to the current arrangements. If both bodies were to continue, a range of improvements could be made based on feedback given. These would include:

- A challenge session at each Board on a priority area from the Children & Young People’s Plan.
- Agenda setting responsibility is rotated amongst the council, the CCG, the Police, school representatives and Community Barnet.
- No substitutes to be permitted at meetings to ensure consistency of attendees.
- Re-focusing the Executive Management Group on delivery issues faced by statutory agencies – turning it into a ‘getting the job done’ group. Core membership would be reduced to a senior, decision making officer from Barnet Council, Barnet CCG and the Metropolitan Police.

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AGENDA ITEM 9



Children, Education, Libraries and Safeguarding Committee

29 July 2014

Title	Children's Services Annual Complaints Report 2013/14
Report of	Family Services Director Education & Skills Director
Wards	All
Status	Public
Enclosures	Appendix A: Annual Report for Family Services Delivery Unit complaints 2013-14 Appendix B: Annual Report for Education & Skills Delivery Unit complaints 2013-14
Officer Contact Details	Rachel Williams 020 8359 7615 rachel.williams@barnet.gov.uk

Summary

This report and its appendices provide an overview of the complaints received in the Children's Service. The appendices include statistical data, commentary about the type of complaints, progress made and areas for development in each of the delivery units.

Recommendations

That the Children, Education, Libraries and Safeguarding Committee note and comment on as appropriate the contents of the following report and appendices, and approve the content

1. WHY THIS REPORT IS NEEDED

- 1.1 To report on complaints made about the Children's Service, and the response of each Delivery Unit. This report also gives Committee members an update on improvements made during 2013/14 and the next steps proposed during 2014/15 to enable the continual improvement of services in line with customer feedback and to reduce the likelihood of complaints arising.
- 1.2 Having significantly improved the timeliness of our responses to complaints in 2013/14, we now need to focus on learning from the feedback received from our residents to inform service improvement.

2. REASONS FOR RECOMMENDATIONS

- 2.1 It is recommended that the contents of the reports be noted, especially in terms of complaints from children and young people and Children Act complaints. This is to ensure that there is sufficient senior oversight and scrutiny of the way complaints are managed and learnt from.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

n/a

4. POST DECISION IMPLEMENTATION

The proposed development activities during 2014/15 will be implemented.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

Responding appropriately to and learning from complaints made in relation to children's services contributes to the Corporate Plan priority 'To create better life chances for children and young people across the borough' as well as our commitment to excellent Customer Care by listening to, and learning from feedback we can improve the service that we deliver to our residents.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

None

5.3 Legal and Constitutional References

- 5.3.1 Children Act 1989 Representation Procedure (England) Regulations 2006. This lays out a clear legal process for complaints made in relation to any decision made under the Children Act i.e. any child or family receiving social care, and referred to as 'Statutory Complaints' in the attached appendices.
- 5.3.2 All other complaints are dealt with in accordance with Barnet's Corporate Complaints procedure – referred to as 'Service Complaints' in the attached appendices.

5.4 **Risk Management**

Failure to investigate and deal with our residents' complaints in a transparent and timely manner risks legal challenge and loss of confidence by our residents. It also reduces opportunities to learn from complaints to improve services and to put plans in place to pro-actively reduce the likelihood of future complaints.

5.5 **Equalities and Diversity**

5.5.1 The main objectives of the complaints procedure are to

- recognise the rights of all service users to make complaints and representations and to have their views considered within a clear procedure as defined by law;
- ensure that council staff and all partner organisations work together so that every child facing problems and challenges, who wishes to make a complaint or representation, is well supported in reaching a satisfactory resolution
- analysis of previous years complaints data showed that there were proportionately very few complaints from our children and young people. As a result we have concentrated in the last year on ensuring that we have a process in place that this age group find engaging and accessible.

5.6 **Consultation and Engagement**

As part of our commitment to listen to children and young people, Appendix A (Annual Report for Family Services Complaints 2013-14) details how we have engaged with our children and young people to make the complaints process more accessible. This includes consultation with Children in Care via the Role Model Army, attendance at Barnet Youth Board and Speak Out day.

6. **BACKGROUND PAPERS**

None

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Family Services Complaints, Compliments and Comments Annual Report 2013-14

This report summarises feedback recorded by Family Services in the form of complaints, compliments and comments received.

1. Background

1.1 The Children's Service is required to operate a separate statutory complaints and representations procedure in accordance with the Children's Act 1989. Any complaint which does not fall under these enactments is considered under the council's corporate complaints procedure and reported separately. Any representations made to the council about schools are routinely referred back to the school concerned to be dealt with under their own complaints policy, which is required in law.

2. Complaints procedures followed by Family Services

2.1 The Children Act 1989 Representation Procedure (England) Regulations 2006 sets out the way in which Local Authorities must handle complaints relating to social care.

2.2 The main objectives of the complaints procedure are to:

- recognise the rights of all service users to make complaints and representations and to have their views considered within a clear procedure as defined by law;
- ensure that council staff and all partner organisations work together so that every child facing problems and challenges, who wishes to make a complaint or representation, is well supported in reaching a satisfactory resolution.

2.3 The Children Act 1989 Representation Procedure (England) Regulations 2006 has 3 stages:

Stage 1: Local Resolution - where the relevant managers prepare a response within 10 working days (extendable to 20 working days) to try and resolve a complaint.

Stage 2: Independent Investigations - where the complaint is subject to independent investigation, overseen by an Independent person and then adjudication by the department within 25 days (extendable to 65 working days).

Stage 3: Review Panel - where the investigation and adjudication at Stage 2 are reviewed by a panel of independent people.

2.4 All other complaints received by the service that do not relate to social care are processed under the Council's Corporate Complaints Process as service complaints:

Stage 1: This is usually the line manager of the area subject to a complaint and a response is prepared within 10 working days

Stage 2: Investigation by a senior manager (usually Assistant Director) within the department, and responded to within 20 working days

Stage 3: Review – by a senior manager from another Directorate and is dealt with within 30 working days.

