



Agenda

To all Members of the

CHILDREN AND YOUNG PEOPLE OVERVIEW AND SCRUTINY PANEL

Notice is given that a Meeting of the above Panel is to be held as follows:

Venue: Council Chamber, Civic Office, Waterdale, Doncaster, DN1 3BU

Date: Wednesday, 5th September, 2018

Time: 10.00 am

Items for Discussion:

Item

1. Apologies for absence
2. To consider the extent, if any, to which the public and press are to be excluded from the meeting.
3. Declarations of Interest, if any.
4. Minutes of the meeting held on 24 July, 2018 (*Pages 1 - 6*)

Jo Miller
Chief Executive

Issued on: Tuesday, 28 August 2018

Governance Services Officer for this meeting

Caroline Martin
Senior Governance Officer

Doncaster Metropolitan Borough Council

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5. Public Statements

(A period not exceeding 20 minutes for statements from up to 5 members of the public on matters within the Panel's remit, proposing action(s) which may be considered or contribute towards the future development of the Panel's work programme).

A. Items where the Public and Press may not be excluded

6. Doncaster Children's Safeguarding Board Annual Report (*Pages 7 - 84*)
7. Annual Complaints (DCST) (*Pages 85 - 116*)
8. "Storing up Trouble" - Produced by the National Children's Bureau (*Pages 117 - 128*)
9. Education and Skills thematic update (*Pages 129 - 144*)
10. Doncaster Education Attainment Summary 2018 (*Pages 145 - 154*)
11. Overview and Scrutiny Work Plan 2018/2019 - August 2018 (*Pages 155 - 174*)

MEMBERSHIP OF THE CHILDREN AND YOUNG PEOPLE OVERVIEW AND SCRUTINY PANEL

Chair – Councillor Neil Gethin

Vice-Chair – Councillor Lani-Mae Ball

Councillors Nick Allen, Jane Cox, Sean Gibbons, Nikki McDonald, John Mounsey, Frank Tyas and Sue Wilkinson.

Invitees:

Mr Jim Board (UNISON)

Education Co-optees*

John Hoare

Bernadette Nesbit

*Education Co-optees are invited to attend the meeting and vote on any Education functions which are the responsibility of the Authority's Executive. They may also participate in but not vote on other issues relating to Children and Young People.

Agenda Item 4.

DONCASTER METROPOLITAN BOROUGH COUNCIL

CHILDREN AND YOUNG PEOPLE OVERVIEW AND SCRUTINY PANEL

TUESDAY, 24TH JULY, 2018

A MEETING of the CHILDREN AND YOUNG PEOPLE OVERVIEW AND SCRUTINY PANEL was held at the COUNCIL CHAMBER - CIVIC OFFICE, DONCASTER on TUESDAY, 24TH JULY, 2018 at 9.00 AM

PRESENT:

Chair - Councillor Neil Gethin

Councillors Lani-Mae Ball, Nick Allen, Jane Cox, Nikki McDonald, Frank Tyas and Sue Wilkinson

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

Invitee: - Jim Board, UNISON

ALSO IN ATTENDANCE:

Damian Allen, Director of People

Aaron Bathgate, Finance Manager

Paul Thorpe, Quality and Service Improvement Management Manager

Leanne Hornsby, Assistant Director, Commissioning and Business Development Manager

Neil McAllister, Learning Provision Organisation

Mark Douglas, Doncaster Children's Services Trust

Robert Moore, Doncaster Children's Services Trust

Tony Hunter, Doncaster Children's Services Trust

APOLOGIES:

Apologies for absence were received from Councillors Sean Gibbons and John Mounsey

		<u>ACTION</u>
97.	<u>TO CONSIDER THE EXTENT, IF ANY, TO WHICH THE PUBLIC AND PRESS ARE TO BE EXCLUDED FROM THE MEETING.</u>	
	None.	
98.	<u>DECLARATIONS OF INTEREST, IF ANY.</u>	
	There were no declarations made.	

99.	<u>MINUTES OF THE MEETING HELD ON 12TH JUNE, 2018</u>	
	The minutes of the meeting held on 12 th June, 2018 were agreed as a correct record.	
100.	<u>PUBLIC STATEMENTS</u>	
	There were no public statements,	
101.	<u>PERFORMANCE CHALLENGE OF DONCASTER CHILDREN'S SERVICES TRUST: QUARTER 4, 2017/18</u>	
	<p>The Panel gave consideration to a report relating to the operational and financial performance challenge carried out by the Director of People of the Doncaster Children’s Services Trust, arising from the challenge meetings held between both parties.</p> <p>Following an overview by the Director of People, highlighting areas that were good and remained good and those which had shown a welcome and praiseworthy transformation, in particular the quality of case file audits and assessments undertaken within timescale. The Panel therefore addressed the following areas:</p> <p><u>Front door, service demand and re-referrals</u> – It was noted that high levels of need was not unique to Doncaster and the demand for services was highlighted by the number of contacts at the front door, which continued to be high. It was acknowledged that some contacts and re-referrals were not appropriate and did not meet the threshold for intervention. With regard to inefficient contacts and re-referrals from agencies, the Children and Families Executive Board were investigating where lead practitioner roles were not being undertaken correctly.</p> <p>Members learnt that since January 2018 the Trust commissioned a review of front door challenges and ‘whole system’ efficiency, which would identify the pinch points within the children’s system including demand and other pressures. Recommendations from that would be used to develop a future model. It was hoped that clear options would be available for consideration by the end of the summer.</p> <p>The front door has been assessed 3 times in the last 16 months by Ofsted who indicated that the front door services were safe. Members acknowledged this but were asked to bear in mind the high demand, and it was stressed the system needed to work efficiently through every area. Agencies were being challenged in a number of forums to ensure practitioners were being held to account where specific issues should be dealt with elsewhere.</p> <p><u>Government Intervention - current position</u> – Members were hopeful</p>	

that Children's Services would soon be removed from intervention and noted the hard work undertaken by all partners to achieve this. The Panel was aware of the Trust's savings and expenditure plan reductions but noted that some financial pressures still remained and stressed that it was key to continue with a high quality delivery of service for the Borough's children. The Panel was reminded that the Trust had acted with good corporate due diligence with a high standard of financial work now being undertaken.

Ofsted and good practice – the Panel highlighted the good practice emerging from the Trust and that it had been acknowledged by Ofsted.

Following concern expressed, it was explained that Ofsted may not undertake a full inspection for 3 years but it would still retain the right to inspect earlier and there would be two focused visits under the new inspection framework. More specific inspections would continue, for example, an adoption inspection of the Trust as a Independent Adoption Agency was due to start on 25th July, Oakland respite unit had recently been inspected with an outstanding result and maybe an autumn visit relating to quality and range of provision for care leavers.

Children placed in Doncaster area from other authorities – Further to conversations at the Corporate Parenting Board a Member expressed concern with regard to the number of children and young people living in care in Doncaster Borough from other authorities and requested what cost implications would there be for the Trust, for example, health assessments. It was noted that there was a clear and robust protocol to recharge other authorities for health assessments and this process could also be used to challenge local authorities if children and young people were not receiving the support they required.

It was reported that the Trust was currently aware of nearly 200 young people who were living in the Borough, placed in care by other authorities. It was the opinion that due to Doncaster being affordable, new care homes would be developed and this number could increase.

Neighbouring authorities had recognised saturation due to other local authorities wishing to place children in their area and it was reported as being acknowledged that a regional response was required to address the situation ensuring good care and safeguarding across South Yorkshire. Doncaster may consider, like a neighbouring authority, write to all Director of Children's Services asking where their children in care were placed, providing a more accurate position. Members noted that the Performance Accountability Board, including the Trust and South Yorkshire Police, was currently developing a protocol for transparency of when children and young people move in and out of the Borough, by other local authorities.

Workforce Structure – confirmation was sought that the correct

structures and staff management was in place to support required services across the Trust. It was noted that management of accounts and resources was always a subject of negotiation between the Trust and Local Authority and measures including vacancy freezes were being used to assist with the position, and a range of options were being examined to ensure staffing workload was correct in both the back office and front door. For example, caseload was being addressed and where there is demand then additional support was put in place.

Financial Position – Bearing in mind discussion at the Overview and Scrutiny Management Committee in April, 2018 when the Trust’s Financial Overview report was considered, the Trust assured Members that finance challenge meetings were held with the Council, and progress addressed. The Panel was made aware that some of the issues that required addressing included consequences of demand, costs of legal proceedings and delays in special guardianship orders.

It was noted that prior to a child placement being approved, the offers were being scrutinised to ensure care decisions were appropriate, support a child’s care plan and were value for money.

It was noted that the quarter 1 position was not currently available and the challenge meeting would be taking place following this meeting on 25th July. Members were assured that there was a large focus on finance however there were continuous discussions ensuring that service delivery would not reduce in quality.

Re-offending rates of young people – It was noted that reoffending had significantly improved in the previous 2 years, reducing from 50% to 30%, placing Doncaster in the top 5% nationally. The Panel was pleased to note that the Youth Justice Board Annual Report had recently referenced Doncaster as delivering good practice.

It was reported that a lot of proactive work had been undertaken with the Courts and South Yorkshire Police to ensure that the number of young offenders had reduced. A scheme had been developed to reduce criminal behaviour with multiagency support and early intervention and there had been success with the most challenging complex lives with fewer going into custody.

To conclude the Chair of the Doncaster Children’s Trust Board outlined that he was grateful for the level of Scrutiny being undertaken at today’s meeting and looked forward to working alongside the Local Authority to provide a safe and positive place for the children and young people of Doncaster to live.

RESOLVED that:

	<p>(1) the focus of joint improvement work for Quarter 1, be noted; and</p> <p>(2) a briefing note detailing the actual number of young people re-offending rather than percentage rates and indicators, be provided to the Panel.</p>	
102.	<u>LEARNING PROVISION AND ORGANISATION - UPDATE</u>	
	<p>Further to the issues considered at the meeting on 5th March, 2018 the Panel gave consideration to a progress report relating to effective delivery of high quality learning provision in response to local pressures and demand for learning places across Doncaster.</p> <p>The Panel was made aware of the discussions with each school pyramid and groups of headteachers, to provide high quality learning provision across the borough. Feedback and information on designed plans would be assessed over the summer holidays prior to the areas of development being proposed in the autumn term.</p> <p><u>Safeguarding and Access Fund</u> – the Panel was pleased to learn about the projects provided to schools through this funding.</p> <p><u>School Exclusions</u> – Members expressed concern with regard to school exclusions, particularly for those children and young people who were dealing with complex family behaviours and stressed the need to ensure good quality places in schools were available across the borough.</p> <p>With regard to Pupil Referral Units, it was recognised that the needs of young people were often inappropriately met and some pupils needed to be in a specialist setting.</p> <p>The Panel acknowledged that school practice was challenged with a key focus of attendance and fixed term exclusions with Ofsted taking the stance that they would directly challenge schools in it’s inspection process. The Local Authority was also working with the Regional Schools Commissioner to address the position.</p> <p>It was noted that school attendance/exclusion policies were very broad across the school spectrum but it is stressed that schools need to maintain a learning environment with a robust behaviour policy. The use of exclusion may be required however and early intervention to improve standards was essential.</p> <p>Members wished for the exact numbers of children and young people who had been excluded and also bearing in mind earlier discussions were interested in learning if there was any direct correlation between young people excluded from school and whether they were being</p>	

	<p>supported through the Youth Offending Service. Member requested if a case study could be provided relating to this issue.</p> <p><u>Quality of school places</u> – it was acknowledged that parents tend to move into areas or provide travel to where there were good school placements, but Members expressed concern that not all parents were able to do this and that quality placements must be provided across the whole Borough.</p> <p>It was explained that it was the Council’s priority to ensure that all children and young people achieve their potential with admission and transport policies supporting this. The Authority and partners were now also taking a long term approach by looking at individual area plans, pyramid by pyramid to meet the need of locality rather than just building another classroom on a school.</p> <p>Resolved that:</p> <ol style="list-style-type: none"> 1. The discussion be noted; 2. The number of permanent exclusions for 17/18 to be provided to Members; 3. A case study(ies) be provided to a future meeting relating to the correlation between non-school attendance and crime of young people who were known to the YOS – case studies to be addressed at a future meeting (DMBC/Trust). 4. An annual review of progress be provided to the Panel. 	
103.	<p><u>OVERVIEW AND SCRUTINY WORK PLAN 2018/2019 - JULY 2018</u></p>	
	<p>The Panel gave consideration to its work plan for the 2018/19 year. Further to attendance by the Youth Council at the last meeting and to encourage increased attendance of young people at the Panel, the Chair expressed his wish to have a permanent young person as an invitee on the Panel membership. He also expressed a wish to hold meetings at 5pm.</p> <p>The Panel also requested that an invite for the meeting in December, be forwarded to the Children in Care Council when the Panel will address the Social Mobility Opportunity and Essential Life Skills item.</p> <p>RESOLVED that:</p> <ol style="list-style-type: none"> 1. The report be noted 2. The Children in Care Council be invited to attend the December meeting when the Panel gives consideration to the item on Social Mobility Opportunity and Esstential Life Skills; and 3. That consideration be given to meetings of the Panel being moved to a 5pm start time and 4. The Youth Council provide an update on their priorities. 	



5th September 2018

**To the Chair and Members of the
Children and Young People's Overview and Scrutiny Panel**

DONCASTER SAFEGUARDING CHILDREN'S BOARD (DSCB) ANNUAL REPORT 2017-18

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Councillor Nuala Fennelly lead Member for Children, Young People and Schools	All	No

EXECUTIVE SUMMARY

1. This report provides detailed information on the effectiveness of children's safeguarding in Doncaster. It provides an overview of the work of the Doncaster Safeguarding Children's Board (DSCB) and its partners to promote the welfare of children and young people and demonstrates the impact of the work undertaken against national and strategic priorities.

EXEMPT REPORT

2. Not exempt

RECOMMENDATIONS

3. Members of the Panel are asked to consider the content of the DSCB Annual Report 2017-18.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

4. The Overview and Scrutiny function has the potential to impact upon all of the Council's key objectives by holding decision makers to account, reviewing performance and developing policy. This is achieved through making robust recommendations, monitoring performance of Council and external partners and reviewing issues outside the remit of the Council that have an impact on the residents of the borough

BACKGROUND

5. John Woodhouse, the Independent Chair of the Doncaster Safeguarding Children Board will provide an update and present the Board’s Annual Report 2017-18. The statutory guidance on inter-agency working to safeguard and promote the welfare of children ‘Working Together to Safeguard Children’ published in March 2015, requires the Chair of the Local Safeguarding Children Board (LSCB) to publish an Annual Report on the effectiveness of child safeguarding in the area served by the Board. There has been no change in this requirement under the updated Working Together to Safeguard Children 2018. The Board’s Annual Report 2017-18 outlines details of the Board’s activities and more importantly it provides an opportunity to deliver a statement about the position of safeguarding in Doncaster and the progress made against National priorities and strategic priorities identified in the DSCB annual business plan. This is the fifth Annual Report presented to the Panel. The full report is provided as Appendix 1.

6. Doncaster has been committed to responding to Child Sexual Exploitation (CSE) since 2014. In March 2015, the Council resolved to raise awareness about CSE and work in partnership with other organisations and the wider community to protect children and young people, this has been achieved effectively as evidenced in most recent Ofsted report which states “Targeted multi-agency support from a dedicated service effectively meets the needs of children at risk of sexual exploitation.” The CSE Strategy has since been further updated to include other forms of child exploitation

OPTIONS CONSIDERED

7. There are no specific options to consider within this report as it provides an opportunity for the Panel to discuss the Safeguarding Children Board Annual Report, progress on CSE and other national and local strategic priorities.

REASONS FOR RECOMMENDED OPTION

8. These reports enhance the accountability of Overview and Scrutiny by allowing Members of the Panel to question and comment on the work undertaken by the DCSB during the previous year and the position of safeguarding in Doncaster.

IMPACT ON THE COUNCIL’S KEY OUTCOMES

9.

	Outcomes	Implications
	<p>Doncaster Working: Our vision is for more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future;</p> <ul style="list-style-type: none"> • Better access to good fulfilling work • Doncaster businesses are supported to flourish • Inward Investment 	<p>This issue has a direct impact on helping children live safely, healthily and active in a safe environment whilst ensuring the governance between the Children’s Board, Scrutiny and partners is working effectively.</p>

	<p>Doncaster Living: Our vision is for Doncaster’s people to live in a borough that is vibrant and full of opportunity, where people enjoy spending time;</p> <ul style="list-style-type: none"> • The town centres are the beating heart of Doncaster • More people can live in a good quality, affordable home • Healthy and Vibrant Communities through Physical Activity and Sport • Everyone takes responsibility for keeping Doncaster Clean • Building on our cultural, artistic and sporting heritage 	<p>This has a direct impact on the health and well-being of the children of Doncaster both now and in the future. Children will live more active lifestyles with increased opportunities.</p>
	<p>Doncaster Learning: Our vision is for learning that prepares all children, young people and adults for a life that is fulfilling;</p> <ul style="list-style-type: none"> • Every child has life-changing learning experiences within and beyond school • Many more great teachers work in Doncaster Schools that are good or better • Learning in Doncaster prepares young people for the world of work 	<p>Children will prosper and achieve better outcomes.</p>
	<p>Doncaster Caring: Our vision is for a borough that cares together for its most vulnerable residents;</p> <ul style="list-style-type: none"> • Children have the best start in life • Vulnerable families and individuals have support from someone they trust • Older people can live well and independently in their own homes 	<p>Closer alignment of the Safeguarding children’s and safeguarding adults boards will ensure there is a cohesive, whole family approach to providing targeted services to improve the quality of end to end life.</p>
	<p>Connected Council:</p> <ul style="list-style-type: none"> • A modern, efficient and flexible workforce • Modern, accessible customer interactions • Operating within our resources and delivering value for money • A co-ordinated, whole person, whole life focus on the needs and 	<p>None</p>

	aspirations of residents <ul style="list-style-type: none"> • Building community resilience and self-reliance by connecting community assets and strengths • Working with our partners and residents to provide effective leadership and governance 	
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RISKS & ASSUMPTIONS

10. There are no risks and assumptions relevant from this report.

LEGAL IMPLICATIONS (PT 14.08.2018 and KDW 16.06.18)

11. There are no specific legal implications arising from this report.

FINANCIAL IMPLICATIONS (PT 14.08.2018 and AB Date: 14/08/18)

12. There are no specific financial implications arising from this report.

HUMAN RESOURCE IMPLICATIONS (PT 14.08.2018 and MLV 14.08.18)

13. There are no specific Human Resource implications arising from the contents of this report.

TECHNOLOGY IMPLICATIONS (PT 14.08.2018 and KF 15.08.18)

14. There are no specific Technology implications arising from this report.

HEALTH IMPLICATIONS

(PT 14.08.2018)

15. A number of Council services will have an impact on the causes of health inequalities and the information within the report will be used to consider how the report contributes to the following 4 key local health challenges, either directly or indirectly:

- Helping children be ready for school.
- Reducing social isolation and loneliness.
- Increasing physical activity and reducing obesity.
- Improving mental health and reducing domestic violence.

(VJ: 20/08/2018)

16. The report captures the work to safeguard the welfare of children in Doncaster. Evidence in the report indicates a favourable assessment by Ofsted on effectiveness of the Safeguarding Board's work. The work of the Board clearly has direct health implications on the health of children and health inequalities. The areas identified in the report for further development will need to be monitored and reported on their progress and/or achievements over the next year.

EQUALITY IMPLICATIONS (PT 14.08.2018)

17. Section 149 Equality Act 2010 contains the Public Sector Equality Duty (PSED). This obliges public authorities, when exercising their functions, to have 'due regard' to the need to:
 - a. Eliminate discrimination, harassment and victimisation and other conduct which the Act prohibits;
 - b. Advance equality of opportunity;
 - c. Foster good relations between people who share relevant protected characteristics and those who do not.
18. The relevant protected characteristics under the Equality Act are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The duty also covers marriage and civil partnerships, but only in respect of eliminating unlawful discrimination. The relevant characteristics in to the issues in this report are sex, age and race.
19. The DSCB Business Plan and its CCE Action Plan both address equalities issues in respect of safeguarding policy and practice.

