

DONCASTER METROPOLITAN BOROUGH COUNCIL

CHILDREN AND YOUNG PEOPLE OVERVIEW AND SCRUTINY PANEL

TUESDAY, 12TH SEPTEMBER, 2017

A MEETING of the CHILDREN AND YOUNG PEOPLE OVERVIEW AND SCRUTINY PANEL was held at the COUNCIL CHAMBER - CIVIC OFFICE, DONCASTER on TUESDAY, 12TH SEPTEMBER, 2017 at 10.00 AM

PRESENT:

Chair - Councillor Neil Gethin

Councillors Nick Allen, Jane Cox and Sue McGuinness

Co-optees – John Hoare (Diocese of Sheffield Church of England) and Bernadette Nesbit (Diocese of Hallam Roman Catholic Church)

ALSO IN ATTENDANCE:

DMBC

Riana Nelson - Assistant Director Partnerships and Operational Delivery
Lianne Hornsby - Assistant Director, Commissioning and Business Development
Paul Thorpe - Quality and service Improvement Manager
Chris Toyne - Head of Service: Commissioning, Performance & Quality
David Ayre - Head of Service: Strategic Performance Unit

Doncaster Children's Services Trust

Jackie Wilson - Director of Performance, Quality and Innovation
James Thomas - Head of Performance and Business Intelligence
Dawn Jones - Customer Experience Manager

		<u>ACTION</u>
56.	<u>APOLOGIES FOR ABSENCE</u>	
	Apologies were received from Councillors John Mounsey, Nikki McDonald and Sean Gibbons.	
57.	<u>TO CONSIDER THE EXTENT, IF ANY, TO WHICH THE PUBLIC AND PRESS ARE TO BE EXCLUDED FROM THE MEETING.</u>	
	None	
58.	<u>DECLARATIONS OF INTEREST, IF ANY.</u>	
	There were no declarations of interest made.	

59.	<u>MINUTES OF THE MEETING HELD ON 5TH JULY, 2017.</u>	
	RESOLVED: That the minutes be agreed as a true record subject to the addition of Councillor Jane Cox as being in attendance and the name “Bernadette” to be added before Nesbit under apologies.	
60.	<u>PUBLIC STATEMENTS</u>	
	There were no public statements made.	
61.	<u>PERFORMANCE CHALLENGE OF DONCASTER CHILDREN'S SERVICES TRUST: QUARTER 1, 2017/18</u>	
	<p>Members considered a report which provided a review and analysis of the performance challenge carried out by the Director of People of Doncaster Children’s Services Trust (the ‘Trust’) in Quarter 1 of 2017/18 arising from the challenge meetings held between both parties.</p> <p>Members were informed that there had been a range of challenge processes that had taken place. These included three thematic Ofsted monitoring visits and finally a fourth visit with a focus on the ‘Front Door’, all of which had provided positive feedback. Members were informed that performance was well within tolerance as part of the annual contract review or otherwise were on track to be completed.</p> <p><u>A1: Re-referrals in the last 12 months/E1: Contacts to Social Care</u> - It was shared that the main concern was around demand pressures at the ‘Front Door’. As a result, a review had been undertaken by external consultants who identified that the system wasn’t working as well as it should be and that further work would be needed with the Early Help process. It was added that additional funding had been secured to provide a specialist resource with an understanding of police referrals.</p> <p><u>A2: Timeliness Of Single Assessments</u> – It was seen that timeliness had fallen further in Quarter 1 and was now below tolerance (although it was clarified that this was a stretch target). It was explained that this reflected demand pressures and where quality wasn’t right, assessments were being pushed back. It was explained that additional funding had been agreed to secure temporary social work resources which tackled caseloads level and should have a positive impact.</p> <p>Members were informed that <u>A3: The Percentage of Case Files Audits</u> had been rated ‘Requires Improvement or Better’ had improved and was within tolerance. Other areas highlighted included Youth Offending Services targets showing a more positive trend.</p> <p><u>E20-22 Children in Care with up to date: Health Assessment/Dental</u></p>	