3. Overall number of complaints in 2013-14

3.1 Number of complaints received at each stage

Type of complaint	Stage 1	Stage 2	Stage 3	% Upheld
Statutory complaints	92	5	1	15%
Service Complaints	40	0	0	35%
Library Complaints	36	3	0	42%
Total	168	8	1	26%

3.2.1 Number of Statutory Complaints received, broken down by month that the response was due.

Reporting Period	Stage 1	Stage 2	Stage 3	Total
April	7			7
May	7			7
June	5	1		6
July	17	1		18
August	5			5
September	10	1		11
October	8			8
November	10			10
December	9	1		10
January	2	1	1	4
February	5			5
March	7			7
TOTAL	92	5	1	98

3.2.2 Number of Service Complaints received broken down by month that the response was due.

Reporting Period	Stage 1	Stage 2	Stage 3	Total
April	1			1
May	1			1
June	2			2
July	2			2
August	3			3
September	1			1
October	3			3
November	7			7
December	7			7
January	3			3
February	8			8
March	2			2
TOTAL	40	0	0	40

3.2.3 Number of complaints received by Libraries, broken down by month that the response was due

Reporting Period	Stage 1	Stage 2	Stage 3	Total
April	1			1
May	4			4
June	5			5
July	2	1		3
August	5			5
September	4			4
October	3			3
November	2			2
December	3			3
January	2	1		3
February	2	1		3
March	3			3
TOTAL	36	3	0	39

4. Stage 1 complaints

4.1 Breakdown of service complaints received by service area

4.1.1 Service Complaints (excluding Libraries)

Service Area	No. of complaints
Child Care Business Team	1
Children's Centres	4
Data & Systems Team	1
Intensive Family Focus	2
Youth Offending	2
Youth Support	1
Total	11

4.1.2 Libraries

Service Area	No. of complaints
Libraries	36
Total	36

4.1.3 Statutory Complaints

Service Area	Statutory complaints	Service complaints	Total
68 A	2	0	2
Adoption	1	3	4
Adolescent Resource	1	3	4
Children in Care Teams	43	7	50
Children in Need Teams	13	7	20
Corporate Parenting	1	0	1
Disabled Children Team	4	3	7
Fostering & Kinship Teams	6	4	10
Hospital Team	4	0	4
Referral & Assessment	12	0	12
Safeguarding	5	3	8
Total	92	30	142

4.2 Response Timescales (stage 1)

Reporting Period	Within time	Out of time	% on time
April	7	2	78
May	11	1	92
June	12	0	100
July	19	2	90
August	12	1	92
September	15	0	100
October	11	3	79
November	18	1	95
December	16	3	84
January	6	1	86
February	15	0	100
March	11	1	92
TOTAL	153	15	91

4.3 Outcomes of stage 1 complaints

Reporting Period	Complaint Upheld	Complaint partially Upheld	Complaint not upheld
April	3	0	6
May	3	3	6
June	5	3	4
July	5	3	13
August	4	2	7
September	4	4	7
October	2	3	9
November	7	2	10
December	6	5	8
January	2	1	4
February	3	8	4
March	1	2	9
TOTAL	54	36	87
%	26	22	52

4.5 Complaints received from young people

	No. received	No. responded to on time	No. upheld	No. Partially Upheld	No. not upheld
Social Care	23	19	7	6	10
EIP	1	1	0	1	0

Reason for complaint	No. received
Action of Staff	7
Decision	7
Communication	3
Poor Service	2
Data Protection	1
Financial	1
Foster Placement	1
Process	1
Report/assessment written	1

Team	No. received
Children in Care Teams	9
Onwards & Upwards	8
Residential Units	2
Fostering Teams	2
Hospital Team	1
Children in Need Teams	1

4.5.1 Of the 23 complaints received from young people, 11 of them used an advocate from Barnardo's Children's Rights Service. A further 7 of these young people were supported by other advocates as they do not live locally to Barnet.

4.5.2 We have focussed on increasing the feedback from our children and Young People in care, and some of the positive outcomes achieved by doing this is reflected in part 9.

5. Summary of Stage 1 complaints

5.1 The majority of complaints (58%) received by Family Services (excluding Libraries) were about Social Care. This is to be expected due to the nature of the work; many clients do not choose to be involved with Social care, and are therefore more likely to make complaints.

5.2 The service area with the largest number of complaints received was Children in Care (50). Of these, 14 were upheld, and 11 were partially upheld.

5.3 The most frequent reasons for complaints were:

- the complainant not being happy with a decision we have made
- the action of a particular staff member
- about receiving poor service.

5.4 The majority of the complaints about decisions and staff members were made about social care, whilst most of the complaints about poor service related to Libraries, and was in relation to IT facilities (see 5.8)

5.5 Social Care received 30 complaints about the action or attitude of staff. 10 of these were not upheld, 11 were partially upheld and 8 were upheld. In most of these cases, the complaint was linked to the parent not being happy about a decision or action being made by Social Care; for example six of these complainants also made it clear that they do not want social care involvement for their family, and may have made complaints about the worker to deflect from the attention on their family.

5.6 A further 30 complaints were made about a decision made by Social Care staff. In the majority of these cases (24) the complaint was not upheld, as the decision was made in accordance with either corporate procedures or statutory processes. However, there is evidence that clearer communication about how and why the decision had been made could reduce the number of complaints in the future.

5.7 Over the course of the year, 91% of Stage 1 complaints were responded to within 10 working days. This is an improvement on the previous year's performance (65%) and shows a commitment by staff and manager's to deal with complaints promptly. The performance dropped slightly after the Christmas period, but was still above the corporate target of 80%.