CONSULTATION

20. There are no consultation requirements in respect of this report

BACKGROUND PAPERS

21. There are no background papers

REPORT AUTHOR & CONTRIBUTORS

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Chief Executive Doncaster Children's Services Trust

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DSCB Annual Report 2017-18



Foreword

I am delighted to be writing the introduction to this report. I was requested to become the interim independent chair of the Doncaster safeguarding children Board following the retirement of my predecessor John Harris. My task is to build on the work that John led and to prepare the safeguarding partners for the establishment of the new arrangements following the children and social work act 2017.

This report explains why many children in Doncaster continue to face challenges that are often greater than their peers elsewhere in England. However it also describes how we are making progress in many areas. For example, I am particularly pleased to see the increased effectiveness in the engagement of GPs and the Police in child protection conferences. However it is clear that in other areas there is still much to do. For example the single greatest modifiable factor related to stillbirth and very early death remains smoking, a problem being addressed by the Health and Wellbeing Board.

In order to ensure the continued improvement in the life experience of children in Doncaster it is necessary that we all work together towards this objective. In terms of safeguarding we must build learning into all our systems to ensure that we learn and improve the multi-agency work undertaken in Doncaster. But it is equally important that we learn from those around us and take every opportunity to improve. An area where this is particularly the case is domestic violence which significantly undermines the wellbeing of too many children. It is also vital that we engage children themselves both in the processes to safeguard them as individuals and in developing the systems that protect the population of children in general.

It is also vital that we listen to those that work directly and indirectly to safeguard children. We must use their experience and commitment to develop the changes that will improve children's lives. I recognise the efforts of all the people who do this difficult and demanding work and thank them.

Developing new governance arrangements for children's safeguarding important, it is the vehicle for integrating the efforts of all the agencies, organisations and individuals that can help. I am determined that before the successor to this report is published that we will have new, safe, effective and efficient arrangements in place that listen to and respond to the needs of Doncaster children.

Finally I would like to thank Rosie Falkner, the Board manager, who has written much of this report and pulled together the contributions of our partners. She retires shortly and I hope that she will always remember the many, mostly unseen children, who she has helped.

Report Author

John Woodhouse, DSCB Independent
Chair

Date of Publication

June 2018

Availability and accessibility advice and
directions

www.doncastersafeguardingchildren.co.uk

Children's Version also available

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Executive Summary

This report provides detailed information on the effectiveness of children's safeguarding in Doncaster. It provides an overview of the work of the DSCB and its partners to promote the welfare of children and young people and demonstrates the impact of the work undertaken.

Section 2 of the report provides an overview of the role of the Board and how it links with other governance arrangements in Doncaster. It also demonstrates how partners have contributed financially and in kind to the Board and where the money has been spent.

Section 3 provides demographic information on Doncaster, giving a context to the environment in which safeguarding work takes place. It identifies the high levels of deprivation, poverty and people claiming out of work benefits. It provides data on the health of children including the high levels of infant mortality.

The DSCB set its strategic priorities to ensure that it was able to have a clear line of sight on key safeguarding functions including early help, child protection, looked after children, domestic abuse and child sexual exploitation. Section 4 of the report provides a brief overview of the work undertaken to meet these priorities.

It notes progress in early help and understanding thresholds, whilst recognising that there is still work to do to understand why many referrals made to social care front door are assessed as requiring no further action. Progress has been noted in relation to the partnership response to child sexual exploitation (CSE) and tackling domestic abuse. The Board has developed its performance framework, however it is recognised there is still work to be done to refine and analyse this information. The Board has undertaken a number learning lessons reviews and the learning from these has been shared across the partnership. There has been good progress in the implementation of Signs of Safety as a strength-based approach to working with families.

Section 5 provides information on the effectiveness of key areas required by Working Together 2015. The Board has evaluated this through assurance reports, audits and performance data. For example this section identifies the high number of children and young people who are now being looked after and the work being undertaken across the partnership and through the Clinical Commissioning Group Place Plan activity to try and ensure these children are cared for as near to home as possible or supported to return home if it is deemed safe.

In Section 6, DSCB partner organisations have provided an evaluation of the work they have undertaken individually to safeguard children and how they have supported partnership working. This illustrates the amount and variety of work which is undertaken across the partnership to safeguard children. It includes such diverse projects as the work South Yorkshire Police are undertaking with schools and DCST on Operation Encompass to support young people affected by domestic abuse and the work DMBC is undertaking with Expect Youth to ensure there are positive opportunities for young people within their communities.

Section 7 evaluates the progress made and identifies challenges for the future. It shows that the partnership is working well together and that progress has been made in most areas. This is supported by the finding of the Ofsted Inspection into children and young people's safeguarding which judged that services in Doncaster are now 'good'.

Finally, the report identifies the areas which require more scrutiny by the Board and which the Board will be focussing on during 2018/19. This includes the implementation of the new safeguarding arrangements legislated for through the Children and Social Work Act 2017

DSCB Vision

In Doncaster safeguarding children and young people effectively is everyone's business: Understanding the needs and views of children and young people is at the centre of all we do.



- Performance Accountability Board
- Board
- Business Coordination Group

The on-going activity of DSCB is undertaken by the following sub groups:

- Case Review Group
- Workforce Development
- Quality and Performance Group
- Child Death Overview Panel
- CCE and Missing Children

The key functions of the DSCB include:

- Assess the effectiveness of the help offered to children and families, including early help
- Assess whether partners are fulfilling their statutory obligations
- Quality assure practice, including through case file audits, involving practitioners and identifying lessons to be learned
- Monitor the effectiveness of training to safeguard and promote the welfare of children

DSCB will ensure that the work of all partners and agencies within Doncaster meets the needs of a diverse population. Sub groups will ensure that diversity needs including ethnicity are recognised and addressed in the work of each group.

Strategic Priority 1

SP1 DSCB is assured that effective arrangements are in place for responding to key safeguarding risks and that there is consistently good practice across safeguarding services.

- The early help strategy is effectively implemented and there is evidence of the impact this has had on outcomes for children, young people and their families
- DSCB thresholds are understood by practitioners and is embedded in practice
- Systems are in place to effectively meet the needs of victims of child exploitation, including an understanding of the scope of criminal exploitation and online abuse
- The DSCB is assured of the effectiveness of plans to tackle Domestic abuse.
- Practitioners are able to respond appropriately to the early signs of neglect and evidenced through multi-agency audits
- Services are in place to support young people's mental health and the impact of these services can be seen in a reduction of hospital admissions for self-harm and attempted suicide
- The DSCB is assured that services provided to support children with special educational needs and disabilities are effectively safeguarding the children they support
- There is a plan in place to address the issues raised as a result of children being placed in Doncaster by external Local Authorities

Strategic Priority 2

SP2 DSCB has a clear understanding of the effectiveness of the safeguarding system in Doncaster and can evidence how this is used to influence the Boards priorities

- DSCB data set provides the Board with appropriate information to enable it to identify the key safeguarding issues in Doncaster
- DSCB disseminates the lessons from case reviews, audits and complaints to practitioners and can evidence the impact this has had on practice
- DSCB members have an understanding of the issues affecting front-line practitioners and can evidence how this has influenced the development of services

Strategic Priority 3

SP3 DSCB communicates effectively to ensure that the work of the Board is well publicised, that learning is disseminated and that the voice of children, young people, practitioners and the wider community(including minority groups and faith groups) are able to influence the Board's work.

- Partners demonstrate how they are communicating with children and young people and how this influences service provision
- DSCB ensures community groups such as Faith and cultural groups and sports clubs understand safeguarding issues and can demonstrate that they have key safeguarding standards in place as identified by the DSCB
- DSCB partners demonstrate how they are ensuring that the children's workforce is appropriately trained

Strategic Priority 4

SP4 DSCB is aware of emerging issues which have implications across the partnership and works effectively to ensure appropriate action is taken

- The DSCB has in place arrangements to safeguard children in line with the requirements of the Children and Social Work Act 2017.
- DSCB promotes opportunities for working across geographical areas where this would provide a more cost-effective response or improvement to current working arrangements
- DSCB promotes opportunities for working with other strategic partnerships where this would provide a more cost-effective response or improvement to current working arrangements

Assurance reports: DSCB receives regular assurance reports to ensure that specific areas of work across partner agencies are effectively meeting the needs of children and young people. These reports include:

S11 assurance from partners
LADO (Allegations) Annual Reports
CDOP Annual Report
Private Fostering
Early Help Services
Protecting Vulnerable Young People Assurance Report

MASH assurance report
MAPPA Annual Report
NPS/CRC Annual report
Safeguarding in Sports Assurance report

1. Purpose of the Report

This is the annual report and business plan for the Doncaster Safeguarding Children Board. It covers the work undertaken in the financial year April 2017 to March 2018 and incorporates emerging themes in quarter 1 2018/19. It evaluates the overall effectiveness of local safeguarding arrangements in Doncaster, identifying the key issues and constructive challenges for organisations that have safeguarding responsibilities. The report assesses the progress made by the Board in delivering its Business Plan and outlines ways in which the Board itself can perform its functions to better effect. It is a statutory requirement under Working Together 2015.

The report is intended for professionals in partner agencies and voluntary organisations as well as others who have an interest in the safeguarding of children and young people, not least children, young people and their families and carers whose lives we look to improve through the work of DSCB. A child-friendly version of the report is being developed and will be available on the DSCB website.

The report has been prepared by John Woodhouse, Independent Chair and Rosie Faulkner, Board Manager, with contributions from Board partners and the DSCB Business Unit. Information in the main body of report has been provided by DCST and DMBC. An overview of effectiveness of each agency has been provided by each of the partners in Section 6.

The report will be considered formally by the Mayor of DMBC, the Chief Executive and the Health and Wellbeing Board. It will also be shared with the Schools, Children and Young People Scrutiny Panel, and the Children and Families Strategic Partnership Board, who all have a wider remit to promote better outcomes for children. DSCB leads and influences the children's safeguarding agenda in these wider political and partnership arenas and is held to account for its impact.

2. What is a Local Safeguarding Children Board (LSCB)?

The remit for DSCB is set out in Section 13 of the Children Act 2004 as well as in the statutory guidance '*Working Together to Safeguard Children*' (2015)

The statutory objectives of any LSCB are to:

- Coordinate what is done by each person or body represented on the Board for the purpose of safeguarding and promoting the welfare of children in the area of the authority; and
- Ensure the effectiveness of what is done by each such person or body for that purpose.

2.1 Functions of Doncaster Safeguarding Children Board

Detailed guidance on the organisation of LSCBs is set out in Chapter 3 of *Working Together 2015*. In the light of this guidance DSCB defines its key functions as:

- Developing policies and procedures for safeguarding and promoting the welfare of children, including on:
 - Action where there are concerns, including thresholds
 - Training of people who work with children
 - Recruitment and supervision
 - Investigation of allegations
 - Privately fostered children
 - Co-operation with neighbouring authorities.

- Communicating the need to safeguard and promote the welfare of children and young people.
- Monitoring the effectiveness of what is done to safeguard and promote the welfare of children and young people.
- Participating in the planning of services for children in Doncaster
- Undertaking Serious Case Reviews.
- Procedures to ensure a co-ordinated response to unexpected child deaths
- Collecting and analysing information about child deaths

These functions are the shared responsibility of all the DSCB member agencies.

In order to fulfil its functions the DSCB must as a minimum:

- Assess the effectiveness of the help being offered to children and families, including early help
- Assess whether partners are fulfilling their statutory obligations to safeguard children
- Quality assure practice, including through case file audits
- Monitor the effectiveness of training to safeguard and promote the welfare of children.

Working Together 2015 also requires that the Chair of the Board publishes an annual report. This report should contain:

- Rigorous and transparent assessment of the performance and effectiveness of local services
- Identify areas of weakness, the causes of those weaknesses and the action being taken to address them
- Include lessons from serious case reviews, child death reviews and other relevant reviews
- Report on the outcome of assessments undertaken on the effectiveness of Board partners' responses to child sexual exploitation.
- Include an analysis of how the LSCB partners have used their data to promote service improvement for vulnerable children and families
- Include data on children missing from care, and how the LSCB is addressing the issue.

Working Together 2018 is currently in draft and in the coming year numerous changes will be taking place to incorporate the changes identified in the new version. This report however, has been written to comply with the current version of Working Together 2015.

2.2. Governance and accountability

2.2.1 Chairing

The DSCB is chaired by an Independent Chair who was appointed in October 2017 by the Local Authority Chief Executive in conjunction with the DSCB partners and lay members. The chair, John Woodhouse has been appointed on an interim basis while the new arrangements for safeguarding (under Working Together 2018) are put in place. John also chairs the Doncaster Safeguarding Adults Board.

The Chief Executive of the Local Authority holds the Chair to account for the effective working of DSCB. A performance management framework is in place to assist the Chief Executive in holding the Chair to account for his work. The Board has a Vice-Chair, who complements the role of the Independent Chair and has oversight of the coordination of the Board's business plan. Doncaster Children's Services Trust has responsibility for administrating the Board and employs and line-manages the DSCB Business Support Unit.

2.2.2 Membership

In order to fulfil its core functions, DSCB is made up of one designated representative from each of a number of partners who form the DSCB. The Board members are:

- Doncaster Metropolitan Borough Council (DMBC)
- Doncaster Children's Services Trust (DCST)
- South Yorkshire Police (SYP)
- Doncaster Clinical Commissioning Group (CCG)
- South Yorkshire National Probation Service (NPS)
- Youth Offending Service (YOS)
- NHS England
- Rotherham, Doncaster and South Humber NHS Foundation Trust (RDASH)
- Children and Family Court Advisory and Support Service (CAFCASS)
- Doncaster and Bassetlaw Teaching Hospital (DBTH)
- St Leger Homes
- Primary, Secondary and Special Schools
- Doncaster College
- 2 Lay Members
- Safe@Last
- The South Yorkshire Community Rehabilitation Company Ltd (SYCRC)
- Doncaster Safeguarding Adults Board (DSAB)
- South Yorkshire Fire and Rescue Service (SYFR)
- HM Prison Service
- Primary Care
- Yorkshire Ambulance Service NHS Trust
- Expect Youth

The Board has ensured the voices of children and young people influence its work in a number of ways. These are detailed in Section 4 on strategic Priorities.

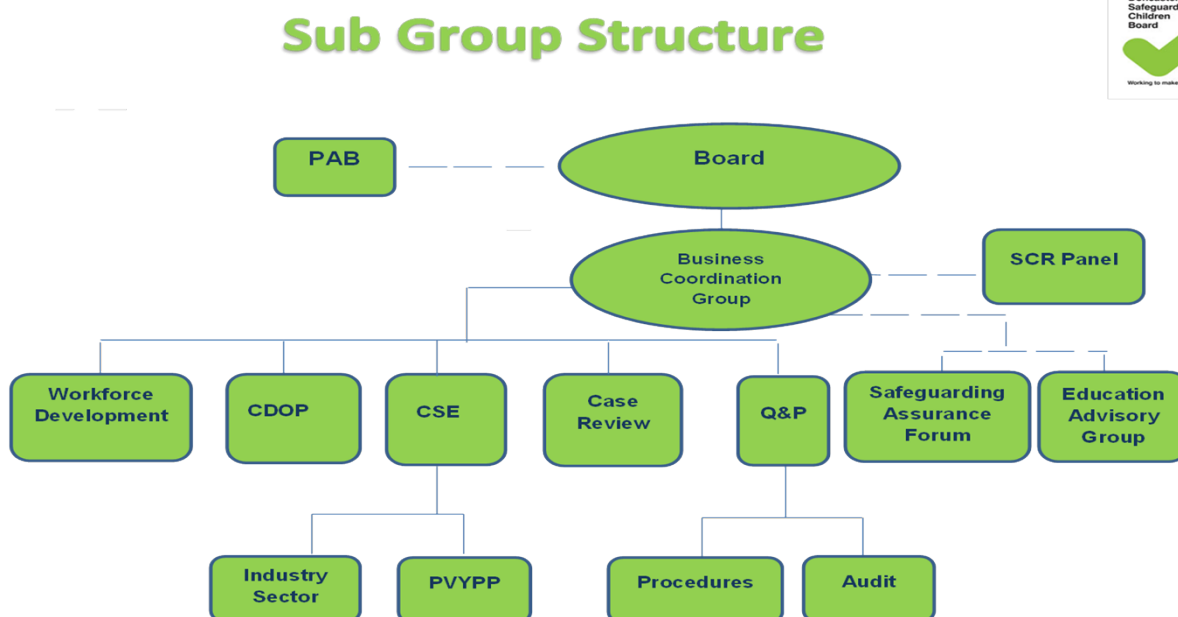
Designated representatives of the statutory Board members are expected to serve a minimum of three years on the Doncaster Safeguarding Children Board. The DSCB also has a small number of professional advisors from key agencies. Members of the DSCB are Chief Officers from within their own organisation with a strategic role in relation to safeguarding and promoting welfare of children and young people within their organisation. They are able to:

- Speak for their organisation with authority
- Commit their organisation on safeguarding and promoting welfare policy and practice matters
- Hold their own organisation to account and hold others to account and collate management information to demonstrate effectiveness.

DSCB Board members have a clear role description, which includes disseminating the work of the Board within their respective agencies. They self-assess their effectiveness within an agreed performance framework. DSCB has appointed two lay members who operate as full members of the Board with defined roles and responsibilities. They are both active members of Doncaster community. They bring their local knowledge and expertise to support the work of the DSCB. Both are regular attenders of the Board and its sub-groups.

2.2.3 Board Structure

The Board is supported in its work by a number of sub-groups as depicted below:



The sub-groups progress the Board's strategic priorities and ensure the Board meets its statutory functions. The Health Assurance Forum and Education Advisory groups encompass their respective communities and are administered through the CCG and DMBC. Task and finish groups are established to work on specific themes as required. Attendance and commitment of partners has been good and has enabled the Board to take forward its priorities.

In January 2016, the Performance Accountability Board (PAB) was created. Its key purpose was identified in its terms of reference as:

- To act as a 'strategic summit' group for the DSCB at Chief Executive level to oversee improvement in children's safeguarding, focusing in particular on cross-cutting issues that require effective interdependent working from partner organisations
- To review progress with improvement plans following inspection
- To identify and resolve key areas of performance risk
- To identify barriers to progress and agree solutions

The PAB was established to meet the expectation from the Department for Education (as part of the Secretary of State's Direction to the Council) that there is a partnership body at executive level to oversee, monitor and challenge improvement. Given the leadership role of the DSCB in challenging and assuring the effectiveness of local safeguarding arrangements, it was agreed by partners that the PAB would operate within the governance framework of the DSCB and would be chaired by the Independent Chair of the DSCB. It is attended by chief officers from the key agencies: SYP, RDASH, CCG, DBTH, DMBC and DCST. The group is administered by the DSCB.

2.2.4 Board Meetings in 2017-18

The Board has met four times during 2017/18 and also held a Board Development Day in January 2018. Attendance at Board level is good. Low attendance tends to be from agencies where there is

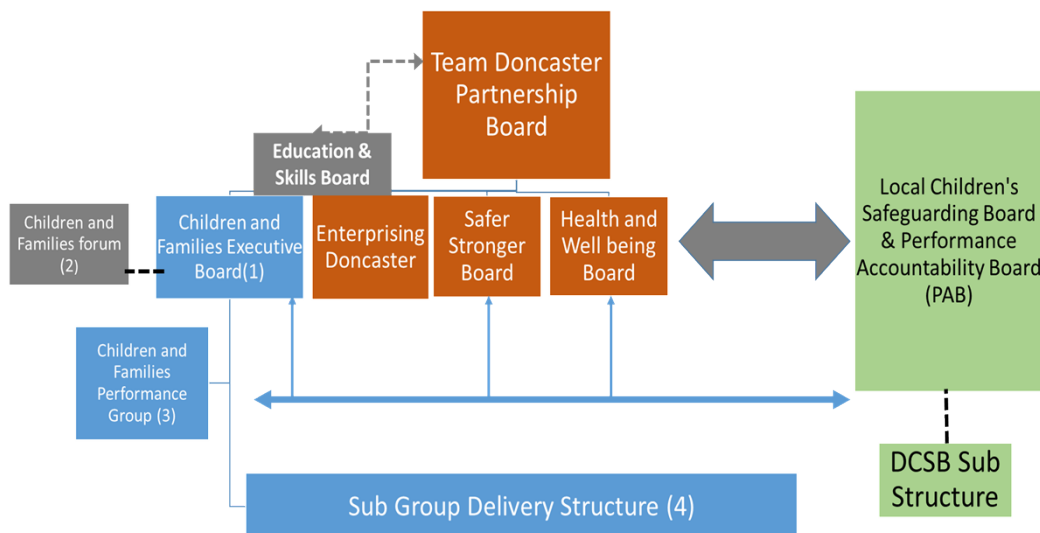
only one representative from that agency or where an agency represents a number of Boards in the region.