<p><u>checks/ Personal Education Plans (PEPS) -</u> Members were informed that there had been a challenge at a recent Corporate Parenting Board meeting regarding delays about health assessments and dental checks. Members were informed that the situation had improved and offered to be provided with up-to-date information. Regarding dental checks, it was explained that there could be challenges in registering older children at dentists who could elect not to engage.</p> <p>Regarding PEPS, it was commented that an improvement had been made since the last quarter. Members were made aware that an interim Head of Virtual School had recently been appointed and was attending weekly meetings. It was added that efforts were being made to improve IT systems at the Doncaster Children’s Services Trust.</p> <p>Members were provided assurances that working relationships had improved with Social Workers and the virtual school. It was explained that there had been a combined effort to sharpen focus on Personal Education Planning (PEP) and that 66% of quality PEPs had been signed.</p> <p><u>B14: Care Leavers in Employment, Education and Training (EET) –</u> It was explained that further work was being undertaken regarding the outcomes of the Children In Care looking at how they can prepare for future working lives. It was explained that the Children and Young People’s Plan was committed to producing an Annual Impact Report for Children in Care and this could be included within the Panels workplan for a future meeting.</p> <p><u>Keys To Your Future Programme –</u> It was explained that the ‘Keys to your Future’ programme had been implemented and was now up and running. It was explained that Children in Care could access this programme although it was not mandatory. It was reported that there will always be some children that were unable to cope with that level of formality and unable to engage as well as others.</p> <p><u>Doncaster Children’s Services Trust (DCST) Financial Update –</u> It was reported that the Trust’s financial performance had been considered by OSMC in July 2017 and would be looked at again at a later stage. Members were informed by DCST that the Council had been supportive where demands were high and with invest to save projects. It was noted that there was a clear correlation with costs and the increased intensity of work. Members were informed that unit costs had been significantly reduced and that there had been an increased in-house foster care provision. Members were assured that it was about providing a good quality service at the lowest level of cost.</p> <p>Members were assured that finance was very high on the Trusts agenda. It was explained that Social Workers undertook work that had been of a great intensity. It was added that a piece of research had measured 2075 contacts and 411 Early Help episodes that had taken</p>	<p>Head of Performance and Business Intelligence</p> <p>Senior Governance Officer</p>
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	<p>place in an average month (with no school holiday). It was further explained that once a matter became a referral then it led to a huge amount of work involving 5-6 weeks of a Social Workers time and that only 212 of those cases had become active cases and 37 were child protection conferences. It was finally noted that comparable to its neighbours, Doncaster Children's Services Trust experienced 60% more assessments and 30% more referrals.</p> <p>RESOLVED That the Panel note the report.</p>	
62.	<p><u>ANNUAL COMPLAINTS REPORT - DONCASTER CHILDREN'S SERVICES TRUST</u></p>	
	<p>Members were presented with the Doncaster Children's Services Trusts (DCST) Annual Report for complaints activity during the period 1st April 2016 to 31st March 2017. It was noted that it was the Customer Experiences Managers first full year in the role</p> <p>It was reported that;</p> <ul style="list-style-type: none"> • There had been more direct complaints from a variety of sources for first stage complaints. • 67% of complaints were dealt with within a statutory timescale. • More time had been spent on the quality assurance of complaints. • Time had been taken to address complaints which prevented them from escalating to Stage 2. • The Trust was learning from its complaints and making positive changes where appropriate. • The move of the Advocacy Service into the Customer Experience Team had seen the start of improved access to advocacy support. It was commented that advocates had started to build open and honest relationships with young people to support them in getting their voice heard and making an impact on planning for their future. • The Trust had been very proactive in taking compliments. <p>Members of the Panel and Senior Officers recognised how much the report had improved and were pleased to hear how the Trust was learning from mistakes made and making improvements moving forward.</p> <p>It was outlined that a complaintive had made a number of complaints which had since been addressed through the vexatious policy. Members were informed how there had been a reduction in Stage 2 which related to what had been done at Stage 1. It was added that historical complaints had now been resolved.</p> <p>Regarding the increased number of complaints to the Ombudsman, Members were concerned that this presented a risk to the reputation of</p>	