5.8 A large number of Stage 1 complaints received were from parents or other family members (54%), which is to be expected. We received 24 complaints from young people; this is more than the previous year. Fewer than half of these complaints were upheld. The increase in complaints is most likely to be related to the work done over the past year with staff to help ensure that young people are aware of their rights to use the complaints process. We also received 9 complaints from external professionals, mostly schools and health care workers and the majority were that they did not agree with a decision taken by Social Care. Only two of these complaints were upheld, but there is potential to improve communication between agencies to avoid future complaints.

5.6 The most common complaint received by Libraries service was regarding the computer facilities. These complaints were largely upheld because it was acknowledged that the facilities are not sufficient to provide a good service to users. This is now with the Head of Service and Library Service Managers and our contract provider.

6. Stage 2 Complaints

6.1 Service Complaints

We received three Stage 2 service complaints in this period; all of these were about the Libraries service, but there was no particular trend to these. One was about tree works that had been carried out on the Library grounds and the complainant felt it was too severe and had damaged the tree; this was not upheld as the work was checked by Barnet's Arboriculture Team. One was about the staff dress code, as the complainant felt that staff were inappropriately dressed; this was not upheld as the staff were found to be compliant with the Council's dress code. One was about the lack of toilets at Golders Green library and requested that a portable toilet be arranged outside; this was partially upheld as the toilets in the building had been out of action for some time, but it was not feasible to provide a portable toilet outside, and alternatives had been suggested to the complainant.

6.2 Statutory complaints

During this period we received four requests for stage 2 investigations under The Children Act. The Children Act requires the Local Authority to appoint an independent investigator for this stage. One of these complaints escalated to a stage 3.

- a. One complaint related to a child's finances which were being managed by the foster carers. This was escalated to Stage 3 (see part 7)
- b. One complaint related to a decision made in 2010 not to fund a trip abroad for the foster children and a kinship carer. The investigator recommended that we refund the money that was requested. The adjudicator disagreed with this, and offered the complainant part of the money. To date, the complainant has not confirmed if they will accept this, and no money has therefore been paid.
- c. One complaint was made by a young person who did not agree with social services involvement in their relationship, and did not agree with information sharing between Barnet and the NHS. Independent Investigators were appointed and met with the complainant, but they later stopped cooperating with the process, and so the investigation was withdrawn.
- d. One complaint was made by a parent who was not happy with the outcome of a referral that they made about their child who is in the care of their ex-partner. This investigation is still on-going.
- e. One complaint was made about the decision by Social Care to start legal proceedings against a family. Although these proceedings were later dropped, the family felt that they should not have started in the first place. This investigation is still on-going.

6.21 There are lessons to be learned from the Stage 2 investigations, whether they are upheld or not. Complaints c, d and e are all related to decisions that were made, and the complainant disagreeing with this decision. Whilst the complaints process found that there was not fault with the decision made, there could have been better communication with the complainant initially to help them understand the reason for the decision.

7. Stage 3 Complaints

7.1 Service Complaints

There were no stage 3 service complaints received this year

7.2 Statutory complaints

We received one request for a complaint to be escalated to the third stage under The Children Act complaints process. This involves convening a review panel of three independent persons, the two investigating officers, the adjudicator, and the complainant.

The complaint related to the finances of a child in foster care, including the use of allowances and benefits claimed by her foster carers. The complainant was a relative of the child, whom we considered had sufficient interest in the child to make the complaint.

The investigation and the review panel found that it was not possible to fully investigate the complaint, as it would involve an audit of the foster carers' accounts, which the Local Authority does not have the jurisdiction to do. However, the investigators and the panel members did consider that the foster carers had provided a high level of extra activities for the child, using the benefits claimed.

Further investigation by the Service Manager into the complaint found that we need to reconsider how we support/monitor foster carers in managing benefits claimed on behalf of foster children. The fostering service have now made changes to their service to include benefits as part of the supervision discussion that they have with foster carers.

The complainant was not satisfied by the outcome of the review panel, and took the complaint to the Local Government Ombudsman (LGO). The LGO has recently responded and his provisional findings are that the council:

- a) did not specifically check the use of the benefit but fulfilled its role as corporate parent as it was satisfied with the care of the child and that there were no financial problems. There was fault in the record-keeping but this did not cause injustice; and
- b) did consider properly his complaint at Stage 3 of the statutory complaints process.

8. Outcomes achieved in the last year

8.1 We have improved the timeliness of responses in this year from 65% in 2012-13 to 91% in 2013-14. This is attributed to staff and managers recognising the importance of responding to complaints promptly in order to resolve the issue and avoid escalation.

8.2 We have improved governance of complaints, which in turn has led to better response times. The Closing the Loop group meets every six weeks and is made up of representative from across the service. The group has worked to update complaints literature available to customers and encouraged managers to report complaints to the Complaints Manager so that they can be monitored.

8.3 We now have more detailed data available to provide better reports, and we have worked with Capita to implement a new customer services system to record complaints which will be available in the new financial year.

8.4 Through the more detailed information kept, we are now able to support managers to identify trends within service areas and make service improvements based on them. Service Managers are sent summaries of complaints and compliments received on a quarterly basis

8.5 We have new complaints, comments and compliments business cards available for all service users, and a new leaflet for young people. We have also updated the information on Barnet's webpage to make it more accessible.

9. Young People

9.1 We have actively engaged with children and young people to ensure that they feel able to feedback to the council. Following consultation with the Role Model Army, there is now a section on complaints on the Children in Care, and we have attended the Barnet Youth Board and Speak Out day which was useful in hearing first-hand how we can support children and young people to give us feedback.

Sample of improvements made as a result of complaints made by children and young people in our Care

- Following complaints that there was no semi-skimmed milk available for breakfast in a residential setting, as a result of other residents drinking all the milk after getting in late at night, staff put a process in place whereby staff would purchase semi-skimmed milk and keep in freezer and get out during the night so it was ready to use in the morning
- A complaint was made about bullying in a residential setting, which included an accomplice distracting staff. In addition to the bullying being dealt with via the behaviour policy, CCTV has now been installed in remote common areas.