2.2.5 Links with other strategic partnerships

The DSCB is supported by established protocols to ensure good communication, collaboration and alignment with the Doncaster Safeguarding Adults Board, Health and Wellbeing Board and Safer Stronger Doncaster. There is reciprocal attendance on the Safeguarding Adult and Safeguarding Children Boards by the Board Managers. The two Safeguarding Boards work collaboratively to undertake a joint self-assurance exercise (more commonly known as Section 11 audit). This assessment is undertaken every two years and was undertaken during 2017.

The DSCB receives assurance reports from the Safer Stronger Doncaster Partnership in relation to Prevent and domestic abuse. Assurance reports have been provided from the Health and Wellbeing Board regarding the progress of the Mental Health and Wellbeing Transformation Plan.

The diagram below illustrates how the DSCB links with other strategic partnerships.



The Children and Young People’s Plan, 2017-20 is based around four key themes: healthy and happy, equality, safety, and achievement. Through the Children and Families Executive group, the partnership is held to account for the delivery of the plan. The DSCB receives assurances from the Children and Families Executive Group in relation to the plan and specifically on the theme of ‘Safe’. This will include for example, the coordination of partnership activity in relation to early help and neglect.

The Doncaster Place Plan, jointly developed by health and social care commissioners and providers, was agreed in October 2016 with the aim of developing a joint vision and a plan to maximise the value of the partnership’s collective action and accelerate the ability to transform the way we deliver services.

The plan includes seven key strands of work across both children’s and adult’s arenas:

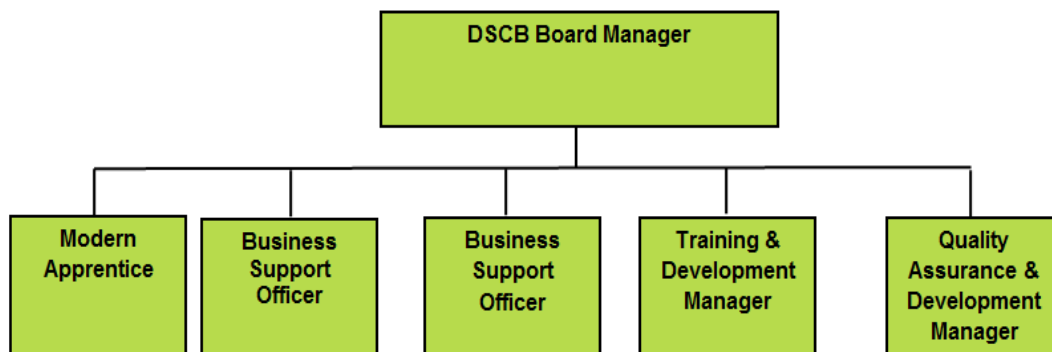
1. Urgent and emergency care
2. Dermatology

3. Learning disability
4. Vulnerable adolescents
5. Starting well (first 1001 days)
6. Intermediate care
7. Complex care

Work has been taking place during 2017/18 and assurance has been sought by the DSCB to understand the impact of the work on safeguarding children and families. The whole family approach embodied through the Place Plan is consistent with the direction of travel for the DSCB as it begins to work more closely with the DSAB and implements new streamlined arrangements for safeguarding in Doncaster.

2.2.6 DSCB Business Support Unit

DSCB is supported by a Board Manager and dedicated business support team which is managed within the Safeguarding and Standards Unit of the Doncaster Children's Services Trust. The recruitment issues reported in last years' report were finally resolved in July 2017 with a further change in the Quality Assurance Manager post occurring in January 2018. This post is currently on a temporary basis to allow for any changes which the new safeguarding arrangements may bring.



2.3 Board Partner Financial Contributions and Board Expenditure 2017/18

The table below sets out the financial contributions of partner agencies to support the work of the Board and the expenditure in 2017/18. Partner agencies continue to manage increasing financial pressures however once again they have provided the same level of contribution to the Board as in previous years. In-kind contributions are received from a number of partners to support the training offer. DCST provide support through line-management, HR functions and other back office support.

DSCB Budget Report 2017/18	
Employee costs	218,270.00
Supplies and services	42990.30
Training	21,024.70
Total expenditure	<u>282,285.00</u>
Funded by:	
Doncaster CCG	97,880.00
CAFCASS	550.00
South Yorkshire Police	26,000.00
NPS	2,050.00
DMBC	177,675.00
Total income	<u>304,155.00</u>
	21,870.00

Due to savings on vacant posts there has been an underspend of £21,870. It is envisaged that this will be used to redevelop the DSCB website and support publicity and communications in the coming year.

The budget for 2018/19 has been agreed and partner contributions have once again stayed at the same level. This budget is in line with other LSCBs of similar size to Doncaster and will be sufficient to meet current needs.

Due to the implementation of the new safeguarding arrangements under the Children and Social Work Act 2017, a review of the Business Unit will take place to ensure the new arrangements are fully supported; this may affect contributions going forward. The new arrangements may also lead to changes in the way the safeguarding arrangements are funded in future.

SAFEGUARDING BOARD 18/19 BUDGET	
DMBC	177,675
POLICE	26,000
CAFCASS	550
PROBATION SERVICE	2,050
CCG	97,880
TOTAL	304,155

3. Safeguarding in Context

3.1 Context for Safeguarding Children and Young People in Doncaster

Approximately 307,374 people live in Doncaster, in terms of the Indices of Multiple Deprivation (IMD) 2015 Doncaster is:

- 48th most deprived out of 326 local authority areas in England
- 4th most deprived out of 21 local authority areas in the Yorkshire and Humber Region
- The 2nd most deprived area in South Yorkshire
- The 4th most deprived area in its comparator group
- 1 in 5 Lower Super Output Areas in Doncaster is in within the most deprived 10% of the UK.

A rise in the number of cohabiting partners, step families, lone parents and the recording of same sex relationships in the past 10 years has changed family composition in Doncaster. The latest 'Information for Doncaster' (information provided by DMBC) shows that nearly 71.9% of families with dependent children are a couple; which means nearly 1 in 3 families (28.1%) are lone parent families. The main difference between Doncaster and the national picture is the higher proportions of families that are cohabiting, particularly where this involves step-families.

The population of young people aged 0-24 is 89,500 which is 29.1% of the total population. This is the same as our comparator group and but slightly lower than national proportions at 30.2%.

The number of children in poverty in Doncaster is 21.0%, which is higher than the national average of 16.6%. This equates to around 13,930 children and young people aged 19 and under. Poverty is not distributed equally across the borough with some lower super output areas (LSOA) having over 50% of children in poverty compared to other area only having 5%.

In Doncaster, 6.2% of residents were born outside the UK. The main group outside of white British is 'white other' which equates to 3.1% of the population aged 0-24. The main language in Doncaster, for people aged 3-15, if not English, is Polish.

Doncaster is the second largest economy in South Yorkshire; a large proportion of the population is in receipt of state benefits. Approximately 3.3% of the population in Doncaster claim job seekers allowance or universal credit compared to 2.2% nationally. In the 18-24 age category, 5.5% of the population are claim job seekers allowance or universal credit compared to 3.0% nationally.

The number of 16-18 years old not in education, employment or training is 5.3% of the population as at June 2017. This is higher than the national average.

The proportion of people in Doncaster who achieve a Level 2 or level 3 qualifications by the age of 19 is 78.9% and 44.5% respectively. This is lower than the regional (81.6%) and (53.6%) and national (83.6%) and (57.5%) averages respectively.

The NSPCC have estimated that one in five children in the UK is impacted by domestic abuse. However, Growing Futures estimate that in Doncaster this is one in three children. This suggests that more children compared to the national average are entitled to services to achieve their best outcomes.

3.2 Population

The population of young people aged 0-24 in Doncaster is **89,500** representing **29.1%** of the population. The relative age profile, with national and regional comparisons, is shown in the table below.

Age	Doncaster		Yorkshire and The Humber		Great Britain	
	number	%	number	%	number	%
Aged under 1 year	3,600	1.2	64,500	1.2	758,000	1.2
Aged 1 - 4 years	15,100	4.9	266,800	4.9	3,131,600	4.9
Aged 5 - 9 years	19,500	6.4	335,000	6.2	3,909,900	6.1
Aged 10 - 14 years	17,200	5.6	303,500	5.6	3,511,800	5.5
Aged 15 - 19 years	16,800	5.5	322,600	5.9	3,660,600	5.7
Aged 20 - 24 years	17,300	5.6	385,400	7.1	4,135,000	6.5
Total	89,500	29.1	1,677,700	30.9	19,106,800	30.0

3.3 Ethnicity

The numbers of pupils in Doncaster are predominantly White British (34,458), and White other (2,639).

Doncaster has fewer school age children from ethnic minority groups than regional and national averages. The percentage of primary and secondary school age children from ethnic minority groups is 15.9% and 13.0% respectively. This is much lower than the regional (26.3% and 23.3%) and national (32.1% and 29.1%) averages respectively.

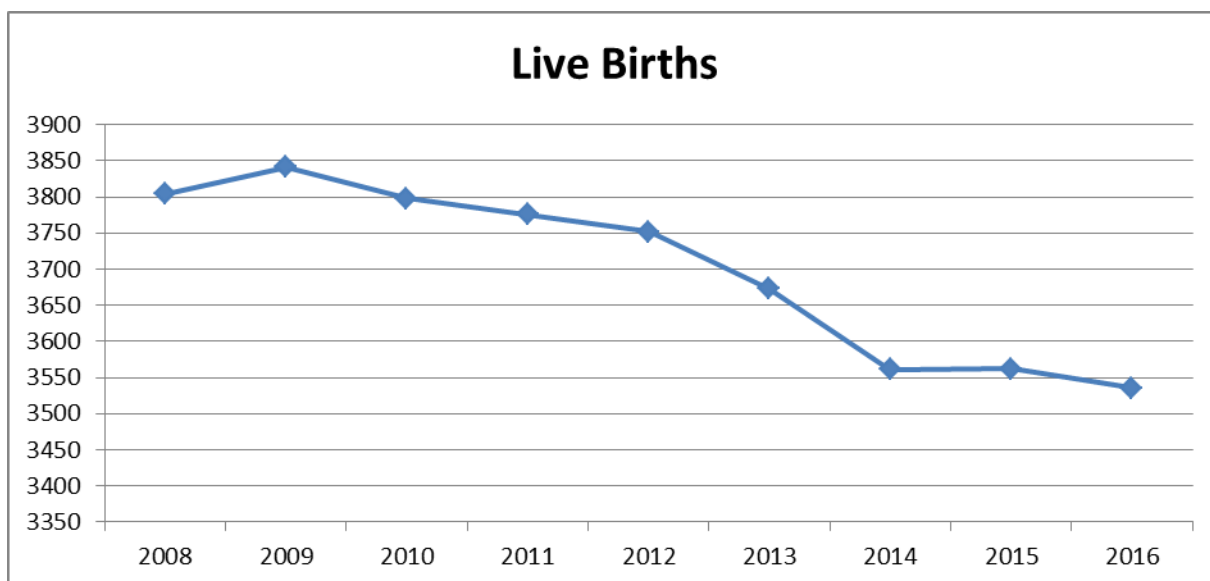
3.4 Supporting Health Data

The health and wellbeing of children in Doncaster is generally worse than the England average. The infant mortality rate of 4.8 per 1000 is higher than both the regional and national rate of 4.1 and 3.9 respectively (2014-16).

The smoking status of mothers at time of delivery in Doncaster is higher, at 13.0%, compared to the national average of 10.7% (2016/17).

Children in Doncaster have average levels of obesity: 23.0% of children aged 4-5 years and 35.8% of children aged 10-11 years. (2016/17)

The live birth rate has decreased steadily since 2008 as shown in the table below. No update for this data is available at the time the report was produced.



Life expectancy at birth for males, in Doncaster is 77.8, lower than the regional and national averages in 2014-2016. There is a higher life expectancy for females at 81.5 however this still compares unfavourably with regional and national averages.

	Doncaster Average	Yorkshire and Humber Average	National Average
Males	77.8	78.7	79.5
Females	81.5	82.4	83.1

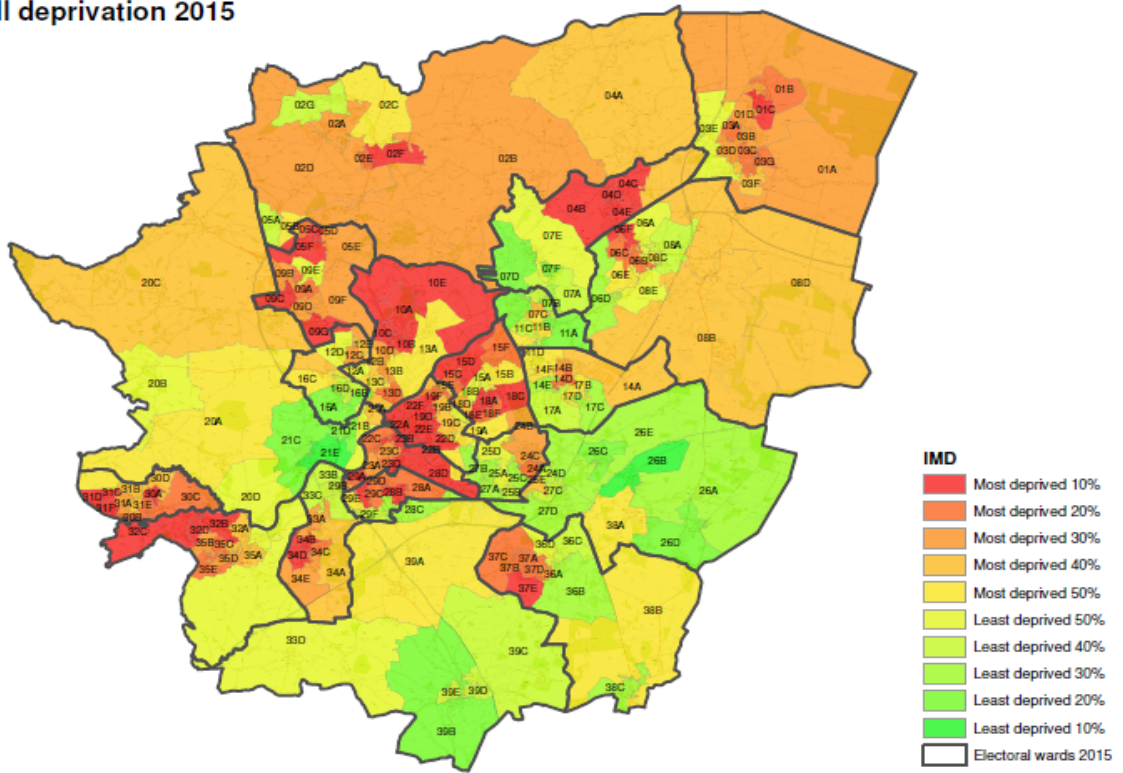
3.5 Family Composition

Family composition is changing in numbers, with variable arrangements rather than the traditional married family household. A rise of cohabiting partners, step families, lone parents and same sex relationships in the past decade has resulted in a very different profile of family composition in Doncaster. The latest information shows that over 71.9% of families with dependent children are couples, with almost one in three children living in lone parent families (28.1%). A key difference between the family composition profile in Doncaster and that found nationally, is the higher proportion of families that are co-habiting.

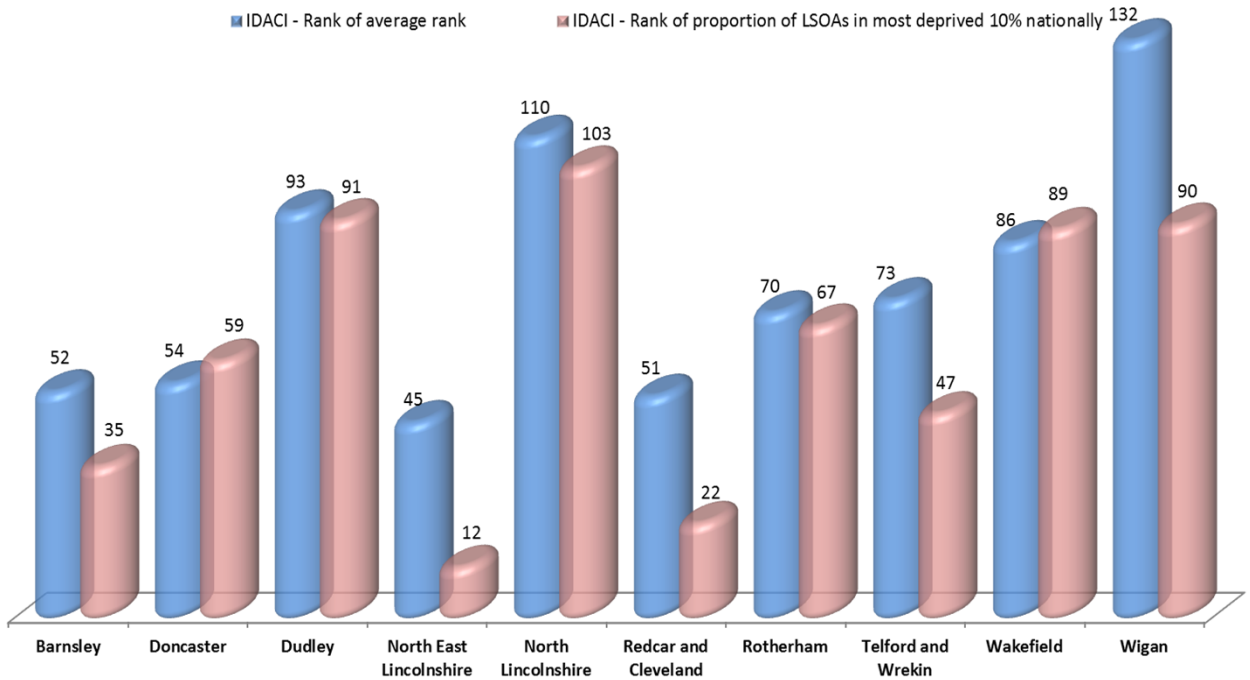
3.6 Deprivation (*the last release of Index of Multiple Deprivation was 2015; therefore this section has not been updated from last year's report*).

Doncaster is currently ranked 48 out of 326 local authorities according to the index of multiple deprivation and is fourth worst of the 21 Yorkshire and Humber local authorities. One in five of LSOA areas in Doncaster is in the most deprived 10% nationally.

Overall deprivation 2015



Doncaster and Statistical Neighbours
Average Rank and the proportion of LSOAs in the most deprived 10% nationally



Indices of Deprivation Affecting Children Index (IDACI) 2015
LSOA - Lower Super Output Area

The levels of deprivation in Doncaster reflects in the number of issues relating to school aged children, for example, the number of pupils eligible and claiming free school meals is higher than the national average at 17.1%.

Doncaster average	Yorkshire and The Humber average	England average
17.1%	16.8%	14.7%

Proportion of primary age pupils eligible for Pupil Premium is higher than the regional and national average.

Doncaster Average	Yorkshire and Humber Average	National Average
30.0%	26.5%	23.9%

Proportion of secondary age pupils eligible for Pupil Premium is higher than the regional and national average.

Doncaster Average	Yorkshire and Humber Average	National Average
33.7%	30.2%	28.6%

In summary, this data suggest that the challenges Doncaster and its Children's Services face are greater than those found nationally. Therefore, it is essential that the local authority and partner agencies commission an appropriate range of services that meet the needs of the area, particularly in relation to health and education. Children and families should also have access to a wide range of early help, including parenting and wider family support.