	<p>the authority. It was explained that this was due to a repeat complainant who the Ombudsman was already aware of.</p> <p>In respect of why complaints in certain areas were higher, it was explained that Central ACPS holds more cases than other areas. It was also noted that Central ACPS had already received the highest number of compliments and more than other areas.</p> <p>Members were informed that the Customer Experience Manager would speak to Managers at an early stage, utilise diary management and monthly reporting mechanisms to encourage progress to be made. It was added that Heads of Services had been supportive when the complaint had escalated to a higher level.</p> <p>It was explained that ACPS dealt with the most highly sensitive area of the service, where families may need to have a child protection plan and engage with Social Workers for the first time. Families and the work involved were therefore dealt with sensitively but it is an emotive area that can result in complaints.</p> <p>Regarding Children in Care, Members were told how this area was more settled and how advocacy services were being developed to draw out more about their experiences etc. It was added that there had been a specific Ofsted inspection of care homes and the Behavioural Policy had been noted on.</p> <p>RESOLVED that the Panel note the report.</p>	
63.	<p><u>DONCASTER EDUCATION ATTAINMENT SUMMARY 2017</u></p>	
	<p>Members were presented with a report that outlined performance across a range of educational indicators which either formed part of or contributed to the performance tables published by the Department for Education. The report covered areas below:</p> <ul style="list-style-type: none"> • Attainment and achievement • Exclusions • Attendance • Ofsted judgements <p>It was added that the data was provisional and a final release from the DfE was being waited on.</p> <p>Members were informed that the Council had transformed its own school improvement functions and relationship with the Teaching Schools Alliance that provided step monitoring. Regarding the Teaching Schools Alliance, Members were informed that they had been challenged to provide likewise with those schools under its own authority. It was added that letters had been sent out to schools of concern and to academies as part of a whole system approach. It was</p>	

commented that there should be more of a focus on Children in Care

Children and Young People (CYP) Plan – It was explained that the Children and Young People Plan had accountability for all outcomes including those for health which are delegated from the Health and Wellbeing Board. As discussed in the previous item, those outcomes for social care are delivered on our behalf through the Trust. Academies are commissioned through the Secretary of State and the Department for Education, through funding agreements. In spite of this relationship, the authority is still held to account in respect of their outcomes. Reference was made to the Children and Young People Plan and it was questioned how the authority could help objectives when children aged 8 to 11 were in academies and there was an increasing number of primary school becoming academies.

Attendance/Absenteeism - In respect of attendance, it was noted that absenteeism in Doncaster was above the national average and Members were informed that a review was being undertaken early September. It was explained that this would look at the current levels of absenteeism and recommendations would be made as to how this could be addressed. It was reported that this review would be implemented alongside the Behaviour Review during the course of the 2017/18 school year. It was recognised that some academies had adopted a zero tolerance policy and excluded pupils that had a legal entitlement to education. This had resulted in an increase in managed moves to other schools or placements in Learning Centres or the Pupil Referral Unit which were now at full capacity. It was felt that this was neither desirable, nor sustainable, hence the review. Members were informed that a dialogue had been convened with secondary heads to firstly, engage with the “here and now” challenge, and secondly, consider the strategic approach to be taken to reform the whole behaviour support and alternative education system.

Behaviour Inclusion Programme - Members were reminded that the Panel considered the Behaviour Inclusion Programme Overview, which was being conducted over three phases at its last meeting. Members had been informed that there had been a number of recommendations made which would be implemented in two phases. Members were told that with academies in challenging circumstances, the Council had provided a very supportive role to help them manage behaviour better. Members were informed that this could be updated at a future meeting.