10. Areas for development

10.1 Monitoring Service improvement as a result of complaints

We need to continue to ensure that there are positive outcomes from complaints. Service Managers now receive summaries of their complaints on a quarterly basis, and will be expected to identify service improvements as a result of these complaints. These improvements will be monitored by the Head of Service and reported to the Complaints Officer to record centrally.

Stage 2 investigation outcomes will be monitored by the use of an Action Plan which details changes which can be made to remedy the complaint and to prevent future complaints of a similar nature.

10.2 Ensuring commissioned service have effective complaints processes

We need to ensure that our service users have a clear process in place to make complaints about any provision, whether provided directly by the council or by a commissioned service, and that feedback is part of any contract

monitoring arrangements.

10.3 Ensuring that young people are able to engage in the complaints process

We will continue to promote use of the business cards and distribution of complaints leaflets to young people. We will also raise awareness of the complaints procedure to young people by attending events aimed at them such as Speak Out Day and creating relationships with placement providers.

11. Members enquiries

In 2013-2014, Family Service received 62 enquiries from elected members. In the majority of these enquiries, the Member was providing assistance to the resident by asking for explanation of cases and to ensure that decisions were made fairly and in line with the correct procedures.

55 of these enquiries were responded to within the corporate timescale of 10 working days, 32 of which were responded to within 5 working days.

Nine of these enquiries were also complaints. Where a member enquiry is also a complaint, the complaints process takes precedence and the member is kept informed of progress and outcomes.

12. Compliments

We formally recorded 102 compliments for Family Service in this year. Staff and managers are encouraged to send compliments to be recorded so that they can be shared with the Senior Management Team.

Social Care Team	No. of compliments recorded
Adoption and Fostering	7
Children in Need	16
CAMHS	1
Children in Care	2
Disabled Children	2
Hospital Team	3
MASH	1
Onwards & upwards	1
Referral & Assessment	4
Safeguarding	6
Total	43

EIP Teams	
Analysis, Performance & Strategy	2
Business Resources	1
Business Support & customer engagement	12
Child Care Business Team	6
Children's Centres	1
Data & Systems	1
Intensive Family Focus	6
Multi Agency Support Team	8
Youth Support Service	21
Total	52

13. Conclusions

13.1 The response rate for responding to complaints on time is much improved from the previous year, and we are now above the corporate target of 80%. This will help to improve customer satisfaction with the handling of complaints, and we need to continue to meet deadlines for responses.

13.2 We have raised awareness of the complaints process both amongst staff and amongst our service users. There is updated information on the staff intranet and the web site, as well as new printed literature, including a young person specific leaflet.

One of our focuses for the next year will be identifying service improvements that can be made as a result of complaint outcomes and monitoring any resulting action to ensure that changes are implemented.

Education & Skills Service Complaints Annual Report 2013-14

1. Background

This report summarises feedback recorded by Education & Skills Service in the form of complaints, compliments and comments received.

Complaints are processed under the Council's Complaint Policy, and are logged and recorded by the Children's Service Complaints Officer.

2. The complaints procedure

2.1 The corporate complaints procedure has 3 stages:

Stage 1: Local Resolution – usually this is the line manager of the area subject to a complaint and a response is prepared within 10 working days

Stage 2: Investigation by a senior manager (usually Assistant Director) within the department, and responded to within 20 working days

Stage 3: Review – by a senior manager from another Directorate and is dealt with within 30 working days.

3. Overall number of complaints in 2013-14

3.1 Number of complaints received at each stage

Stage 1	Stage 2	Stage 3	Total
34	2	0	36

3.2 Complaints received, broken down by month

Reporting Period	Stage 1	Stage 2	Total
April	4		4
May	1		1
June	1	1	2
July	2		2
August	1		1
September	3		3
October	1		1
November	2		2
December	6		6
January	4		4
February	6		6
March	3	1	4
TOTAL	34	2	36

4. Stage 1 complaints

4.1 Breakdown of complaints received by service area

Service Area	Service
Admissions	11
School attendance	3
SEN Referral & Assessment	18
Specialist Teams	2
Total	34

4.2 Response Timescales (stage 1)

Reporting Period	Within time	Out of time	% on time
April	3	1	75%
May	0	1	0%
June	1		100%
July	2		100%
August	1		100%
September	2	1	66%
October	1		100%
November	2		100%
December	6		100%
January	3	1	75%
February	5	1	83%
March	3		100%
TOTAL	29	5	85%

4.3 Outcomes of stage 1 complaints

Reporting Period	Complaint Upheld	Complaint partially Upheld	Complaint not upheld
April			4
May			1
June			1
July			2
August			1
September	1		2
October		1	
November			2
December	3		3
January	1		3
February	4	1	1
March	1		2
TOTAL	10	2	22
%	29%	6%	65%

5. Summary of Stage 1 complaints

5.1 The two service areas with the largest number of complaints were School Admissions (11) and SEN Referral & Assessment (18).

5.1.1 The complaints received by School Admissions either related to the decision which was made, or that the parent felt that they had received a poor service, either caused by delays or staff attitude. These were all not upheld complaints

5.1.2 The complaints received by SEN Referral & Assessment were mostly relating to delays in the service or poor communication from the team. This was particularly evident between November and February when the team was short staffed.

5.2 Over the course of the year, 85% of Stage 1 complaints were responded to within 10 working days. This is an improvement on the previous year's performance (65%) and shows a commitment by staff and managers to deal with complaints promptly. The performance dropped slightly after the Christmas period, but was still above the corporate target of 80%.

5.3 The majority (29) of the complaints received were made by parents, which is to be expected although we received two from schools.

6. Stage 2 Complaints

6.1 We received two requests to escalate complaints to the second stage of the complaints procedure.

6.2 One complaint relating to school terms dates, as the parent felt that the Local Authority did not take Jewish holidays into account when setting them. This was not upheld.