4. Progress against Strategic Priorities

The DSCB was last subject to an Ofsted inspection in its own right in October 2015. At this inspection the Board was judged to require improvement. The Board developed an action plan to address the Ofsted recommendations and these were aligned with its own strategic priorities. Since that time Children's Services has been re-inspected and services are now judged to be good, although this did not specifically include an inspection of the DSCB itself. Below is a summary of the progress the Board has made against its strategic priorities, indicating where this also met the Ofsted recommendation (OR).

4.1 Strategic Priority 1: DSCB is assured that effective arrangements are in place for responding to key safeguarding risks and that there is consistently good practice across safeguarding services.

4.1.1 - 1(a) The early help strategy is effectively implemented and there is evidence of the impact this has had on outcomes for children, young people and their families (OR1, para 147) Monitor partner agencies contribution to early help through robust audit and tracking of the number of early help assessments completed and lead professional roles undertaken.

The DSCB receives regular assurance reports from the DMBC Early Help lead. It receives assurance through its performance report on the progress of early help in terms of number of agencies taking on lead professional role, number and quality of early help assessments, outcomes for children, step-up and step down processes. The DSCB provides training through a training pool and a suite of courses to drive up practice standards in early help.

The DSCB has supported the work of the Early Help Strategic Group to re-launch the early help hand book and associated paperwork. The Early Help website is housed within the DSCB website to ensure there is one point of access to documentation for all agencies. Future work will include an increased focus on 'Universal plus' services.

Impact and challenges

The performance data is beginning to show an improvement in key areas such as the increase in early help assessments undertaken, the quality of the assessments and improved outcomes for children subject to an early help assessment. External and internal audits have identified that thresholds are well embedded although there still appears to be a high number of contacts to social care which do not result in a referral. This may indicate that many contacts did not meet the threshold for social care involvement. The DSCB will continue to seek assurance on the progress of early help and the application of thresholds when referring to social care.

4.1.2 - 1(b) DSCB thresholds are understood by practitioners and are embedded in practice

The DSCB thresholds document has been amended in line with changes in early help and the development of the SEND agenda. Regular training is provided by the DSCB to ensure professionals understand thresholds. Audit activity undertaken by the DSCB addresses whether thresholds are appropriately applied and single agency audits provide assurance to this affect.

Impact and challenges

Feedback from Ofsted and independent reviews such as the Ingson report during this reporting period have identified that thresholds are well understood and this is borne out by internal and multi-agency audit activity.

Nevertheless, it was noted at the PAB that too many children are referred to the children's social care front-door who do not go on to receive a statutory intervention after a children and family assessment, suggesting that these families did not reach the threshold for social care. DSCB will continue to seek

assurance on the application of thresholds across the spectrum of need to ensure services are provided at the right time. It will do this by including application of thresholds as a standard question in its multi-agency audits.

4.1.3 - 1(c) Systems are in place to effectively meet the needs of victims of sexual exploitation including an understanding of the scope of child sexual exploitation in Doncaster and of offender management programmes

DSCB child sexual exploitation sub-group meets regularly and has progressed its strategic plan. The Board produces a quarterly performance report which identifies key issues and strengths. The sub-group measures progress against other national guidance and reports and against serious case reviews undertaken by other local authorities which have a child sexual exploitation element. The sub-group receives assurance from protecting young vulnerable people and the Industry Sector Group, ensuring it is kept informed about work with perpetrators, hotspots, as well as support for victims. The Industry Sector group has undertaken reality testing in hotels to ensure hotel staff know how to spot the signs and what to do if they believe a young person may be at risk of child sexual exploitation.

The Doncaster CSE Strategy has been updated to include other forms of child exploitation and the sub-groups terms of references have been amended to include criminal and other forms of exploitation. The CSE team has provided a wide range of training and awareness raising sessions both for professionals, public and young people. This included holding a CSE Day within the "Safeguarding Fortnight" and supporting the National CSE Awareness Day.

Impact and Challenges

The most recent Ofsted report states "Targeted multi-agency support from a dedicated service effectively meets the needs of children at risk of sexual exploitation. The trust's multi-agency 'Protecting Vulnerable Young People' group shares intelligence on local 'hotspots' for child sexual exploitation and missing children. Return home interviews are offered, take up has increased and intelligence informs future planning to reduce risk." This indicates there is strong and effective strategic and operational leadership in response to CSE in Doncaster.

The offender profile data could be better understood if information was included in the child sexual exploitation performance report from SYP, YOS and NPS and this will be included as an action for 2018/19. The widening of the exploitation agenda to include criminal and other forms of child exploitation has been recognised by the group and the 2018/19 strategic plan includes actions to address these issues. The Community Safety Partnership has the lead for dealing with exploitation of adults. Future discussion will also include a consideration of whether a joint approach would be more efficient and effective.

4.1.4 - 1(d) Domestic abuse services are in place which reduce the risk of harm to families who have experienced domestic abuse and Doncaster communities better understand the harm caused by domestic abuse

The DSCB receives regular updates on the progress of Growing Futures. Audit information has been shared with the Board and a multi-agency audit of the MARAC process is being undertaken by Safer Stronger Doncaster as part of the DSCB audit cycle.

Work to reduce domestic abuse across the partnership continues to be effective with no repeat referrals where DANs have previously worked with the family in the last six months. During their inspection in quarter 3, Ofsted noted that "the response to domestic abuse has led to some excellent practice"

Domestic abuse referrals are by far the largest category of referrals into children's social care. Many of these referrals result in children being made the subject of child protection plans and this has accounted for the high numbers of children under the category of neglect. Work has now been

undertaken by DCST to re-categorise these children as for many, the more appropriate category would be that of emotional abuse. As a result emotional abuse is now the highest category, this will provide a clearer focus for the work to support these families, ensuring that more appropriate assessments of risk are undertaken.

Impact and challenges

DSCB is assured of the progress being made and that children at risk of harm through domestic abuse, are appropriately safeguarded. Through the Section 11 process partner agencies provided assurances about their services to demonstrate there is an awareness and understanding of the impact of domestic abuse on children.

4.1.5 - 1(e) Practitioners understand and are able to respond to the early signs of neglect and this can be evidenced by a reduction in the number of families accessing social care services where neglect has been identified

The DSCB Neglect task and finish group was established in 2016 to provide a greater focus on neglect. The Neglect Strategy was launched and a programme of training delivered. A multi-agency assessment tool kit was also launched based on the graded care profile. Extensive work took place through the task and finish group to ensure that the strategy and associated tools were disseminated across the partnership, for example Doncaster Policing Teams have raised awareness as part of their team briefings, whole school training has been updated to include the toolkit.

As a result of this work, in 2017 Team Doncaster placed neglect as a key priority within the Children and Young People's Plan 2017-2020 and the work of the DSCB task and finish group was adopted by the Children and Families Partnership themed group on Neglect. This demonstrates a decisive cross organisational commitment to ensure no child living in Doncaster suffers significant harm as a result of neglect. DCST has been successful in its bid to become one of the DfE's Partners in Practice. As part of this DCST have been awarded funding to develop an MST team that will focus on neglect of adolescents with a particular focus on those at risk of wider child exploitation issues.

The CYPP group has developed the performance framework to ensure there is a clearer picture of neglect and the impact of the strategy. Assurance reports will be provided to the DSCB on progress. A review has been undertaken of all children subject to a child protection plan under the category of neglect which has resulted in a change in categorisation. (see 1(d) above)

Impact and challenges

The DSCB undertook an audit in February 2018 to evaluate the impact of the strategy; however this has indicated that the toolkit is still not being widely used. To address this additional training has been provided with nine courses arranged on a monthly basis which will enable 230 staff to be trained. Work needs to be undertaken with partners to ensure appropriate staff have received the training and are supported to use the toolkit. It has been agreed that neglect will be added to the early help audits as a means of ensuring that the toolkit is used to support families before problems become entrenched.

4.1.6 - 1(f) Services are in place to support young people's mental health and the impact of these services can be seen in a reduction of hospital admissions for self-harm and attempted suicide

(OR6, Para 152) Undertake a review of those children and young people admitted to hospital for self-harm and attempted suicide to determine reasons that will inform suitable preventative work.

The DSCB continues to build on its previous work in relation to young people's mental health. In 2016 the DSCB undertook an audit of young people who had been admitted to hospital as a result of attempted suicide or self-harm. The audit identified that CAMHS tends to work in isolation from other

agencies and on occasions young people's health needs wait until they are in crisis before support is provided. The Local Mental Health Transformation plan was presented to the DSCB and outlined how it intended to support young people earlier by appointing mental health specialist workers to provide advice in schools. The impact of this work on young people's resilience has yet to be evaluated.

In 2017, the DSCB Case Review Group (CRG) was notified of two young people who had been admitted to hospital after attempting to take their own lives. The CRG undertook a learning lessons review which identified a number of issues including the shortage of 'tier 4 beds' for young people assessed as having a mental health diagnosis. Also noted was the importance of partners working together to support young people where it is unclear if behavioural issues are caused by underlying mental health problems. The DSCB have developed an action plan which is being progressed by the Mental Health & Wellbeing Strategy Group.

Impact and challenges

Our data shows that recently there has been a decrease in the number of young people presenting at Emergency Department who have self-harmed. Although this may be an indication of positive impact it is not yet clear that this is a causal relationship, further investigations will be needed.

The Board is also aware that there are still issues about the availability of tier 4 beds. Although this is a national issue, work being undertaken through the Doncaster Place Plan, to ensure a robust partnership approach to young people by intervening earlier, is likely to reduce the demand for beds. The Board will seek assurance on the effectiveness of early support for mental health provided through the Consultation and Advice Service and on the impact of the Place Plan. The action plans from the case reviews will be evaluated. The Board will also seek assurance on the impact of work being undertaken to promote resilience in young people.

4.1.7 - 1(g) Signs of Safety model is rolled out across the partnership and the DSCB is provided with evidence to demonstrate the effectiveness of the approach in Doncaster

The DSCB is supporting the roll-out of Signs of Safety (SoS) across the partnership as a way of improving risk assessment and ensuring a consistent approach to working with vulnerable families. The DSCB Training Manager undertook a gap analysis to identify who requires training at what level. This has proved effective ensuring the right people have been trained. The DSCB currently runs regular road shows to raise awareness as well as more in depth courses for those who will regularly use the approach. Members of the DSCB training pool are now actively involved in the delivery of the SoS training. The training manager and training pool members have developed an in house two day training which is now being rolled out to multi agency partners.

There is evidence through file audits that the model is widely used and embedded in practice. It is also being used by the DSCB in its performance reporting to help identify risks and what needs to change.

Impact and challenges

The DSCB multi-agency audits include questions on the use of Signs of Safety and have identified that professionals are increasingly using the model for evaluating risk. The DSCB has undertaken an audit on the implementation of the model. This demonstrated that the model was being effectively used across the partnership.

4.2 Strategic Priority 2: DSCB has a clear understanding of the effectiveness of the safeguarding system in Doncaster and can evidence how this is used to influence the Boards priorities

4.2.1 - 2(a) DSCB data set provides the Board with appropriate information to enable it to identify the key safeguarding issues in Doncaster

(OR3, para 149) Ensure that high quality performance data is available and robust analysis occurs to enable the Board to have a good understanding of child protection and safeguarding activities across Doncaster.

(OR7, para 153) Improve the measurement of the impact of the DSCB work, including ensuring the experience of the child is at the centre of partnership working and monitoring of activities

The DSCB now has a suite of performance reports which enables the Board to be assured of progress on a wide range of performance indicators across the safeguarding agenda. The report is based on the Munro dataset and is made up of a performance outcomes report, child sexual exploitation performance report and performance data on the effectiveness of the Board. The Quality and Performance group scrutinises the performance reports, develops actions as a result of data analysis and provides the Board with an assurance summary report.

In an attempt to streamline processes and reduce duplication, the partnership agreed that the Children and Families Partnership performance report would replace the DSCB performance outcomes report in the suite of reports. In Quarter 3, the quality and performance group received the first of these reports. This is a work in progress; the quality and performance group will review the new reporting formats to ensure they provide sufficient assurance for the Board.

Impact and Challenges

The performance data has been used to inform the work streams of the quality and performance group. For example, the report highlighted concerns about the number of young people being referred to substance misuse services (Project 3) by DBTH. A performance challenge meeting took place to explore the issue more fully. As a result an audit was undertaken by DBTH which demonstrated that most young people who attended the emergency department would not have required a referral to Project 3. Nevertheless, Public Health information suggests that numbers should be higher. Work continues to try and reach agreement on the way forward.

The performance report also identified an increase in the numbers of re-referrals into DCST and a single agency audit was completed to identify the cause and take appropriate action.

4.2.2 - 3(2) DSCB disseminates the lessons from case reviews, audits and complaints to practitioners and can evidence the impact this has had on practice

(OR4, para 150) Ensure there is a programme of audits, and re-audits, to identify the strengths in multi-agency practice and where weaknesses are identified these are addressed promptly.

(OR8, para 154) Implement a system to evaluate the effectiveness of training delivered and monitor the impact on practitioner's work.

The Case Review Group has met regularly throughout the year and has considered seven cases. In four of these, a Learning Lessons Review was undertaken using the Welsh Methodology. One of these is still ongoing. The learning from these reviews has been incorporated into the DSCB training, disseminated through learning briefs and through workshops at the DSCB Conferences. A further two cases have been considered by the Serious Case Review Panel, both of these are awaiting further information before a final decision is made.

The Board has a programme of multi-agency audits and also receives information from partners on single agency audits. Multi-agency audits have been undertaken on Children in Custody and Secure Accommodation, Signs of Safety, a re-audit of neglect and a joint audit with the Community Safety Partnership on the effectiveness of MARAC arrangements. The quality and performance group has received a range of single agency audits from across the partnership.

The effectiveness of training is measured on a number of levels including numbers trained, evaluations received and impact on practice. The Workforce Development Group has continued to refine its data collection to ensure the number of training places made available is sufficient. This has

been particularly effective in the roll out of Signs of Safety training where a gap analysis has been completed to ensure the training is reaching the right people. A more strategic approach is being taken in relation to safeguarding training, acknowledging the role which single agency training has in ensuring we have a skilled and knowledgeable multi-agency workforce.

Impact and Challenges

Actions from case reviews have included changes in or development of new procedures and guidance such as the development of multi-agency Child in Need procedures and good practice guidance for children in secure accommodation. Audits are being undertaken to evaluate the impact of changes, such as the improved process for ensuring GPs are notified where a child becomes the subject of CIN or Early Help.

The Board has not always disseminated lessons in a timely way and this is an area which needs to be improved to ensure that there is greater impact of the work. The Business Unit has now developed a '2 minute' briefing' format which enables lessons to be disseminated quickly across the partnership. These have been positively received by practitioners.

Through its gap analysis the Workforce Development Group has effectively embedded Signs of Safety training across the partnership. This model is now being repeated in relation to the Neglect Toolkit.

4.2.3 - 2(c) DSCB members have an understanding of the issues affecting front-line practitioners and can evidence how this has influenced the development of services

The DSCB holds a quarterly Practitioner Forum which enables a direct line between the Performance Accountability Board (PAB) and frontline practitioners. This is facilitated through the attendance of the Independent DSCB Chair at both meetings. Key topics from PAB are also discussed at the Practitioner Forum and the discussion is used to influence the development of services. The forum has covered topics such as barriers to early help, help for young people who self-harm, the new Child in Need Procedures, Criminal Exploitation and learning from case reviews.

The views of practitioners are also sought in the DSCB multi-agency audits and through the practitioner groups established when a learning lessons review is undertaken.

Impact and Challenges

The work of the Practitioner Forum has been an effective mechanism in helping the PAB understand the operational safeguarding system. The DSCB needs to ensure that feedback from practitioners is incorporated into the communications plan under the new safeguarding arrangements.

4.3 Strategic priority 3: DSCB communicates effectively to ensure that the work of the Board is well publicised, that learning is disseminated and that the voice of children, young people, practitioners and the wider community (including minority groups and faith groups) are able to influence the Board's work.

4.3.1 - 3(a) Ensure the effective implementation of the communications strategy by the sub-groups, clearly identify what key messages will be shared with whom and that the impact is evaluated

(OR9, para 155) Develop a communication strategy for the Board to ensure that the work of the Board is well publicised and that the learning identified through the Board's scrutiny and review functions is disseminated across the children's services workforce and the communities in Doncaster

The DSCB has a communications strategy which indicates how information will be disseminated across the partnership. In order for each sub-group to be aware of what communications need to be

shared this is a standing item on all the sub-groups agendas. Any communications are posted on the Boards website, sent out through the DSCB mailing lists, emailed to all Board and sub-group members for dissemination in their own agency. This method of communication is still being embedded but appears to be effective.

The Board held a Safeguarding Fortnight in October 2017, which was in collaboration with the Safeguarding Adult Board. All partners contributed to this, a range of activities took place across the borough highlighting some of the Boards key messages such as neglect and safer sleeping.

Recently, from 12 March 2018 to 18 March 2018 the Board promoted the Lullaby Trusts Safer Sleeping week by purchasing publicity materials which were distributed across the partnership and by holding its own media campaign through its website, Facebook page and twitter.

The DSCB communications is carried out by the business unit. It does not have any trained communications or marketing officers and develops its own communications. Last year the Board was provided with a new website but this has not proved very effective: it is hard to navigate, does not have the facility for a private Board member area and although a great deal of information is stored on the website; this is often lost due to unclear signposting. Attempts have been made by the Business Unit to improve the website but due to its inflexibility little improvement can be achieved. The Board has now agreed that it will purchase a new website to have greater flexibility, functionality and impact.

The Business Unit keeps a mailing list of 3000 professionals across the partnership which it shares communications with; an evaluation of impact has yet been undertaken.

4.3.2 - 3(b) Ensure partners demonstrate how they are communicating with children and young people and how this influences service provision

(OR7) Improve the measurement of the impact of the DSCB work, including ensuring the experience of the child is at the centre of partnership working and monitoring of activities.

(See also OR9 above)

The Board has ensured that children's views are included in audit activity and through case reviews. This has only been partially successful as young people are often reluctant to contribute to such work. The Board provided a young person's version of the annual report which is available on the DSCB website. Young People provided a session at the Autumn Conference focussing on a contemporary view of mental health. The child sexual exploitation team engage well with schools around issues of sexual health and the safeguarding fortnight targeted many of its events in schools.

The partnership is in the process of developing a Young Advisors group. DSCB representatives are contributing to this so that in future the Young Advisors will also provide the voice of young people to the DSCB. Partners provided assurance through their Section 11 returns stating how they incorporate the voice of children in the development of services.

Impact and Challenges

An area for development will be to improve the collation of young people's views where an audit or case review has taken place.

The DSCB challenged Public Health regarding the provision of health carousels in schools with the effect that these continued albeit in the short term. It is expected however that schools will book in sessions themselves and there is a concern that this is patchy. The DSCB will be seeking further assurance to ensure this valuable information source for young people continues.

4.3.3 - 3(c) DSCB ensures community groups such as Faith and Culture groups and sports clubs understand safeguarding issues and can demonstrate that they have key safeguarding standards in place as identified by the DSCB

The DSCB has worked closely with Doncaster Expect Youth to ensure the sport sector has appropriate safeguards in place for young people. This commenced with supporting some key groups to undertake a self-audit, then providing safeguarding training and support with procedures.

Work has continued by DCST providing a resource to work with the DSCB Training Manager to make wider links with the sector. Smaller non-statutory organisations including youth, sports, faith and community groups have been particularly targeted. Other organisations that may not be voluntary like theatre, dance and martial arts groups have also been included. An online survey has been developed in order for groups to express their views about what support they feel would be helpful from DSCB. Training for trainers session has taken place with a view to developing a pool of trainers to enable the sector to be self-supporting.

Work has continued to provide training to the faith sector although there has been less emphasis on this work during 2017-18.

Impact and Challenges

The PAB has considered the partnership links with the voluntary community support team. In order to ensure a more coordinated approach the DSAB, DSCB and the DMBC Voluntary Sector Coordinator will work together to ensure there is a cohesive approach to safeguarding in the voluntary community support.