It was recognised that historically poor attendance and behaviour had not been given enough priority and therefore, concern was raised that a number of schools had been allowed to deteriorate to this level over time. It was explained that in the previous academic year, in respect of school Ofsted inspections there had been a catch-up effect and that more schools had been inspected. This has therefore skewed the proportion of schools in the ‘requires improvement’ grade. It was added that more schools were losing their good grading which was part

	<p>of a general national trend due to an increase in the standards and thresholds introduced in the recent inspection framework (compared to the previous one), under which the previous 'good' graded schools had been inspected. It was also felt that some schools were under prepared to meet safeguarding expectations as part of the new framework which was also a contributory factor, even though guidance and support had been issued to all schools. It was responded that further work was being undertaken with Partners in Learning. Members were assured that the Council was focused on building strong relationships with academies in order to influence and support.</p> <p>Concerns were raised that it was very expensive for schools to pay into Partners in Learning. It was explained that the Schools Forum had made a decision to fund membership for all schools and added that perhaps this needs to be communicated more effectively. In respect it's Panel, Members were informed that there was a need for it to be broadened with more Head Teachers and for the organisation to work more collectively with the authority and schools.</p> <p>There was a conversation about changes to the curriculum and assessment system. Members queried how moderation was undertaken and how children were responding to undertaking tests and assessments. Members were informed that children hadn't responded well to tests and work was being done to address this. It was noted that in the two previous years, the Local Authority had led improvement campaigns in writing and reading, both of which resulted in a positive impact on results. It was commented that children at Key Stage 2 had undertaken tests for many years.</p> <p>Concern was raised around Recommendation 5 of the report "The transformational nature of school improvement support and services within Doncaster, across the region and nationally." It was suggested that this should instead read as 'The changing nature of school improvement support and services within Doncaster, across the region and nationally'.</p> <p>RESOLVED that the Panel note the recommendations outlined in the report.</p>	
64.	<p><u>EDUCATION AND SKILLS COMMISSION AND SOCIAL MOBILITY OPPORTUNITY AREA (SMOA)</u></p>	
	<p>This report presented progress made on the Education and Skills Commission and Social Mobility Opportunity Area (SMOA). It was outlined how in January 2017, Mayor Ros Jones announced the formal response to the independent One Doncaster Report. In the same month, Doncaster was awarded SMOA status by the Department for Education. The report set out the progress made to date in terms of implementing the recommendations of the One Doncaster report, and also how it aligned with the structure and intent of SMOA in the</p>	

	<p>borough.</p> <p>Members were informed that to ensure effective leadership and oversight of the programmes, two programmes boards had been established to set the strategic direction for the programmes and to take key decisions about direction and implementation. It was explained that the boards meet monthly, and do so in two consecutive one hour slots, due to the distinct cross-over in membership.</p> <p>Members were told that the first draft of problem diagnosis would be undertaken in the near future. It was continued that feedback will then be incorporated into the delivery plan that is published at the end of October and ultimately be signed off by the Secretary Of State.</p> <p>RESOLVED that the Panel note the progress to date and endorse the direction of travel for the development of the two programmes of work.</p>	
65.	<p><u>CHILDREN AND YOUNG PEOPLES SCRUTINY PANEL WORK PLAN 2017/18.</u></p>	
	<p>The Panel received a report updating Members on the Panels work plan for 2017/18. A copy of the work plan was attached at Appendix A to the report taking account of issues considered at the Children and Young People Overview and Scrutiny workplanning meeting held on the 1st June 2017. Reference was made to an issue around school transport for young people; a response was requested from the Assistant Director, Commissioning and Business Development.</p> <p>Members were reminded that a visit had been arranged for Member of the Panel to visit it the Hub at the Mary Woollet Centre to consider issues that included;</p> <ul style="list-style-type: none"> • Early Help; • Transferred family support workers; and • Front door pressure <p>RESOLVED that the Panel note the Children and Young People Overview and Scrutiny Panel report.</p>	<p>Assistant Director, Commissioning and Business Development.</p>