6.3 One complaint relating to a lack of support from the Specialist Teams. This was partially upheld, as the parent was receiving the standard level of support, but it was acknowledged that the team could have communicated better with the parent to explain the level of service that she would be getting. This complaint highlighted to Senior Management that this service is under pressure, and they will be looking at this in their strategy plans.

7. Stage 3 Complaints

We received no Stage 3 complaints this year.

8. Outcomes achieved in the last year

8.1 We have improved the timeliness of responses in this year from 65% in 2012-13 to 85% in 2013-14. This demonstrates an increasing commitment to dealing with complaints and responding promptly in order to resolve the issue and avoid escalation.

8.2 The improved response times is supported by better governance of complaints, which in turn has led to better response times. The Closing the Loop group meets every six weeks and is made up of representatives from across the service. The group has worked to update complaints literature

available to customers and encouraged managers to report complaints to the Complaints Manager so that they can be monitored.

8.3 We now have more detailed data available to provide better reports, and we have worked with Capita to implement a new customer services system to record complaints which will be available in the new financial year.

8.4 Through the more detailed information kept, we are now able to support managers to identify trends within service areas and make service improvements based on them. Service Managers are sent summaries of complaints and compliments received on a quarterly basis

8.5 We have new complaints, comments and compliments business cards available for all service users. We have also updated the information on Barnet's webpage. This should help increase awareness of the complaints procedure.

9. Areas for development

9.1 Monitoring Service improvement as a result of complaints

We need to continue to ensure that there are positive outcomes from complaints. Service Managers will receive summaries of their complaints on a quarterly basis, and will be expected to identify service improvements as a result of these complaints. These improvements should be monitored by the Head of Service and reported to the Complaints Officer.

9.2 Ensuring commissioned service have effective complaints processes

We need to ensure that our service users have a clear process in place to make complaints about any provision, whether provided directly by the council or by a commissioned service, and that feedback is part of any contract monitoring arrangements.

10. Members Enquiries

10.1 Education & Skills received 98 Member enquiries in this year. The majority (73) were made to School Admissions where the Member was providing assistance to the resident by asking for explanation of cases and to ensure that decisions were made fairly and in line with the correct procedures.

10.1.1 Six of these were also dealt with as complaints. Where a member enquiry is also a complaint, the complaints process takes precedence and the member is kept informed of progress and outcomes.

10.1.2 82 of these member enquiries were responded to within 10 working days. Those that were responded to late were either due to officers having a high workload, or the case being complex.

11 Compliments

We formally recorded nine compliments for Education & Skills Service in this year. Staff and managers are encouraged to send compliments to be formally recorded so that they can be shared with the Senior Management Team.

Team	No. of compliments recorded
Attendance at School	1
Catering	2
Educational Psychology	1
SEN Referral & Assessment	2
Specialist Team	3
Total	9

12. Conclusions

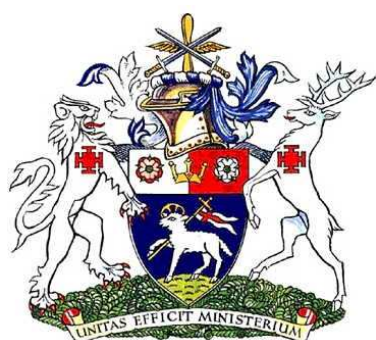
The response rate for responding to complaints on time is much improved from the previous year, and we are now above the corporate target of 80%. This will help to improve customer satisfaction with the handling of complaints, and we need to continue to meet deadlines for responses.

12.1 We have improved awareness of the complaints process both amongst staff and amongst our service users. There is updated information on the staff intranet and the web site, as well as new printed literature, including a young person specific leaflet.

12.2 For the next year we need to focus on identifying service improvements that can be made as a result of complaint outcomes and ensuring that action is taken to implement these changes.

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AGENDA ITEM 10



Children, Education, Libraries & Safeguarding Committee

29 July 2014

Title	Corporate Grants Programme, 2014/15 – Fair Play Barnet
Report of	Head of Finance
Wards	All
Status	Public
Enclosures	Grant assessment – Fair Play Barnet
Officer Contact Details	Ken Argent, Grants Manager, Finance, Commissioning Group (ken.argent@barnet.gov.uk) (020 8359 2020) Eileen Eyton, Play Co-ordinator, Youth & Community Service, Children's Service (eileen.eyton@barnet.gov.uk) (020 8359 7598)

Summary

This report attaches an assessment of an application by Fair Play Barnet for a grant in support of Barnet Play Day on 6 August 2014.

Recommendation

That the Children, Education, Libraries & Safeguarding Committee note the contents of the report, including the financial matters and therefore do not support the application for a grant.

1. WHY THIS REPORT IS NEEDED

- 1.1 Voluntary and community organisations may apply for a one-year start-up or a one-off grant of up to £10,000 from the corporate grants programme.
- 1.2 The power to award grants to voluntary and community groups is contained in the terms of reference of theme committees in the council's constitution - annexe A of Responsibilities for Functions.

2. REASONS FOR RECOMMENDATIONS

- 2.1 These are as set out in the assessment of the grant application by Fair Play Barnet herewith.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 None.

4. POST DECISION IMPLEMENTATION

- 4.1 The applicants will be formally notified of the decision not to award a grant.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 The Corporate Plan for 2013-16 includes the following strategic objectives:

- Creation of the right environment to promote responsible growth, development and success across the borough
- Supporting families and individuals that need it – promoting independence, learning and well-being
- Improving the satisfaction of residents and businesses with the London Borough of Barnet as a place to live, work and study

- 5.1.2 The outcomes around which these objectives are prioritised include:

- To create better life chances for children and young people
- To support children and young people who are most at risk of not achieving their potential and prevent later difficulties
- To enhance family and community well-being and engaged, cohesive and safe communities

- 5.1.3 The council is seeking to develop new and effective partnerships to deliver high quality public services having regard to the significant reduction in government funding. The voluntary and community sector has a significant role to play in this strategy, especially by increasing choice, accessibility and value for money, leading on innovative solutions and improving customers' perception of public services.