4.3.4 - 3(d) DSCB partners demonstrate how they are ensuring that the children's workforce understands the importance of cultural competency in safeguarding children

Partners were asked through the Section 11 audit to provide assurance to the DSCB on cultural competency. Most agencies provide this through its training, although few seem to have courses which cover this topic specifically.

Impact and Challenges

This will continue to be considered through the self-audit processes.

4.4 Strategic Priority 4: DSCB is aware of emerging issues which have implications across the partnership and works effectively to ensure appropriate action is taken

4.4.1 - 4(a) The Performance Accountability Board continues to ensure there is a coordinated approach to priority issues which have cross-cutting agendas, in particular Early Help, Missing Children and demand management at Children's services 'front door'.

The PAB has continued to meet quarterly and has a high level of commitment at Chief Officer level.

Topics which have been shared at the PAB include:

- Ensure joined up work with Community Safety Partnership (CSP) in identifying and responding to child sexual exploitation hotspots
- Understanding of thresholds
- Screening of domestic abuse referrals from SYP at the front door
- Support for children at risk of self-harm
- Children who go missing
- Voluntary community support

Impact and Challenges

Outcomes which have come from this work include: the provision of a worker within Multi-agency safeguarding hub to filter domestic abuse referrals, a review of children missing from care which has led to the development of the Protecting Vulnerable Young People Group (PVYP) and the provision of joint planning for the most vulnerable young people.

An agreement has been reached with the DMBC VCS Coordinator to ensure Safeguarding Board representation of key VCS groups to ensure more effective links are in place.

4.4.2 - 4(b) DSCB promotes opportunities for working across geographical areas where this would provide a more cost-effective response or improvement to current working arrangements

SYP have developed a South Yorkshire Safeguarding Forum and initiatives such as female genital mutilation are being taken forward on a sub-regional basis. Going forward opportunities for sub-regional training and procedures will be pursued, however as all LSCBs are currently in the process of implementing the changes brought about by the Children and Social Work Act 2017, joint regional working opportunities have been delayed until local arrangements are in place.

Impact and Challenges

The DSCB will continue to make links across the sub-region to consider joint initiatives which will benefit the safeguarding agenda in Doncaster.

4.4.3 - 4(c) DSCB promotes opportunities for working with other strategic partnerships where this would provide a more cost-effective response or improvements to current working arrangements

The DSCB has worked collaboratively with DSAB on the Safeguarding Fortnight and on a joint self-assessment process challenge (Section 11). Opportunities for joint training have been utilised to avoid duplication, for example with regards to Female Genital Mutilation, Modern Slavery and Prevent.

The DSCB is currently working with Safer Stronger Doncaster to undertake a joint audit of MARAC processes and SSD provides updates to the DSCB on its progress in domestic abuse.

Impact and Challenges

The new safeguarding arrangements are incorporating the streamlining of strategic groups. This work will review current working arrangements and make proposals for the future.

4.4.4 - 4(d) DSCB establishes appropriate processes to ensure the implementation of the Wood Review

The work to progress the implementation has been awaiting the publishing of the Government guidance, "Working Together". However, due to the delay in this guidance, work has now commenced on those areas where there has been a consistent Government view. Details may need adjustment when the final guidance is produced but this is unlikely to affect the overall direction of the work.

The DSCB, DSAB and SSD are working together to consider how the work of the three Boards can be streamlined. The work is currently in a consultation phase across the partnership. A Project Initiation Document has been developed and a governance structure agreed. The action plan is being progressed and the new arrangements are expected to be in place well ahead of the government deadline of April 2019.

Impact and Challenges

This work will continue to be progressed to ensure implementation of the changes within the timescale of 2019.

5. Effectiveness of the Safeguarding Arrangements

This section covers the statutory responsibilities which the Board must have oversight of as identified in Working Together 2015. It provides a statement on the sufficiency of arrangements to ensure children are safe and identifies challenges and priorities for the coming year.



5.1 Children in Need

Doncaster has a higher number of child in need cases than the national average. The average rate of child in need cases, under the age of 18 years, for 2016/17 was 404, and this has risen by 22.5 cases to 435 in 2017/18 per 10,000 of the population. The latest national annual figure stands at 330 (LAIT table November 2017) which indicates a slight decrease of 7.3. Doncaster statistical neighbours average at 402.81 which is an increase by 28.87. The most recent national data confirms that the Yorkshire and Humber district saw a rise in child in need cases by 16.10 from the previous year.

Performance Indicator	National Average 2016/17	Doncaster Average 2015/16	Doncaster Average 2016/17	Doncaster Average 2017/18
Number of CIN cases per 10,000 of population under the age of 18 years.	330.4	382	404	435

		Trend	Change from previous year
371	Doncaster	↑	22.50
982	Yorkshire and the Humber	↑	16.10
970	England	↓	-7.30

DCST ensures that child and family (C&F) assessments are updated every six months in order to ensure cases are held at the correct level. It is noted however there are a significant number of C&F assessments which result in no further action (NFA); this has been the trend throughout the whole of 2017/18. National figures indicate that year on year Doncaster has typically had more numbers of assessments resulting in NFA than both statistical neighbours and the rest of the country. There was a slight reduction in Q4 in the number of assessments leading to NFA to 887 of from 955 in Q3 but this number remains very high placing significant demand on resources. The DCST are completing ongoing work to address this and DSCB will seek assurance as to how the progress of such work early in 2018/19.

It is reassuring to note there has been an increase in cases being stepped down to early help to ensure families are supported to sustain changes with the correct level of service provision. This demonstrates commitment to the early help agenda; although there is still work to be done to understand the reasons why many children are referred to DCST without having first been offered Early Help services; this work is being addressed through the Early Help Strategic group, again DSCB will seek assurance in the upcoming year.

DSCB have updated Multi Agency child in need procedures in order to ensure there is a robust multi-agency approach to providing children with child in need plans are provided with an outcome focused service.

Recent audits of child in need cases have shown much greater consistency and improved practice providing assurance that these children are receiving a quality service at the right level.

5.2 Child Protection

The year 17/18 began with 417 children subject to child protection plans, and closed with 381 children subject to child protection plans.

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
417	392	377	359	377	356	361	357	385	377	394	381

September witnessed the lowest month of child protection plans at 356, and February was the highest at 394. The number of initial child protection plans per month has similar to the previous year; however the length of time children have been subject to a plan has reduced. At the end of Q4 March 17, there were six children that had been subject to child protection plans for over three years, as of March 2018 no child has been subject to a child protection plan for over three years. During 2017/18 83% of plans had ended by the 2 year mark with only six cases subject to a plan for more than 2 years range and no children were subject to plans for more than three years. Reducing the time children are subject to a plan suggests a more timely and robust approach to addressing the child's needs, rather than leaving cases to drift without a clear course of action.

The faster through-put can be credited to improvements in social work practice, improvement in the public law outline process and children becoming looked after. Partnership working has also improved, as has the quality of planning and monitoring arrangements such as the use of midpoint

audit reviews. The embedding of the Signs of Safety model across the social work teams, which was firstly introduced in the conference service, has also supported the planning and aligned practice across the partnership to the conference process.

5.2.1 Child Protection Conference held per month 17/18

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
ICPC / transfer in ()	24/1	17/1	25/1	22	23/3	25/1	28/3	25/1	33	27	31	23/1	315 (310 16/17)
RCPC	43	52	53	49	31	60	48	48	42	53	46	60	585 (632 16/17)
Total families conferenced per month	68	70	79	71	57	86	79	74	75	80	77	84	900 (942 16/17)

The volume of work remains high. There are 6.6 full time equivalent chairs undertaking this work. Of the 900 conferences only 3 that took place through the year were held out of time scales. These were initial conferences and were held between 1 and 3 days late. This was due to late request and to support the family's attendance at the conference.

5.2.2 % Children subject to a child protection plan for a second or subsequent time 17/18

Statistical neighbour average 2015/16	National average 2015/16	2013/14	2014/15	2015/16	2016/17	17/18
18%	18%	18%	19%	18%	16%	23%

There has been an increase from 16% to 23% in the children who have been subject to a child protection plan for a second or subsequent time. In real terms this equates to six children. Whilst this is something the Trust is watchful of, it is not considered to be a significant leap from 2016/17.

The category of abuse has altered significantly this year. At the start of 2017/18 there were 298 children subject to a child protection plan under the category of neglect, 64 children for emotional abuse, 27 for physical abuse and 28 for sexual abuse. Concerns were raised that the correct category of abuse may not have been used in some of those categorised as neglect, meaning that support for families may not have been appropriately targeted. For example, in some case there was an over reliance on the term 'failure to protect' in cases of domestic abuse. The conference has become more astute in acknowledging that the risk and concern is that the child witnessing adult behaviours which result in emotional harm, rather than neglect.

5.2.3 Percentage of categories used at the end of 17/18

Category of abuse	% of children under each category end of 2017/18	% of children under each category end of 2016/17	% of children under each category end of 2015/16
Emotional	48%	14.9%	20.50%

Neglect	39.1%	74.9%	69.24%
Physical	9.7%	4.9%	5.86%
Sexual	3.1%	5.3%	4.31%

Work was undertaken with the conference chairs and partners to look at categorisations, this included utilising the Signs of Safety model to explicitly name the concerns, and workshops for the conference chairs to ensure a better understanding of neglect. By January 2018 the number of children subject to a child protection plan under neglect was 153 whereas the numbers under the category of emotional abuse had risen to 163 (The other 2 categories remained relatively stable at 47 for physical abuse, and 14 for sexual abuse).

In 2017/18, regular meetings have taken place between the service manager of the child protection conference service and partners from South Yorkshire Police, Probation, RDaSH, DBH, CCG, GPs, and Education. The aim was to improve working relationships and have resulted in improved attendance and contributions to conference and improved working relationships. This work has targeted attendance, reports to conference, categories, thresholds and the conference process. The impact can be evidenced in the reduction in length of child protection plans.

5.2.4 Agency representation at child protection conferences (CPC) 2017/18

Agency	Initial CPs and Transfer in 2017/18	Initial CPs and Transfer in 2016/17	Review CP's 2017/18	Review CP's 2016/17	Total % 2017/18	Total 2016/17
Social Worker	100%	100%	100%	100%	100%	100%
Education	92%	88%	97%	93%	95%	89%
School Nurse	96%	79%	97%	74%	97%	75.8%
Health Visitor	95%	91%	97%	83%	97%	85.7%
Midwifery	92%	66%	89%	81%	92%	69.6%
Probation	87%	33%	86%	51%	86%	44.4%
SYP	89%	45%	5%	4%	35%	36%

There have been improved arrangements in joint working with the conference service and South Yorkshire Police. Agreements have been reached to ensure improved police representation at conferences and improved opportunities for information sharing outside of the conference process.

The DSCB Training Manager supported the child protection conference team to deliver target safeguarding training to 300+ GPs from across the borough. This was positively received with feedback on how useful the workshops were. A further networking event was held for GPs and DCST focussing on referral processes, pathways and thresholds into social care and how GPs can better contribute to children's safeguarding. Due to the success of these events it has been agreed that future to have three events a year with the next two events already planned.

While GPs do not routinely attend conference, there has been a significant increase in their contributions through the provision of a report to the conference as the table below demonstrates.

Agency	Initial CP's and Transfer In 2017/18	Initial CP's and Transfer In 2016/17	Review CP's 2017/18	Review CP's 2016/17	Total 2017/18 %	Total 2016/17 %
GP reports	45%	34%	41%	14%	42%	20.8%

5.2.5 Participation of children and young people

The child protection team have prioritised participation of children and young people in the conference meeting. The strategy has included:

- A conference chair taking a lead for participation
- All children over the age of ten being automatically considered for invite - an opt out to invite opposed to an opt in to invite. It may be that it is not appropriate for some children to attend due to the nature of the concerns, and the child's resilience and capacity to engage and be present in such a meeting.
- Chairs have to consult with all children over the age of 10 and offer a visit if they did not attend their conference to discuss the safety plan, even if only in part; and look at how the child would like to be involved in the next meeting or core group
- Pre and post child friendly consultation documents
- Child power point presentations to the conference
- Child's world tools used in the meeting to support the child and encourage participation and sharing of views
- Older children part-chair their conference with support from the chair, and preparation.
- Voice group - Speak out Loud (child in need and child protection young person's participation group)
- Late (after school) conference slot and conferences held in a venue of convenience to the young person

5.2.6 Total participation for 2017/18 of eligible children invited to conference

	Invited	Attended	Report	Total 2017/18 %	Total 2016/17 %
Year end total	154	101	4	66%	50.3%

The percentage of children who were invited to and attended their conference increased by 16% in 2017/18. This is a significant increase and can be attributed to the participation strategy applied, a concerted effort by all conference chairs to include children and young people and listen to their voice, and a commitment from social work staff across DCST to seek out and listen to the voices of children and promote this in conference. Participation continues as a priority for 2018/19 and we hope to build on the success through reviewing how we promote participation and a review of the participation strategy. It is our aim and commitment to build on the success we have already achieved in 2017/18.

5.3 Looked after Children

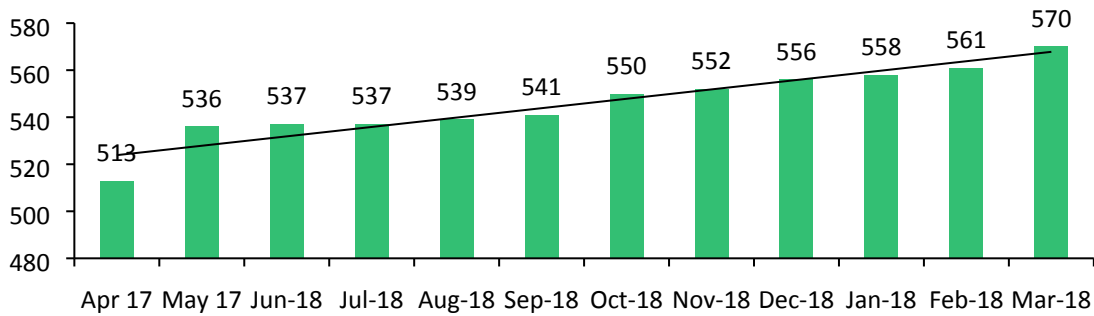
The DSCB receives the Independent Reviewing Officer Annual Report to provide assurances about services for looked after children. This service undertakes independent reviews of all looked after children to ensure their care plan meets their needs.

As at 31 March 2018, there were 570 children in care. This is an increase of 60 children over the last year. Although the number of children who have left care has fluctuated slightly as children have entered and exited care overall there has been a gradual increase (all figures may change due to final verification being completed).

	1 st April 2014	1 st April 2015	31 st March 2016	31 st March 2017

Number of children in care in Doncaster	512	483	487	510
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5.3.1 Children entering care 01/04/2017 – 31/03/2018



Much work is being undertaken under the Doncaster Place Plan to put in place a more robust multi-agency approach to enable young people to return to their families where possible and reduce the number of children coming into care. Through the reviewing process no children have been identified who should not have been placed in care.

The number of children being cared for by family or connected people has seen a significant increase. This identifies that social workers are effectively identifying more family members, both within and outside Doncaster, who can safely care for children.

Carers have been successfully supported by the Trust to apply to the courts for Special Guardianship Orders (SGO) and Child Arrangement Orders (CAO). This has ensured that many children have, following appropriate assessment, been able to remain with family members or friends and do not require the protection of a formal looked after status.

Robust monitoring and frequent reviews of children's cases continue to ensure DCST are compliant with the Judgements by HHJ Munby and HHJ Bellamy in line with children who are accommodated under Section 20 of the Children Act 1989.

The types of placement identified for children in care indicates that there has been an increase in the number of unaccompanied minors over the last year, with nine more children entering care with this status.

There has been an increase in children being placed outside of the local authority. One reason for this may be the increase in use of early permanence placements for children awaiting adoption. These children would be classed as looked after whilst the care proceedings are undertaken. This is considered to be good practice as it reduces the number of placement moves a child will experience.

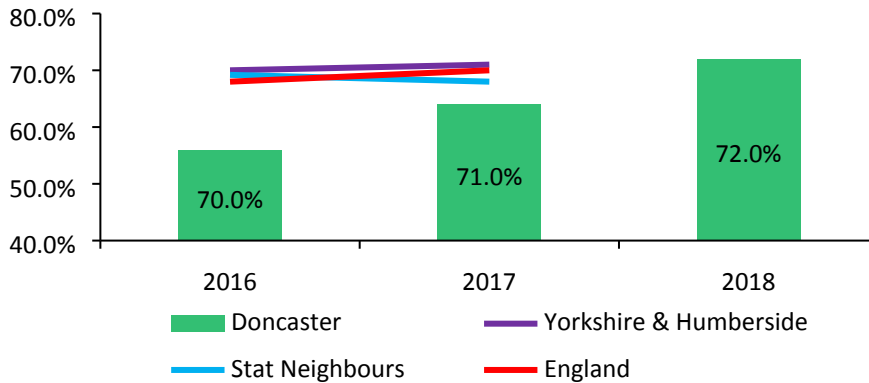
Type of placement	No. of children placed during 2016/17	No. of children placed during 2017/18
Unaccompanied Asylum Seeking Children	3	12
Placement in adjacent local authorities	80	86
Placement in distant local authorities	95	110
Children placed out of authority in foster care	119	124
Children placed out of authority with families and friends carers	15	17
Children placed in DCST with families and friends carers	32	54
Children who became LAC as a result of remand into custody	0	2
Placed in DCST children's homes (inc. CWD)	16	22
Children placed in DCST foster care	228	293

Legal Status of children in care	Number of Children
CLA - C1 - Interim Care Order	99
CLA - C2 - Full Care Order	331
CLA - E1 - Placement order granted	39
CLA - J1 - Remanded to Local Authority accommodation or to Youth Detention	1
CLA - L1 - Under police protection and in local authority accommodation	2
CLA - V2 - Single period of accommodation under Section 20	97
CLA - V4 - Accommodated with breaks (no care episodes recorded)	1
Total	570

5.3.2 Placement stability

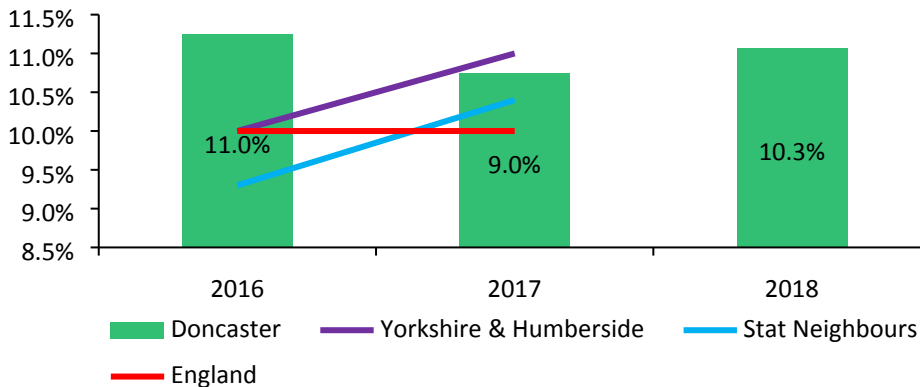
It is fundamentally important to children who enter the care system that they receive high quality of care which provides them with a stable home. Placement stability provides a good indicator of whether this has been achieved. Children who have remained in the same placement for two or more years has increased by 1%. Although this is a small increase it is in line with statistical and national neighbours and also should be considered within the context of the high number of children who became looked in the last year and as such would not be counted as a stable placement.

% of looked after children in the same placement for at least 2 years



The proportion of children experiencing three or more placement moves has remained stable. Disruption meetings are held to review these cases and ensure support is in place to prevent future breakdowns.

% of children at 31 March with 3 or more placements during the year



5.4 Private Fostering

5.4.1 Introduction

Under Working Together 2015, one of the Board’s statutory functions is to develop policies and procedures to ensure the safety of and welfare of children who are privately fostered. Private fostering is an arrangement made by a child’s parents for a child under the age of 16 (or under 18 if the young person disabled) to be cared for by someone other than a parent or close relative with the intention that it should last for 28 days or more.

As part of its challenge and assurance process the DCSB is provided with an annual report on the arrangements for privately fostered children.

5.4.2 Private Fostering Notifications/Arrangements in the Year Ending 31 March 2018

In summary:

- 7 new private fostering notifications were received
- 7 progressed to full assessment
- 4 arrangements ended

5.4.3 Promoting Awareness of Private Fostering Notification Requirements

Private fostering materials have been sent to social care teams and other partner agencies. Private fostering awareness raising undertaken through the Multi-agency Private Fostering Focus Group which meets at quarterly intervals. The group which consists of representatives from partner agencies provides a forum for professionals to discuss strategies for undertaking a more proactive approach in private fostering publicity and awareness raising within their organisations, with the Private Fostering Co-ordinator taking the lead and overseeing agencies cooperation and effective partnership working in this regard. The group focuses on sharing responsibility for raising awareness of private fostering.

- Private fostering information is included in the DSCB's website and all board members are requested to promote the understanding and reporting of private fostering within their own agencies.
- Statements about private fostering 'Looking after Someone Else's child' and 'What is the carer's relationship to the child' are included in the Doncaster Council Transfer Request Form and also the school nursery application forms.
- Private fostering is embedded in the local authority schools model safeguarding policy, so all schools know the procedures and also all staff know how to access support. The Safeguarding in Education lead also uses Engage Doncaster to keep the messages going into schools on a regular basis.
- Doncaster College Lead Practitioner Safeguarding include private fostering in their mandatory staff safeguarding training. All new Student Performance and Progress Tutors (SPPTs) been made aware of the requirement to report potential private fostering arrangements.
- Private Fostering is included in the 'Refresher in Safeguarding Children Training' pack delivered annually to all Private Nursery Managers in Doncaster.
- The Named Nurse Safeguarding Children has raised awareness of private fostering within NHS by including private fostering information in the staff monthly 'Trust Matters', newsletter and intranet.
- Private fostering information is included on the fostering service website and promoted through our Facebook page.
- The Private Fostering Co-ordinator has liaised with the Chair for the Faith and Culture groups to raise awareness of private fostering with black minority ethnic and faith communities.
- Women's Centre Manager has raised awareness of private fostering with the Centre staff. Information leaflets in English and eight different languages which include Polish, Czech, Slovak, Nepalese, Bulgarian, Mandarin, Russian and Urdu are displayed at the Centre.
- Activities were undertaken during the private fostering awareness raising week which took place from 3rd to 7th July 2017. The awareness raising and publicity activities were targeted towards the public, professionals working with children and young people and adults, communities including faith and culture groups.

5.4.4 Safeguarding and promoting the welfare of children who are privately fostered

Social care has a responsibility for ensuring that the welfare of privately fostered children is promoted and safeguarded. Each child known to be living in a private fostering arrangement in Doncaster has been monitored and supported through Regulation 8 statutory visits. This requires the child to be seen alone during each visit unless this is thought to be inappropriate in which case the social worker would record the reasons for not seeing the child alone.

5.4.5 Priorities for 2018/19

The following action will continue to be undertaken in 2018/19 in an attempt to increase notifications:

- Private Fostering Focus Group will continue to undertake action to promote awareness of Private Fostering.
- Private fostering information to continue to be cascaded to internal and partner agencies.
- To continue to provide children and young people, parents and carers with private fostering information to ensure clear understanding of the requirement to notify private fostering arrangements.
- To raise the profile of private fostering at strategic level with the support of Team Manager. The effectiveness of private fostering promotion requires to be monitored by a committed management staff, which will scrutinise practice and set targets to improve public awareness. The private fostering service would require an annual review of the provision and of the service plan, while focusing on trends in the overall impact of the private fostering arrangements.

5.5 Local Authority Designated Officer (LADO)

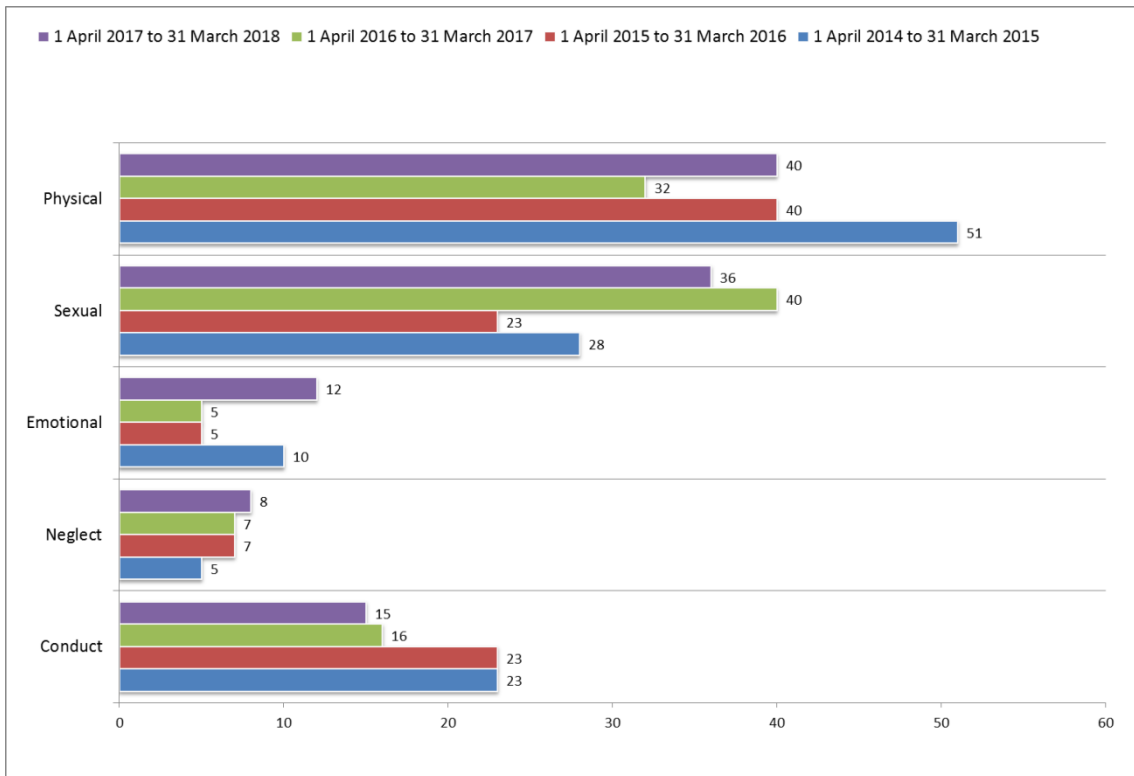
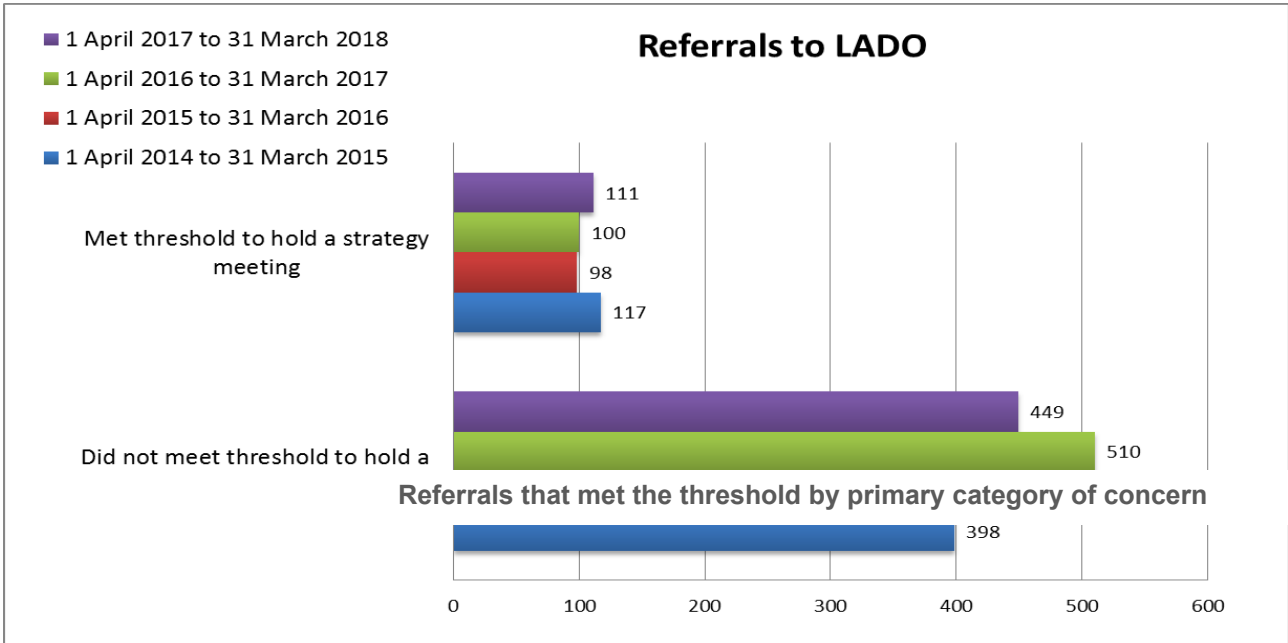
5.5.1 Background

The role of the LADO (Local Authority Designated Officer) is to have management and oversight of allegations of abuse against people that work with children. This includes providing advice and guidance to employers and voluntary organisations, liaising with the police and other agencies and monitoring the progress of cases to ensure they are dealt with as quickly as possible, consistent with a thorough and fair process.

In Doncaster the LADO service is part of the Safeguarding, Standards and Policy Unit of Doncaster Children's Services Trust. The LADO is supported by the Child Protection Conference Chairs who provide cover when the LADO is not available.

5.5.2 Analysis of Data and Outcomes

Work has continued to raise the awareness of the LADO role across a number of agencies. From November 2017, initial calls for advice from schools are now being dealt with by the Education Safeguarding Team. Referrals from educational establishments that do meet the threshold are still being dealt with by the LADO. This has resulted in a decrease in referrals that do not meet the threshold by 12%. When compared to 2016/17, the numbers of referrals that do meet the threshold to hold a strategy meeting has increased by 11%. Although the number of referrals meeting the threshold from educational settings has remained the same other areas of the children's workforce has increased.



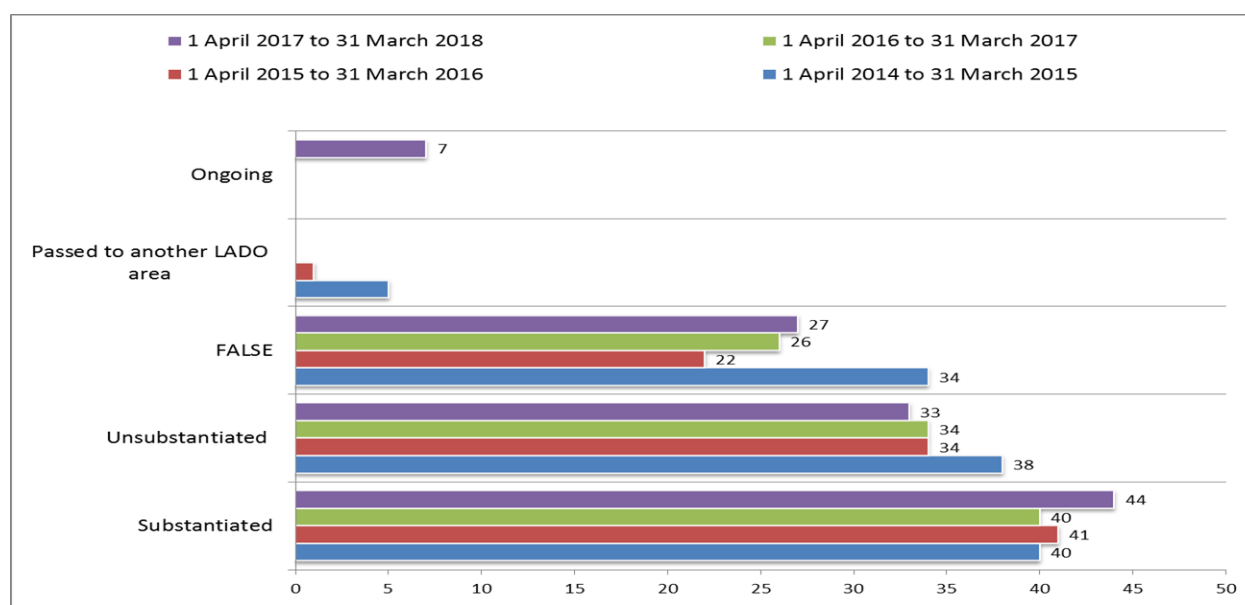
Referrals that met the threshold by primary agency of accused adult

	01/04/14 to 31/03/15	01/04/15 to 31/03/16	01/04/16 to 31/03/17	01/04/17 to 31/03/18
Education	38	36	32	32
Nursery	5	3	1	4
Residential Worker	23	16	15	23
SocialCare	6	4	2	1
* Self Employed	4	3	5	6
Police	1	0	1	1
Health	6	3	6	5
Foster Carers IFA	6	10	5	8
Foster Carers DCST	10	10	14	9
Foster Carer other LA	1	0	0	0
Training provider	3	0	1	3
YOS	0	0	1	0
Firefighter	0	0	0	1
Voluntary Youth Organisations	10	8	11	13
Faith Groups	4	4	2	1
Youth Service	0	1	1	1
LeisureServices	0	0	3	3
Total	117	98	100	111

*Self Employed are not appointed by any agency, group or organisation and can include – home tutors, dance instructors, martial arts instructors, child minders.

Only the adult's primary role has been recorded in this report to avoid duplication. If an accused adult has more than one role working with children safeguarding representatives from each of these agencies will be invited to the strategy meeting and the risk to children in each of the settings will be considered.

Referrals that met the threshold by outcome of allegation



In the majority of cases the allegation was substantiated indicating that referrals are generally appropriately made and thresholds for referral to the LADO are understood.

5.5.3 Working together with other agencies

There is clear evidence of good working together with other agencies as LADO strategy meetings are regularly attended by the police, children's social care, adult social care and other key agencies as necessary.

The LADO works closely with the adult safeguarding team to ensure the right service area is dealing with safeguarding allegations whether this involves children or adults at risk of harm.

In the Ofsted inspection published on 19 January 2018. The role of the LADO was judged as follows:

14. Designated officer (DO) responsibilities are effective and show that there is good liaison between agencies when there are concerns that professionals or adults who have contact with children may potentially be putting them at risk. The DO ensures appropriate child-centred decision-making in relation to risk.

An electronic survey was sent out in January 2018 to everyone who has attended a LADO evaluation or strategy meeting from 1st April 2017 to 31st Dec 2017. There were 83 respondents which represents 29% of those who were contacted. Of this cohort 49 identified themselves as making a referral to the LADO service; the others were invitees to the meeting. The feedback on the service was very positive describing it as timely, effective and professional.

5.5.4 Areas for Development in 2018/19

1. Further development of a system for auditing the work of the LADO that reflects the national handbook and standards when these have been agreed nationally.
2. Develop a system to ensure that referrals are dealt with consistently by the Child Protection Chairs when the LADO is not available.

5.6 Child death Overview Panel

The Regulations relating to child death reviews The Local Safeguarding Children Board (LSCB) functions in relation to child deaths are set out in Regulation 6 of the Local Safeguarding Children Boards Regulations 2006, made under section 14(2) of the Children Act 2004.

The LSCB is responsible for: a) collecting and analysing information about each death with a view to identifying:

- (i) any case giving rise to the need for a review mentioned in regulation 5(1)(e);
- (ii) any matters of concern affecting the safety and welfare of children in the area of the authority;
- (iii) any wider public health or safety concerns arising from a particular death or from a pattern of deaths in that area; and (b) putting in place procedures for ensuring that there is a coordinated response by the authority, their Board partners and other relevant persons to an unexpected death.

During 2017-18 the Panel met on five occasions and reviewed 27 deaths.

Of these deaths 18 were identified as having modifiable factors and eight had no modifiable factors. In one of the deaths there was insufficient information to determine whether a factor was modifiable or not.

One of the cases reviewed had been subject to a published serious case review. The panel accepted the recommendations of the serious case review.

Since 2012 there has been an increase in the number of modifiable factors identified in child deaths. This is in keeping with the national trend. This is thought to be due to the CDOP process evolving and developing a more consistent approach to understanding 'modifiable factors'. In addition, local trends may have begun to emerge which would suggest that deaths should be assessed as having had 'modifiable factors' when previously this would not have been the case.

Factors identified as modifiable does not mean the factors fully explain the child death but they are considered to be contributing factors. Some examples of the modifiable factors found in the reviews include:

- Smoking during pregnancy or by the parent or carer in the household
- Parental mental health
- Domestic violence in the household
- Underlying health conditions
- Access to medical services

This categorisation does not indicate any implication of blame on any individual party but acknowledges that where factors are identified, the death may have been preventable if that factor had been addressed. Nationally, the trend has been for a gradual year on year increase in the percentage of child death reviews identified as having modifiable factors: 24% in 2017 compared to 20% in 2011.

Following the review of a child death, the CDOP has the ability to take action or make recommendations. In the last year the CDOP has:

- Undertaken a further Safe Sleeping Campaign to enhance the information already provided to new parents
- Reviewed the response to parents smoking in pregnancy to consider whether or not it is sufficient. This work is ongoing at the time of writing
- Mapped bereavement support to ensure sufficiency

Overall attendance at the panel has been good. The majority of agencies have achieved 100% attendance at the panel meetings.

There are a number of relative strengths of the Doncaster CDOP:

- The panel generally has a high level of attendance indicative of strong multi-agency engagement
- Recording of ethnicity has improved significantly.
- The number of child deaths awaiting review is minimal.
- Learning and engagement with other panels within South Yorkshire is continuing. This is done via quarterly meetings and newsletters. An audit of modifiable factors across South Yorkshire has taken place to ensure greater scrutiny of modifiable factors and ensuring that local practice reflects national practice.

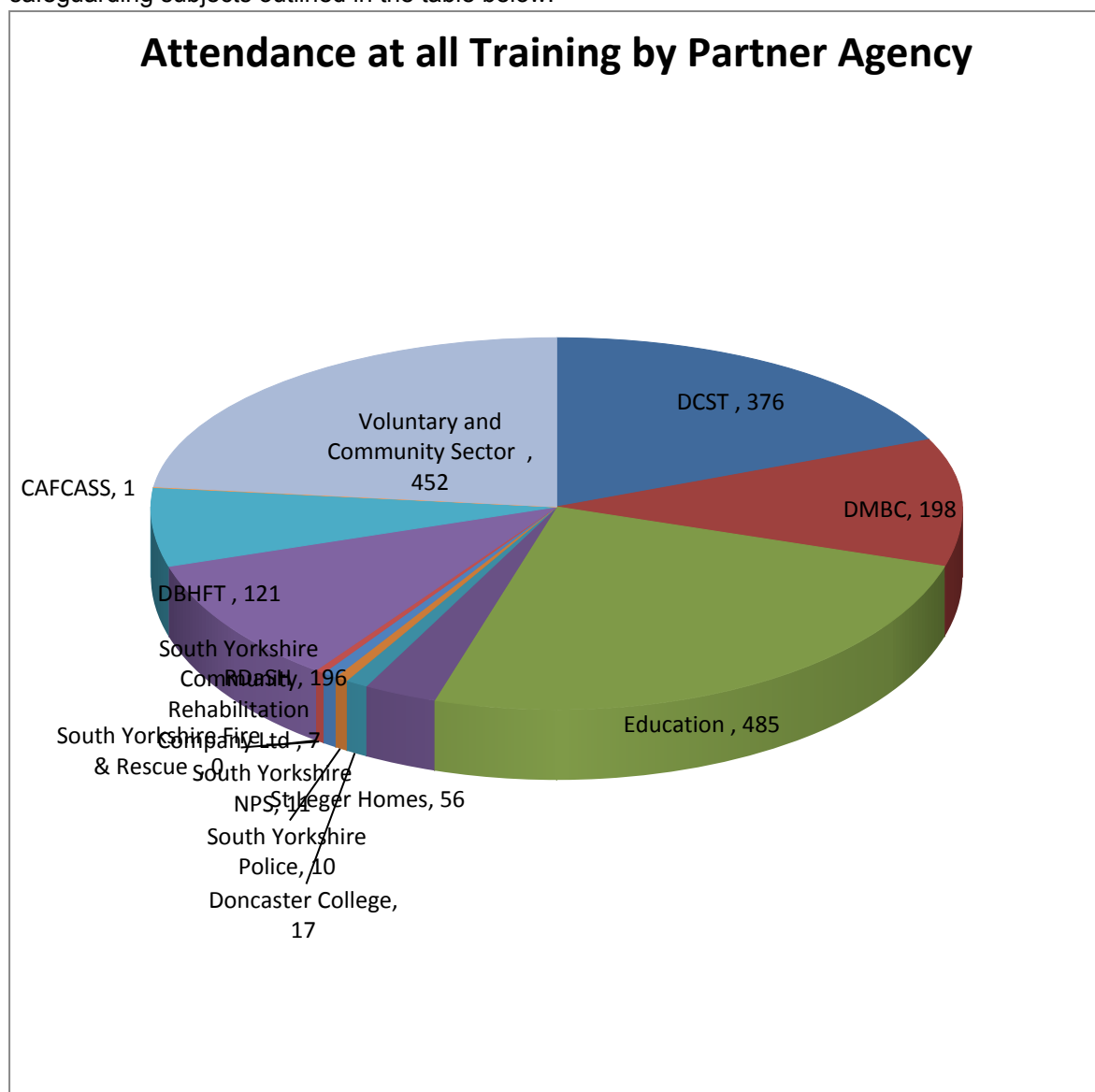
5.6.1 Areas for Development

CDOP will continue to evolve and develop in line with the recommendations of the Wood Review and the guidance contained within the new Working Together 2018.