5.1.4 A Third Sector Commissioning Framework, approved by the Cabinet Resources Committee in July 2008, sets out guidelines to:

- bring consistency to the council's financial arrangements with the voluntary and community sector; and
- bring procurement from, and grants to, the sector into a single framework consistent with the council's procurement rules

5.1.5 The grants programme offers help to voluntary and community organisations (a) to develop new services and activities and (b) to run a community event or meet certain non-recurring items of expenditure.

5.1.6 All applications are assessed on their individual merits against the council's policy objectives; the benefits to the local community; the effectiveness of the organisation in its service delivery; its overall value for money; its financial needs; and the budget for making awards each year. In the case of start-up grants, the apparent or likely viability of a proposal in the years following the council's twelve-month funding is a critical factor.

5.1.7 It is considered that the applicants in this particular case have sufficient funds to run the event in question without the need for a council grant. It is understood that the event will take place irrespective of the decision on the application for a grant.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

5.2.1 The provision for making start-up and one-off grants in 2014/15 is comprised of funds deriving to the authority from the Edward Harvist Charity; a small annual allocation from the former Borough Lottery Scheme; and a one-off contingency fund.

5.2.2 The current position on the funding available in 2014/15, which reflects the sum that is currently held by the council from the Edward Harvist Charity, to be supplemented during the course of the year as and when the council receives further payments, is as follows:

Budget item	Funding available, 2014/15	Approvals to date	Balance remaining	Recommended herewith
Edward Harvist Charity	£44,390	£10,200	£34,190	0
Former Borough Lottery Fund	£15,000	£1,500	£13,500	0
Contingency	£45,000	0	£45,000	0
TOTAL	£104,390	£11,700	£92,690	0

5.3 Legal and Constitutional References

5.3.1 The council has power to make grants awards under section 1 of the Localism Act 2011.

5.4 Risk Management

5.4.1 All grants are made subject to the council's Standard Conditions of Grant Aid, with which applicants are required to signify their compliance by signing a written undertaking. Amongst other things, the conditions cover how awards are spent, allowing council officers a right of access to proof thereof, and requiring notification of any change in an organisation's circumstances which significantly affect its finances, operations or grant entitlement. The council reserves the right to withhold payment of any approved grant, or to demand full or partial repayment, if it appears that an organisation has failed to comply with any of the conditions attached to the award.

5.4.2 The shift towards greater community involvement in the delivery of services has involved some relaxation in the attitude traditionally taken to compliance with eligibility criteria before an award is recommended. Whilst all applicants are expected to satisfy basic governance requirements, such as having an independent management committee, it is accepted that community-led and self-help groups often require the support of a parent organisation or other agency. In cases such as these, account is taken of other relevant factors, such as knowledge of a supporting agency and mechanisms to manage an applicant's financial affairs. All applicants are expected to work towards full independence within a reasonable period.

5.5 Equalities and Diversity

5.5.1 Under section 149 of the Equality Act 2010, the council and all other organisations exercising public functions must have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by or under the Act;
- advance equality of opportunity between people from different groups;
- foster good relations between people from different groups

The broad purpose of this duty is to integrate considerations of equality into day business and keep them under review in decision making; the design of policies; and the delivery of services.

- 5.5.2 All voluntary and community organisations grant-aided by the council are required to demonstrate that they have an equal opportunities policy covering users, staff and volunteers, which promotes equal treatment for all irrespective of their age, disability, gender, sexuality, ethnic background, faith, health, language or social and economic background. Scrutiny of compliance with these considerations, and how they contribute to promoting good relations between people and communities, forms part of the standard procedure for assessing all applications.
- 5.5.3 Voluntary and community organisations are required to demonstrate how their activities support the council in meeting its equalities obligations in accordance with the greater emphasis on commissioning and awarding of contracts.
- 5.5.4 Awards from the corporate grants programme fund projects and activities in support of people from all communities and focus particularly on those who may be regarded as vulnerable. The recommendation not to award a grant in respect of Barnet Play Day 2014 will not be prejudicial to participants if, as expected, the event goes ahead without an award.

5.6 Consultation and Engagement

- 5.6.1 The application in question has been assessed in conjunction with the Youth and Community Service.

6. BACKGROUND PAPERS

- 6.1 Cabinet Resources Committee, 22 July 2008 (decision item 11): approval of a Third Sector Commissioning Framework.
- 6.2 Council, 4 March 2014: approval of corporate grants budget for 2014/15.

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GRANT APPLICATION 2014/15 – ASSESSMENT AND RECOMMENDATION

Priority Corporate Outcomes	To create better life chances for children and young people To support children and young people who are most at risk of not achieving their potential and prevent later difficulties To enhance family and community well-being and engaged, cohesive and safe communities	
Organisation	FAIR PLAY BARNET	ref
		221/E/CTY
Address	St Joseph's Pastoral Centre, St Joseph's Grove, NW4	
Relevant policy, aims and objectives		
<p>The Corporate Plan and the Children and Young People Plan, 2013/16, reflect a focus on improving outcomes for Barnet's younger population, creating the conditions for children and young people to develop skills and acquire knowledge to achieve their full potential and targeting those with disabilities or complex needs who require additional support. Strategic objectives of the Youth & Community Service include commissioning, supporting and enabling the voluntary sector to develop a wide range of provision, building capacity for vulnerable young people to engage in positive extra-curricular activities as part of leading a healthy lifestyle.</p> <p>Development of the Big Society in Barnet seeks to make greater use of local creativity and entrepreneurial spirit and help galvanize new citizen- and community-led projects to address local issues. Community events that enable all sections of the community to mix and interact are an effective means of promoting social integration; building community cohesion; and generating pride in the borough.</p>		
Activities / proposal		
<p>Fair Play Barnet (FPB) is a registered charity and company limited by guarantee formed in April 2012 following the merger of Barnet Play Association (BPA) and the Inclusive Play Opportunities Project (IPOP). Its core aim is to support children and young people to experience positive activities, enhancing their emotional and physical health, and to promote, co-ordinate and develop play provision across the borough. Services include:</p> <ul style="list-style-type: none"> * intensive support for children and young people with disabilities or other special needs to access and participate in mainstream play and recreational activities; * open access play projects / holiday play schemes and help to set up play events and opportunities in the community; * football and music schools; * targeted youth work; * a volunteering scheme for young people; * a sensory equipment loan service; * accredited training courses in play work and quality development work with voluntary groups; * an information, advice and advocacy service. <p>FPB provides regular support to 400 of the 1,500 children in Barnet with a statement of special educational needs and is in contact with a further 630. In 2013, it provided services to another 4,900 children and trained or supported over 500 play and leisure providers, professionals and parents/carers.</p> <p>This application concerns Barnet Play Day, an annual event in the borough run in conjunction with National Play Day, aimed at giving play opportunities to children aged 5 to 13 that may not</p>		

be available to them at other times and encouraging children, regardless of age, ability or background, to play together and interact. To be held in the grounds of St Joseph's Pastoral Centre on 6 August and with capacity for upwards of 500, the event will include giant inflatable equipment, parachute games, circus skills, outdoor adventure play, arts/crafts, face painting, a sensory zone and live music and performances. Trained staff and volunteers will ensure full participation by disabled children and young people.

The Children's Service endorses the value of Play Day as an effective way of reducing inequalities amongst children and young people; stimulating involvement in positive activities; promoting emotional well-being; and providing a building block for engagement with vulnerable families at risk of experiencing complex problems. The event, run before the merger by BPA, has been shaped over the years to enhance experience and encourage interactive play and continues to attract families from across the borough.

Cost and financial need

The amalgamation of BPA and IPOP into FPB was aimed at strengthening capacity; pooling resources; and taking advantage of economies of scale in reducing core costs. IPOP was awarded £93,000 by the Cabinet Office Transitions Fund to facilitate the merger.

62% of FPB's estimated income (of £587,825) in 2014/15 is from two sets of contracts with the Children's Service, one (extending to 2016) for the provision of early intervention and prevention services to disabled children and young people, including help for play groups and settings to achieve quality standards and the development of open access free play clubs in areas of deprivation (£122,244), and the other (extending to 2015) embracing short break activities; residential trips; and the provision of youth services (£239,500). The balance of income derives mainly from charges to clients who are not eligible for subsidy; contracts with other local authorities for the provision of short breaks; and charitable funding, both towards core costs and specific activities.

The grant request is for £2,500 towards a 2014 Play Day budget of £4,496, comprising the cost of staging activities; equipment hire; staff costs; administration; publicity; insurance; and cleaning. As previously, admission will be free of charge.

The corporate grants programme has supported Play Day on a number of previous occasions, most recently with a grant of £1,500 in 2013/14.

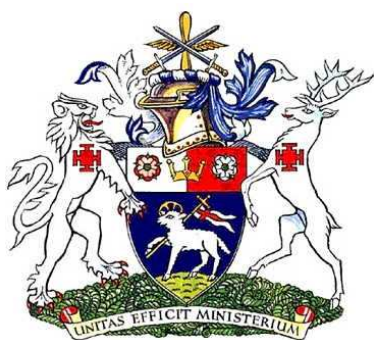
FPB's accounts for the nine months ended 31/12/2013 show a surplus of £39,573 on a turnover of £655,704, resulting in net current assets of £321,299, of which £308,043 were unrestricted funds, a working contingency equivalent to 60% of projected expenditure this year, twice the usual allowance made for such. The application suggests the organisation recorded a further surplus in 2013/14, the validity of which information is open to doubt and cannot be established until the accounts for the year are completed, which will not be until the autumn. But, based on the financial data presented, which includes another projected surplus in 2014/15, there is no justification for awarding a grant on this occasion.

Grant recommendation, type and conditions

NIL

Date: July 2014

AGENDA ITEM 11



Children, Education, Libraries & Safeguarding Committee

29 July 2014

Title	Children, Education, Libraries & Safeguarding Committee Work Programme
Report of	Family and Community Well-being Lead Commissioner Schools, Skills and Learning Lead Commissioner
Wards	All
Status	Public
Enclosures	Committee Work Programme June 2014 - May 2015
Officer Contact Details	Paul Frost, Governance Service Email: paul.frost@barnet.gov.uk Tel: 020 8359 2205

Summary

The Committee is requested to consider and comment on the items included in the 2014/15 work programme

Recommendations

That the Children, Education, Libraries & Safeguarding Committee consider and comment on the items included in the 2014/15 work programme

1. WHY THIS REPORT IS NEEDED

- 1.1 The Children, Education, Libraries & Safeguarding Committee Work Programme 2014/15 indicates forthcoming items of business.
- 1.2 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.
- 1.3 The Committee is empowered to agree its priorities and determine its own schedule of work within the programme.

2. REASONS FOR RECOMMENDATIONS

- 2.1 There are no specific recommendations in the report. The Committee is empowered to agree its priorities and determine its own schedule of work within the programme.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 N/A

4. POST DECISION IMPLEMENTATION

- 4.1 Any alterations made by the Committee to its Work Programme will be published on the Council's website.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 The Committee Work Programme is in accordance with the Council's strategic objectives and priorities as stated in the Corporate Plan 2013-16.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.2.1 None in the context of this report.

5.3 Legal and Constitutional References

- 5.3.1 The Terms of Reference of the Policy and Resources Committee is included in the Constitution, Responsibility for Functions, Annex A.