5.7 Workforce Development

The period 2017-18 saw a continuation of the significant progress over the last four years in relation to multi-agency workforce development. In 2016-2017, the Workforce Development Sub Group (WDSG) reviewed its Terms of Reference to provide a focus on the production of a quarterly report detailing both multi agency and single agency training delivered alongside gap analyses in respect of strategic priorities. The outcome of the review was that single agencies will be required to provide an annual report detailing training delivered and assurance of workforce competence against strategic priorities.

The Board has a strong commitment to multi-agency training and continues to invest in developing a multi-agency training pool. The role is supported by a person specification and job description. There have been significant contributions from members of the multi-agency training pool and the training pool continues to deliver high quality training. The DSCB training offer continues to span a range of safeguarding subjects outlined in the table below:



The chart above demonstrates strong engagement from across all of the key agencies involved in children’s safeguarding. In total 1,991 training places have been utilised. This positive engagement allows key messages and information to be easily shared.

5.7.1 Range of Courses Delivered by the Doncaster Safeguarding Children Board 2017-18

Courses Delivered	Number of Sessions
Effective Partnership	4
Neglect Toolkit	4
Child Hood Neglect	3
Child Sexual Exploitation	9
Delivering Early Help Role of the Lead Practitioner	11
Recognising and Responding to Sexually Harmful Behaviour	1
Signs of Safety Roadshows	7
Hidden Harm	1
Domestic Abuse Seminars	6
Welsh Method Training	1
Introduction to Early Help	20
Signs of Safety two day training	4
Signs of Safety three day training	1
Young people Risk Taking and behaviours	2
Early Help Outcomes and Plans	5
Understanding Eating Disorders	1
LADO Seminar	2
Introduction to ‘Getting on’ programme	1
VCS Training for Trainers	1
Total Number of Courses	84

The period April 2017 to March 2018 saw a broad range of courses delivered. These varied in length in accordance with the Board’s approach to flexible learning. This allows participants to be selective in choosing which courses they wish to undertake matching them to their individual learning needs.

5.7.2 DSCB Conferences

During the year the Board ran two conferences at the Keepmoat Stadium. Both conferences were very well attended by the range of agencies represented on the Board, with over 180 delegates from the statutory, voluntary and private sectors. The Spring Conference welcomed “Annie - Safeguarding Survivor” who shared her parental experience of the child protection system. The delegates also had the opportunity to view a dramatic performance based again on parental experiences of care proceedings. Feedback was very positive and typified by the following comment:

“The dramatic performance was really powerful and identified how early help is so importantThank you for an informative day providing me with a lot to reflect upon about my own practice and working with other agencies”

The Autumn Conference considered “Multi-agency perspectives in addressing mental health issues within Families”. Although attendance for this conference was low compared to previous events feedback was generally positive particularly regarding the workshops. The conference formed part of a “Safeguarding Fortnight” in partnership with the Doncaster Safeguarding Adult Board. This consisted of a range of training events across Doncaster.

6. Partner Contributions

6.1 Children's Social Care Services (DMBC, DCST, CAFCASS)

6.1.1 DMBC/LOCYP

In Doncaster, Learning and Opportunities: Children and Young People is a lead partner in delivering against some of the DCSB priorities. Although the social care functions are remitted to the Doncaster Children Services Trust, the statutory responsibility remains with the director of children's services. The senior leadership team are active members of the DSCB.

EXPECT Youth Alliance

The council has a duty to provide access for children and young people to good youth provision. Since 2016, Expect Youth have been commissioned to deliver the universal youth provision previously provided through the council. Under the EXPECT umbrella engagements with young people has increased. Recently, EXPECT were successful in receiving funding through the Social Mobility Opportunity Area to provide an extended range of holiday activities, as well as support those children and young people at risk of "holiday hunger".

Expect Youth also sit on the child sexual exploitation sub Group board. The council's contribution to the youth offer is through youth hubs which bring together services for all young people but particularly offering targeted support such as Learning difficulties and/or disabilities and Lesbian Gay Bisexual Transgender and Questioning.

The local authority is leading on developing a comprehensive borough wide youth strategy.

Family Hubs are the conveners and co-ordinators of the local early help offer; and bring together services to be the "go to place" for all families with a focus on how they respond together for families when there are additional, multiple or complex needs. This could include services such as Family Group Conferencing, CAMHS, Stronger Families support or domestic abuse services.

Focus continues to be on how services respond together to work with families, through a team around the family approach and underpinned by the Early Help Assessment. It is our ambition to develop whole family work over the coming year.

Over the last year (Q4 15/16 and Q4 16/17) requests into the early help hubs have increased by 31%. The number of cases has also increased in the past 12 months with on average between 1500 – 2000 cases open at any one time. Demand across the EH and SC system has increased and as a partnership there is a need to consider our response to managing demand – this is a key priority for 2018/19. In addition, up to May 2017 of the cases closed 44% had de-escalated. For the year ending Mar-18 the number of cases that had closed with a reduced vulnerability was 46%.

Services for 0 -5s

DMBC's commitment to early help is also being delivered through the services for 0-5s. An outreach offer has been developed to work directly within family homes to support childhood development, improve outcomes and encourage access to universal services for identified vulnerable families. Clear protocols and policies are in place to ensure that staff follows safeguarding procedures. Safeguarding is routinely discussed at team meetings and there is an expectation that staff is trained to level three. Action plans are in place to evidence the implementation of the signs of safety and the

neglect strategy. Partnership working with a range of services also supports more complex needs within families. Registration and engagement figures to family hubs are improving.

The Early Years' Service continues to support the public voluntary industry sector which has resulted in all public voluntary industry settings being Good or Outstanding - no recommendations for safeguarding, and continued improvement in Ofsted judgments for Childminders (Good -85%). Safeguarding audits (Section 11 audits) are near completion for all newly registered settings and for those settings where there is an identified cause for concern'. Follow up and intensive support has been provided to monitor the impact of these. These will all be completed by May 2018.

Basic Awareness and Refresher in Safeguarding and Child Protection training has been provided, as well as WRAP training to raise awareness of the Prevent duty guidance. Providers are signposted to relevant safeguarding training to enhance their knowledge. In addition, safer recruitment is a strand of the safeguarding training and forms part of the section 11 audits.

The Education Service (Learning Standards and Effectiveness)

The Head of Service for Education works closely with the CYPS Safeguarding Manager. Developments this year include the implementation of a new virtual system to analyse section 175/157 reports, enabling greater efficiency and targeted support.

This service handles all Ofsted complaints related to schools. The number and frequency of these has lessened in the last six months although there are a number of very complex cases that require a multi-agency response. Termly meetings are held with senior Her Majesty's Inspectors to discuss any emerging safeguarding issues across the authority.

The Education Advisory Group (EAG) has been relaunched and will meet on a termly basis, reporting to the DSCB. This representative group monitors developments and issues around safeguarding in schools providing support for DSCB safeguarding priorities.

Since September 2017, no school has received an ineffective safeguarding judgement. Partners in learning offer a safeguarding health check to all educational establishments. This supports leadership teams to review safeguarding provision prior to inspection.

CYPS / Education Safeguarding Team

The CYPS Buy Doncaster Safeguarding Training offers a range of training and network support. Termly Designated Safeguarding Lead Networks are very well attended, with over 300 staff attending once a term to receive safeguarding updates and training. The safeguarding manager is a registered Home Office Trained Trainer and works in partnership with The South Yorkshire Police Prevent Team to train more staff to deliver PreventWrap3 workshops.

This team cascades all DSCB and other agency information via the school portal, Buy Doncaster and SMG/ELG meetings.

This team also offers child exploitation online protection 'Think U Know' training to enable staff to deliver on line protection / safety to children, families and those who care for them.

Services to Vulnerable Children

The local authorities' Special Educational Needs and Disabilities (SEND) team continues to deliver all statutory duties under the SEND Code of Practice 2015 on behalf of the local authority. Strong links are in place with the wider system, for example special schools, children's commissioning, the local authorities safeguarding lead, Standards and Effectiveness Team, the Children's Trust and health agencies to share information and support safeguarding practice for children with SEND. Through these partnerships the team is able to respond promptly for example when regional or parental concerns are raised.

All children's statements have been converted to Education, Health and Care plans (EHCPs) by the DFE deadline set at the end of March 2018. There is a growing demand for educational placements for children with SEND, in particular autistic spectrum disorder. Plans are underway to build a new

special school for children with communication and Interaction needs. We are expecting the SEND inspection imminently and plans are underway to complete a comprehensive SEND review.

Behaviour Services

The council has undertaken a systemic review of inclusion, including a full review of all the commissioned services for young people accessing alternative provision. All provision has been inspected and given improvement plans to secure and develop better outcomes.

The service has led on the establishment of a behaviour network including primary and secondary colleagues to develop stakeholder voice and contribution.

Within the off-site provision team, the roles of co-ordinators have been strengthened to ensure personalised planning for young people, giving them daily contact and ensuring safeguarding across the board. A three year plan is being implemented which will see the development of a Big Picture Learning School (American education model), refocussing of the pupil referral provision and better management of attendance and exclusions within schools.

The Admissions, Attendance and Pupil Welfare Service (AAPSW) has prioritised the tracking of children missing education, supporting protecting vulnerable young people and child sexual exploitation meetings. The team has also focused on children who are provided with elected home education. Any child reported home alone is also included in their duties to safeguard. The voice of the child within case notes show impact and the team have regular case file supervision and audits. Challenges are that concerns raised in regard to education are not always seen as safeguarding issues, but more attendance issues.

Virtual School looked After Children and Gypsy Roma Traveller

The new personal education plan process requires schools to offer a view on the emotional health and well-being of any child in care and where they are unable to do so the virtual school is supporting them to be able to assess it through the strength and difficulties questionnaire. The framework provided by Signs of Safety has positively influenced the new personal education plan.

Work is happening to involve the Roma community in more whole school activities which allow safeguarding messages to reach them effectively despite language barriers. Close and effective working relationships have been developed with the Doncaster Children's Services Trust, raising the profile of the Virtual School.

Through Strategic Commissioning & Transformation there has been a continued focus on quality and safeguarding in 2017/18, in particular strengthening the quality aspects within the commissioning cycle. This comprises of a Commissioning Toolkit which incorporates as a minimum DCSB standards, safeguarding within all service specifications, evaluating the suitability of providers using pre-qualification questionnaire process, the use of the section 11 self-assessment as a pre-qualifying criteria and annual self-assessment for all external providers, a continuous safeguarding issues log and dashboard, contract monitoring including quality assurance frameworks.

Plans and priorities in safeguarding children for 2018-19

The continuing functional review of LOCYP will ensure that services are delivered by the council that are fit for purpose. Whilst the review continues it is essential that this does not hinder the pace of change or improvement.

In addition a Safeguarding Development Review was commissioned to consider the following:

- Training Needs Analysis for the Children & Young Person's Directorate in line with safeguarding regulations, Working Together, local policy decisions e.g. Signs of Safety, escalation of safeguarding issues, etc.
- Standard Induction pack for Head of Service, Service Manager, and Team Manager levels.
- Systems and processes for the above, such as a grab pack for urgent/emergency safeguarding issues.

The findings and recommendations of this review will be developed and embedded into practice across the whole of LOCYP in 2018 -19.

6.1.2 Doncaster Children's Services Trust (DCST)

The past year has been an important year for Doncaster Children's Services Trust (the Trust). In 2014 when The Trust was established, children's social care in Doncaster was evaluated by Ofsted as "inadequate". The Trust was set the target by the Department for Education of achieving a grade of "good" by the end of 2017.

In November 2017 the Trust was again inspected by Ofsted. The report was published on 19 January 2018 and the Trust was evaluated as "good" across all areas of judgment. To achieve this level of improvement in such a short space of time was a major achievement for our staff and partners.

The inspection report stated that:

"There have been significant improvements in the quality of support for children in Doncaster."

And in addition:

"The trust is highly effective in developing a culture for good social work to flourish. As a result, the quality of social work is good and is supported by a well-embedded model of social work practice."

The report particularly outlines our strengths in ensuring that we listen to the views of children and young people and concluded that this:

"is at the centre of everything that social workers do".

The Trust has an established framework for quality assurance that enables senior managers to be well-sighted on the quality of front-line practice. The core of this system is the individual audit of approximately fifty children's cases per month across all social work teams including our children with Disabilities Team. Audits are undertaken by all operational managers including senior managers, as well as our Independent Reviewing Officers and Child Protection Conference Chairs. In addition

regular thematic audits are undertaken by colleagues in the Centre for Excellence in partnership with operational staff.

In 2017 the inspectors stated:

“There are highly effective performance and quality assurance systems, which provide a framework to continually improve services. Fifty audits are completed each month by trained and supported managers across the trust. Additionally, thematic audits are routinely undertaken and have recently considered the quality of supervision and the rate of re-referrals. Findings from audits are discussed in regular performance meetings and good practice is celebrated.”

The proportion of cases graded as inadequate or requiring improvement has reduced significantly with almost two thirds of cases being graded as “good” or “outstanding”. A system is in place to ensure that any actions identified in audits are swiftly addressed.

The Trust has a comprehensive performance framework that provides high quality and up to date information to senior managers but which is also very accessible to operational managers, enabling managers to address performance deficits and enabling achievements and improvement to be acknowledged and celebrated.

In 2017/18, we have continued to embed Signs of Safety across all of our services and this has been instrumental in helping us to maintain the pace of change and engage with children and their families. Key to the success of the Trust has been our ability to develop a stable and supported workforce. The number of agency staff has reduced significantly since the establishment of the Trust and a significant number of social workers employed in an agency capacity have chosen to take up permanent posts with us.

All senior management posts are filled on a permanent basis and this has enabled consistent, stable and highly visible leadership to our staff.

Our children’s homes continue to provide safe care for young people who need this type of accommodation and all our homes have been graded as “good” by Ofsted including our short break home for children with disabilities. This reflects the skilled and committed staff who work in our homes and who regularly “go the extra mile” for the young people they look after. We confidently predict that our homes will continue to grow from strength to strength in 2018/19.

As a result of our successes in 2017/18, the Trust has now been awarded Partners in Practice status by the DfE meaning that the Trust will now be providing peer support to colleagues in other areas of the country.

Plans and priorities in safeguarding children for 2018-19

The Ofsted inspection made four recommendations for further work:

- Ensure that all social workers receive high-quality supervision, which is recorded in a timely manner.
- Ensure that assessments, plans and subsequent actions are completed to The Trust’s standards for all children
- Continue to improve the availability of local placement options and ensure that national guidance is followed when placing children.
- Ensure that all children looked after and care leavers have easy access to leisure facilities.

An action plan is now in place and our progress is monitored closely via our monthly “Good to Great” meetings, chaired by the Trust’s Chief Executive.

In 2018/19, our quality-assurance programme will continue to be used as a means of identifying our impact on the children and young people who need our help. The programme will be enhanced by the inclusion of observations of social work practice as part of each case audit.

A key focus for 2018/19 will be ensuring that we maximise our internal capacity when children and young people need to become looked after, in order to reduce our reliance on private accommodation providers and the number of children who need to be cared for outside Doncaster. With the support of our partner agencies we have recently opened our own supported independent living home for young people aged 16 and over. We will also be expanding our cohort of foster carers with a focus on recruiting carers who are able to work therapeutically with young people who have experienced traumatic lives.

A key challenge will be to not only maintain but further improve our services in order to achieve our “outstanding” target while working within the strict financial envelope and in the context of increased demand for services.

6.1.3 Child and Family Court Advisory Support Service (CAFCASS)

Cafcass (the Children and Family Court Advisory and Support Service) is a non-departmental public body sponsored by the Ministry of Justice. Cafcass represents children in family court cases, ensuring that children's voices are heard and decisions are taken in their best interests.

The demand on the family justice system and on Cafcass services remained very high throughout the year, with rises in local caseloads varying across the country. Overall, Cafcass has seen a rise in private law applications (involving arrangements for children following parental separation) and a small decrease in public law applications (involving the local authority), Cafcass is actively contributing to the Care Crisis Review, a sector-wide initiative that aims to stem the increase in care cases and promote safe and beneficial outcomes for children. We are also undertaking innovative projects that seek to improve practice promote good outcomes for children and make better use of limited resources. An example is the three assessment pathways that we have been developing – domestic abuse; high-conflict; and parental alienation.

Cafcass’ strategic priorities in 2017/18 were to: continue to improve our performance and the quality of our work; contribute to family justice reform and innovation; use our influence to promote knowledge and best practice; bring the uniqueness of each child (including diversity considerations) to the court’s attention; be efficient and effective in light of high demand and financial constraints.

In February and March 2018, Ofsted undertook its second national inspection of Cafcass, making an overall judgement of outstanding. Ofsted found that practice was effective and authoritative, helping courts to make child-centred and safe decisions, adding value and leading to better outcomes for children. The overall judgement was influenced by many factors including: the exceptional corporate and operational leadership; sensitive and knowledgeable direct work undertaken with children in relation to a wide range of diversity issues; the culture of continuous learning and improvement; and a strong aspiration to ‘get it right’ for vulnerable children. The inspection identified some areas for Cafcass to improve relating mostly to the quality of recording and to explaining to court consistently when issues of diversity are not relevant to the application. We will be working on these in the year ahead and will continue to try to improve our services, and to contribute to family justice reform.

6.2 Health Services including Doncaster Clinical Commissioning Group (DCCG), Doncaster and Bassetlaw Teaching Hospital NHS Foundation Trust (DBTH), Rotherham, Doncaster and South and South Humber NHS Foundation Trust (RDaSH), NHS England and Primary Care.

6.2.1 Doncaster Clinical Commissioning Group (DCCG)

As a commissioning organisation Doncaster Clinical Commissioning Group (DCCG) has a responsibility for ensuring that health care across Doncaster is delivered to a high quality standard. Doncaster CCG's with its strong Designated Safeguarding Professional function has the capacity and capability to support the DSCB in its statutory role to safeguard and promote the health and welfare of children across Doncaster. DCCG has continued to actively support health and multi-agency partners in their commitment to provide high quality practice across safeguarding services. Endorsing organisational responsibilities as outlined through the DSCB, successfully led the multi-agency Child Sexual Abuse T&F Group throughout 2017-18. The multi-agency action plan is now complete. A major piece of work from this group was the development and implementation of the multi-agency policy for safeguarding children and young people who may have been sexually abused. This work will now feed into the board's daily business throughout 2018-19.