5.4 Risk Management

5.4.1 None in the context of this report.

5.5 Equalities and Diversity

5.5.1 None in the context of this report.

5.6 Consultation and Engagement

5.6.1 None in the context of this report.

6. BACKGROUND PAPERS

6.1 None.

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**London Borough of Barnet
Children, Education, Libraries &
Safeguarding Committee - Work
Programme**

June 2014 – May 2015

Contact: Paul Frost

Subject	Decision requested	Report Of	Contributing Officer(s)
23 June 2014			
Business Planning	<p>To consider a report approved by the Policy & Resources Committee on 10 June 2014 on the process for setting a new Medium Term Financial Strategy (MTFS) to 2020</p> <p>To consider a report from the Strategic Director for Communities to agree the scope and process for developing savings proposals to meeting the financial targets set out in the Medium Term Financial Strategy as they relate to the Children, Education, Libraries & Safeguarding Committee</p>	Strategic Director for Communities	Family and Community Well-being Lead Commissioner, Schools, Skills and Learning Lead Commissioner
Early Years Review	To approve the commencement of a period of consultation on the options set out in the Early Years Review	Family and Community Well-being Lead Commissioner	Family and Community Well-being Lead Commissioner
Education Strategy Overview and Scrutiny Panel: Recommendation Tracking	To receive a update report on the implementation of the recommendations made by the Education Strategy Overview and Scrutiny Panel.	Schools, Skills and Learning Lead Commissioner	Education and Skills Director

Subject	Decision requested	Report Of	Contributing Officer(s)
29 July 2014			
Business Planning	To receive an update following the report to the June committee meeting.	Strategic Director for Communities	Schools, Skills and Learning Lead Commissioner, Family and Community Well-being Lead Commissioner
Short Breaks Commissioning Strategy	To approve a commissioning strategy for short breaks.	Family Services Director, Community Well-being Lead Commissioner	Family Services Director, Education and Skills Director
Children's Trust Board	To recommend the work programme for the Children's Trust Board	Strategic Director for Communities	Schools, Skills and Learning Lead Commissioner, Family and Community Well-being Lead Commissioner
Children's Services Annual Complaints Report 2013/14	To receive the Children's Service Annual Complaints Report for 2013/14.	Family Services Director	Family Services Director
Corporate Grants Programme, 2014/15 - Fair Play Barnet	This report attaches an assessment of an application by Fair Play Barnet for a grant in support of Barnet Play Day on 6 August 2014.	Head of Finance	Grants Manager

Subject	Decision requested	Report Of	Contributing Officer(s)
15 September 2014			
Business Planning	To receive an update following the report the 29 July Committee meeting	Strategic Director for Communities	Schools, Skills and Learning Lead Commissioner, Family and Community Well-being Lead Commissioner
Selection of Construction Partner for 2015 School Schemes	Approval to accept tendered sum for pre-construction works from winning contractor and to enter into a pre-construction agreement in relation to the 2015 School Expansion schemes at London Academy and Oak Lodge	Commercial and Customer Services Director	Schools, Skills and Learning Lead Commissioner, Commercial and Customer Services Director
School Improvement Strategy	To consider a review of the School Improvement Strategy.	Education and Skills Director	Education and Skills Director, Schools, Skills and Learning Lead Commissioner
Early Years Review	To agree the recommendations of the Full Business Case of the Early Years Review.	Family and Community Well-being Lead Commissioner	Family and Community Well-being Lead Commissioner
Early Years Review Task and Finish Group	To consider a six-month update report from Officers on the approved recommendations of the Early Years Review Task and Finish Group.	Family and Community Well-being Lead Commissioner	Family and Community Well-being Lead Commissioner
Education and Skills - Future Delivery of Services	To approve the Outline Business Case for Education and Skills related services.	Schools, Skills and Learning Lead Commissioner	Education and Skills Director, Schools, Skills and Learning Lead Commissioner
Education Provision in Colindale	To agree programme to deliver new education provision in Colindale.	Schools, Skills and Learning Lead Commissioner	Education and Skills Director

Subject	Decision requested	Report Of	Contributing Officer(s)
28 October 2014			
Business Planning	Decision – To approve proposals to inform the 4 December Policy & Resource business planning decision and note the implications for the business of the committee	Strategic Director for Communities	Schools, Skills and Learning Lead Commissioner, Family and Community Well-being Lead Commissioner
Library Strategy	To approve the commencement of a period of consultation on a new Library Strategy	Family and Community Well-being Lead Commissioner	Family Services Director
12 January 2015			
Early Help (Early Intervention) Offer for Children and Families in Barnet	To review services and outcomes for Barnet's children and young people (<i>Referral from Education OSC</i>)	Family and Community Well-being Lead Commissioner, Family Services Director	Family and Community Well-being Lead Commissioner, Family Services Director
Preparing to Meet Future Need for Children with Special Educational Needs	To agree a commissioning strategy for services to support children with special educational needs.	Education and Skills Director	Education and Skills Director
9 March 2015			
Early Years Review Task and Finish Group	To consider a 12-month update report from Officers on the approved recommendations of the Early Years Review Task and Finish Group.	Family and Community Well-being Lead Commissioner	Family and Community Well-being Lead Commissioner

Subject	Decision requested	Report Of	Contributing Officer(s)
Commissioning Priorities	To agree the commissioning priorities for 2015/16.	Strategic Director for Communities	Family and Community Well-being Lead Commissioner, Schools, Skills and Learning Lead Commissioner
Management Agreements	To review management agreements for the commissioning and delivery of children's services.	Strategic Director for Communities	Education and Skills Director, Family and Community Well-being Lead Commissioner
Quality and Safety in Family Services	To receive a report which reviews whether the Medium Term Financial Strategy implications for Family Services at the end of the Priorities and Spending Review period will leave sufficient budget to meet the council's thresholds for quality and safety.	Strategic Director for Communities	Family Services Director
20 April 2015			
Business Planning	To approve five year commissioning priorities, proposals for meeting financial targets set out in the MTFS and proposed Management Agreements.	Strategic Director for Communities	Schools, Skills and Learning Lead Commissioner, Family and Community Well-being Lead Commissioner
Noam Conversion to Voluntary Aided Sector	To approve the granting of voluntary aided status to Noam Primary School.	Education and Skills Director	Education and Skills Director, Schools, Skills and Learning Lead Commissioner