The Deputy Designated Nurse for Safeguarding children successfully led the DSCB Neglect Task & Finish group; following completion of the assigned action plan, the chair recommended to the board that work must continue to ensure neglect remains a priority. The Doncaster Children and Young People's Plan 2017-2020 has placed neglect firmly into its agenda. A neglect theme group has now been set up in order to develop a strategy and work plan. The Deputy Designated Nurse for Safeguarding children continues to support the strategy as vice chair of theme group.

DCCG is fully engaged in activities that promote the DSCB communication strategy, endorsing the need to consult with children, young people and families in service delivery, development and planning. DCCG remains in a position that ensures it is fully sighted of any presenting and emerging issues that may impact on service deliver and safeguarding practice across the multi-agency system. This enables DCCG to influence decision making at all levels of concern.

Plans and priorities in safeguarding children for 2018-19

Following the Alan Wood Review 2016 and the subsequent amendment to legislation under the Children and Social work Act 2017, Working Together to safeguard children 2015 is now under review and consultation. Any amendment to the HM Government Working Together document will require due consideration by Doncaster Safeguarding Childrens Board and partnership. Doncaster CCG will be integral to any review and development process. DCCG remains committed to support the Doncaster partnership in shaping, implementing and embedding any transformation programme within the DSCB that is in line with any legislative change or amendments in the formal national guidance.

6.2.2 Doncaster and Bassetlaw Teaching Hospitals – NHS Foundation Trust (DBTH)

The safeguarding team continue to work together with partners to safeguard children across Doncaster and Bassetlaw geographical area. This includes a plethora of meetings both internal and external to the organisation. In respect of DSCB the safeguarding nurses have regularly attended Workforce Development, CSE & Missing, Case Review Group and Performance and Quality Sub groups. The Deputy Director of Nursing attends the Board Meetings.

NHS England have tasked provider health organisation with priority areas including Child Protection Information Sharing (CP-IS) and Prevent. DBTH are now live with CP-IS in maternity services despite Doncaster local authority not having a live status, going live in our Emergency Department has caused frustrations due to information technology problems which we anticipate be resolved in the near future. CP-IS is vital in enhancing child protection procedures. In a bid to achieve target set for Prevent we have increased our Prevent training sessions and introduced an eLearning option.

The team has been extremely proactive in promotion of various safeguarding areas with a three monthly newsletter covering various topics. In the hospital we have secured a notice board in the public domain which is regularly updated and we have recently launched a Facebook page specifically for highlighting safeguarding issues. We have used these resources to promote National Awareness days such as child sexual exploitation, Safer Sleeping for Babies and Modern Slavery Awareness. As a team we participated in the Safeguarding Fortnight with partner agencies.

We continue to deliver safeguarding training at levels 2 and 3 within the hospital and have built on multi-agency training for level 3 safeguarding children updates hosting sessions for Signs of Safety regularly throughout the year. This year we have also including a variety of eLearning packages to give staff another option with their safeguarding compliance.

As a team we have become more visible in our organisation, visiting wards and advising staff face to face regarding safeguarding issues. There are regular drop ins sessions in the Emergency Department and across Children's Services.

We are proud that our Named Midwife for Safeguarding Children attended an awards ceremony for her joint work with partners in respect of Pregnancy Liaison, winning the award for working together to protect unborn babies.

Quarterly Health & Social Care meetings organised by the Named Nurse for Safeguarding Children have been successful with good attendance from internal services and DCST. They enable information sharing, updates from organisations and an opportunity to raise concerns and highlight any issues and escalation from either side.

Plans and priorities in safeguarding children for 2018-19

Our main priority in DBTH is to ensure all staff are compliant with their safeguarding training level dependent on their roles and responsibilities.

To use our new means of promotion of safeguarding subjects through social media and notice boards as well as existing methods through our intranet, weekly hospital bulletin and our Safeguarding Newsletter. This will ensure staff are fully equipped to recognise any safeguarding concerns and address them or seek help to do so. We can also use these methods to disseminate learning from serious case reviews and Local learning lessons reviews. We will participate in various joint working initiatives across both geographical areas by means of prioritisation to ensure all work is relevant and proactive to safeguarding children.

6.2.3 RDASH - Rotherham Doncaster and South Humber NHS Foundation Trust

RDaSH is committed to the priorities of the DSCB and has undertaken a range of activities reflecting the commitment to the partnership working.

The key pieces of work have included:

- The embedding and delivery of the Signs of Safety methodology including the comprehensive and robust delivery of training in Signs of Safety, reporting and clinical record templates reflecting Signs of Safety, supervision records reflecting Signs of Safety and applying the Signs of Safety methodology to a range of other activities.
- The adoption of the Doncaster approach to child neglect including an intensive programme of training.
- Commitment and involvement in the DSCB audit programme and the consequential learning from the audits.
- Membership and active contributions to all DSCB, sub-groups and task and finish groups.
- Support and involvement in the Doncaster safeguarding week.

Plans and priorities in safeguarding children for 2018-19

- RDaSH is committed to being a key partner in the new safeguarding arrangements, being rolled out in response to changing legislation.
- To deliver a “Think Family” model of intervention across all RDaSH services in Doncaster where children and adults services work closely together to achieve the best outcomes for families.
- To translate and embed the learning from audit and other activities to review practice.
- To influence and support the best practice in relation to child welfare and safeguarding, working with partners to achieve the best outcomes for children and their families in Doncaster.
- To embed evidence based safeguarding practice in to all services, keeping the child and family at the centre.

6.2.4 NHS England

NHS England is the policy lead for NHS safeguarding, working across health and social care and leading and defining improvement in safeguarding practice and outcomes. It is the responsibility of NHS England to ensure that the health commissioning system as a whole is working effectively to safeguard children and adults. Key roles are outlined in the Safeguarding Vulnerable People Accountability and Assurance Framework 2015.

NHS England Yorkshire and the Humber has an established Safeguarding Network that promotes shared learning across the safeguarding system. Representatives from this network attend the national Sub Groups, which have included priorities around Female Genital Mutilation (FGM), Child Sexual Exploitation, Children Looked After, Mental Capacity Act (MCA), Modern Slavery and Trafficking and Prevent. NHS England Yorkshire and the Humber works in collaboration with colleagues across the North region on the safeguarding agenda. A review of the Yorkshire and the Humber safeguarding network has established local safeguarding network meetings bi-annually in the three Sustainability and Transformation Partnerships areas (some now named Accountable Care Partnerships) in addition to a bi-annual safeguarding commissioners and providers network event.

Sharing learning from safeguarding reviews

In order to continuously improve local health services, NHS England has responsibility for sharing pertinent learning from safeguarding serious incidents across Yorkshire and the Humber and more widely. A North region newsletter is now circulated weekly to safeguarding professionals. Learning is also shared with GP practices via quarterly Safeguarding Newsletters, and annually safeguarding newsletters for pharmacists, optometrists and dental practices across Yorkshire and the Humber are produced.

An annual North region safeguarding conference is hosted by NHS England North for all health safeguarding professionals, this year's event included learning on neglect, hoarding and asylum seekers. Due to the success of last years named GP conference in Yorkshire and the Humber NHS England North also held a conference for named GPs to share good practice and learning; topics included homelessness, domestic violence, travelling families and safeguarding.

Training & Development

Designated safeguarding professionals are jointly accountable to CCGs and NHS England and oversee the provision of safeguarding training for primary care medical services. The main source of training for other primary care independent contractors is via e-learning training packages.

A number of leadership programmes for designated safeguarding professionals have been commissioned by NHS England in addition to a 2 day resilience course. The CSE training provided by BLAST 'Not Just Our Daughters' has also been provided for front line health professionals.

Assurance of safeguarding practice

NHS England North developed a Safeguarding Assurance Tool for use with CCGs across the North Region, which was implemented in 2016/2017. An online version has been piloted in 2017/18 by NHS England in order to develop a national assurance tool for CCG's. A primary care version of the online assurance is also being piloted by a couple of CCGs in Yorkshire and the Humber.

Specialised Commissioning

NHS England North Specialised Commissioning service providers are, via the contracting process, required to demonstrate compliance with all relevant safeguarding policies and legislation and work in partnership with other agencies regarding all aspects of safeguarding.

Within Specialised Commissioning the Heads of Quality review all serious incidents and liaise with the appropriate CCG to review all incidents and work through actions with the provider. Where NHS England North Specialised Commissioning is the lead or sole commissioner they work directly with the provider, monitor actions and share outcomes with other commissioners.

Health and Justice

NHS England North Health and Justice Service providers are, via the contracting process, required to demonstrate compliance with all relevant safeguarding policies and legislation and work in partnership with other agencies e.g. Prison, Police regarding all aspects of safeguarding.

In addition, there is a Quality Framework in place which requires all providers to report on a quarterly basis regarding any safeguarding concerns, incidents, reviews (including themes and trends). An annual audit of Combined Adults and Children's Safeguarding Standards and an annual safeguarding report are also submitted for review to the NHS England local office Quality Surveillance Group.

Complaints and Concerns

NHS England Customer Contact Centre review all complaints and concerns received and identify those containing a safeguarding element for appropriate action. Following receipt of complaints and concerns at NHS England North local offices these are reviewed again and any safeguarding concerns identified are referred to the safeguarding lead for review and appropriate action.

Priorities in 2017/18 around complaints were:-

- NHS England North regional safeguarding team in partnership with NHS England local offices reviewed and agreed a standard process for the management of safeguarding concerns within complaints.
- NHS England North regional safeguarding team has delivered safeguarding training to the required standard and level to all complaints staff in accordance with relevant national guidance.

Prevent

NHS England North have two Regional Prevent coordinators who work across the North region to support Prevent implementation, they are part of the National and regional safeguarding and Quality team. This year has seen an increased focus and scrutiny on Prevent implementation within health and safeguarding.

6.2.5 Primary Care

Primary care, made up of 43 GP Practices, has fully engaged in the 2017-2018 self-assessment tool developed by DCCG as a means of offering assurance of quality safeguarding practice as well as identifying areas of support and training. Supported by the Named and Designated function within DCCG, primary care continues their daily work and patient consultations with children's safeguarding fully in mind.

Quality training and network events during 2017-18 in partnership between DCST and DCCG have reached 347 primary care GPs and nursing staff. The level 3 safeguarding children training was seen to evaluate positively and increased their understanding, awareness and confidence in identifying and responding to children safeguarding issues as a means of ensuring children receive help and support at the earliest opportunity. The purpose of increasing the network between primary care and DSCB was to promote relationship and increase better joint working across the partnership. The initial event that took place in March 2018 was evaluated as successful, with a further network session plan for July 2018 it is hoped that relationships and positive working will continue to develop.

Through training and support the safeguarding and standard have continued to monitor GP engagement in the child protection conference process, the intensive work between the safeguarding leads both in DCST and DCCG has seen an overall improvement in the submission of reports for both initial and review case conferences throughout 2017/18.

Plans and priorities in safeguarding children for 2018-19

2018/19 will see primary care continue to strengthen their safeguarding practice even further, supported by the Named, Designated and Quality leads within DCCG, those working in GP practices across Doncaster will be expected to work towards the safeguarding standards as set out by the self-assessment tool 2018/19.

6.3 Police/YOS/National Probation Service/Community Rehabilitation Company

6.3.1 South Yorkshire Police

Protecting vulnerable people (PVP) is at the core of the PCC's Police and Crime Plan and a key deliverable of South Yorkshire Police's plan on a page.

In October 2017, the force released a new vulnerability strategy, that outlines the forces definition of vulnerability and highlights some of the key principles that the force believes are important in providing a policing response to vulnerable people and the importance of working with partner agencies to ensure a tailored approach to protecting vulnerable people.

To effectively reduce vulnerability, a Vulnerability Assessment Framework (VAF) has been introduced to assess the vulnerability of victims and to provide staff with a consistent methodology to recognise vulnerability and inform decision-making.

In April 2018 South Yorkshire police are reintroducing PVP units to District management, with child abuse investigation unit and safeguarding adult's team amalgamating to become omni-competent teams, however will still remain colocated with other key partner agencies.

Co-location of police and key agencies is in place at district level through the MASH process to ensure effective multiagency working. Staff members regularly attend multi-agency meetings concerning children in line with SYP statutory requirements. These close working arrangements enable greater communication between agencies and allows quick actions to ensure children and young people are appropriately safeguarded. It also strengthens partnership working, providing a more cohesive service for children and vulnerable people.

Building on work already undertaken relating to children and young people adversely affected by 'living with domestic abuse' South Yorkshire Police and DCST are in consultation to embed 'Operation Encompass'. Operation Encompass is an initiative whereby South Yorkshire Police inform social care colleagues of incidents of domestic abuse in a household where a child or young person of school age resides, this information is then shared with the Childs' school in order for the school, if required, to provide support to the child whilst in school. The impact that domestic abuse in a child's household can have on that child (children) is well documented; by implementing Operation Encompass across the borough, children can be supported whilst in school, and potential issues can be resolved or understood prior to them becoming a major problem.

Senior officers and staff members of the force are members of the Local Safeguarding Children Board, associated sub groups, and play a major role in ensuring processes are in place to protect vulnerable children. Each member of the board holding each other to account where necessary.

SYP is routinely inspected by Her Majesty's Inspectorate of Constabulary, in relation to SYP's ability to safeguard and investigate offences against children. The quality of investigations is audited, maintained and benchmarked against similar forces regularly.

Reports and recommendations coming from these inspections are robustly managed via senior leadership group ensuring improvement in the way services are delivered. In January 2018, SYP conducted a review of case review key themes (inclusive of SAR, DHR, SCR and LLR). This learning

has been shared with all SYP staff and in relation to learning from domestic homicide reviews; the learning was shared in March 18 at the Strategic Safeguarding Board meeting.

Force policies are routinely reviewed and revised and the recent introduction of Authorised Police Practice Guidance has prompted the review of several PVP Policies to ensure they are in line with authorised police practice guidance. The PVP Strategic governance unit has recently updated the majority of policies and procedures of all PVP areas, which are now standardised with national guidance documents.

Audits are regularly conducted focusing on safeguarding children at risk, such as applying aggravating factors to child sexual exploitation and child abuse investigations to ensure all child victims of these crimes are safeguarding appropriately. The issues have been highlighted on the force intranet page with briefings for staff, to ensure staff awareness, knowledge and understanding is improved. In August 2017, a missing from home profile was completed highlighting key themes and issues and providing recommendations.

Young persons police officers work in schools developing relationships enabling young people to feedback their views regarding decisions affecting them. Work is also carried out at the Lifewise Centre, which is scenario based, around issues such as online safety and stranger danger. The majority of Year 6 Primary schoolchildren attend the 'crucial crew' intervention at Lifewise during the autumn school term.

All new student officers receive an induction to safeguarding children during their IPLDP course and all front line staff receive input into safeguarding including call handlers, crime recording bureau and front desk staff.

The force crime training department has also developed numerous national centres for applied learning technologies packages around child abuse for 2017. If staff members recognised abuse/neglect of children/vulnerable adults, there is guidance on referral routes available on the intranet. All officers who work in a child abuse investigation capacity attend the joint investigation five day course. Police officers also have 2-year student training which addressed child protection and welfare issues. They have input on recognising the signs and symptoms of child abuse. The police training centres hosts CID PVP master classes at intervals during the year to 'top up' both staff and officer's knowledge across all areas of Safeguarding with the last one covering many aspects of PVP and the use of early evidence kits.

In 2017 SYP introduced a number of trainee investigators who are undertaking Investigator development training programmes in conjunction with the University of Sheffield. This is an accredited programme with support from experienced tutors. This programme is ongoing.

SYP run both the intranet and internet campaigns on child sexual exploitation, modern slavery, domestic abuse with the most recent being vulnerability, these include the signs and the importance of intervening early and each has its own dedicated intranet site, that has all policy, procedures, minimum standards and any other relevant documents.

Threat, risk and Harm (THRIVE) meetings – local policing units review weekly activities at this meeting to ensure that policing response has been appropriate and that SYP are linking in with partners to ensure best outcomes for children and manage the risk posed by suspects and offenders. Daily management meetings in both PVP and the local policing units review incidents and concerns from the last 24 hrs and set tasks for staff to update the following day. Missing children, child sexual exploitation cases, other child safeguarding issues, High risk domestic abuse and priority arrests are

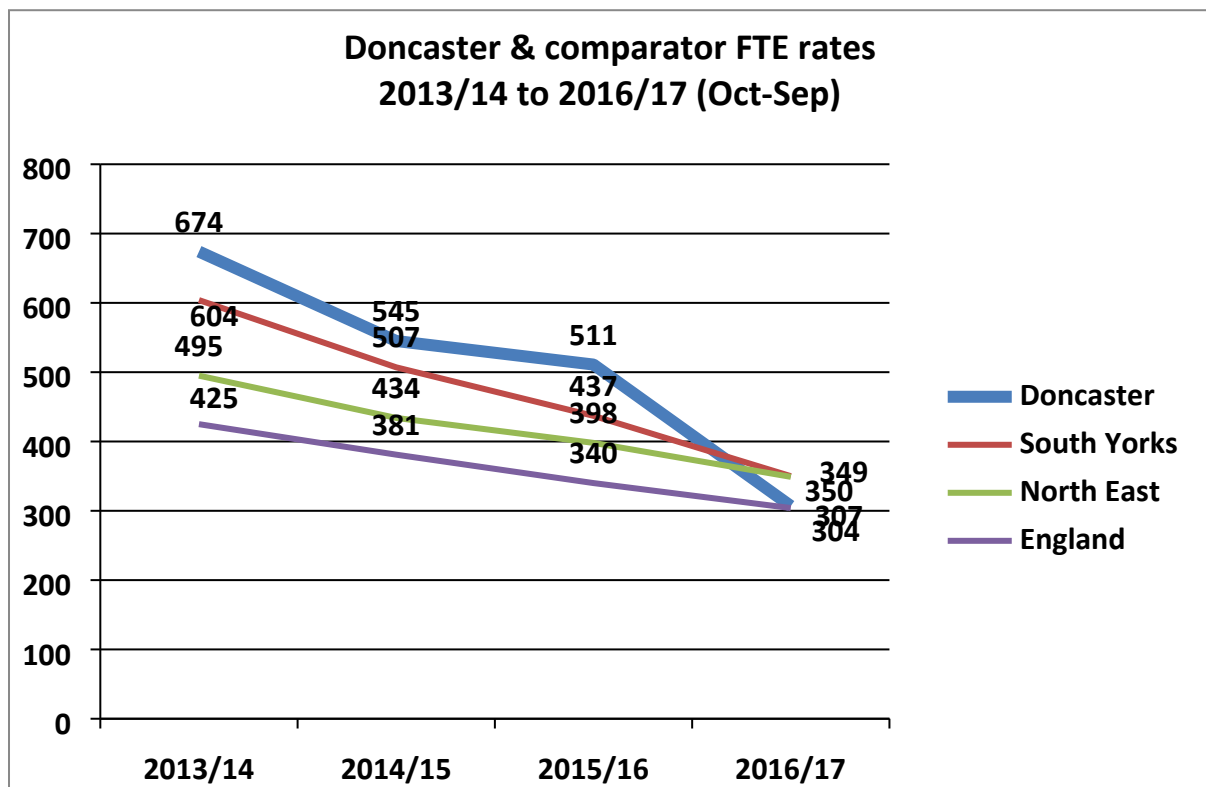
discussed and actioned. Monthly tasking meetings held in PVP and local policing units to ensure that appropriate resources are allocated to investigations or emerging concerns.

6.3.2 Youth Offending Services (YOS)

Doncaster YOS is an active member of the DSCB. The YOS is represented on the Board and at sub-groups. The Senior Head of Service for Young People’s Services, where the YOS is located, chairs the Protecting Vulnerable Young People Group and produced the widened Criminal Exploitation Strategy for the DSCB. Members of YOS are actively involved in Board audits and provide performance information to assist the Board in its assessment of effectiveness.

Doncaster YOS and Team EPIC continue to work effectively with young people at risk of offending and those within the criminal justice system. Both teams have robust safeguarding and risk management procedures and have achieved strong performance in reducing first time entrants (FTEs) into the criminal justice system, the binary re-offending rate for those in the criminal justice system and the usage of custodial sentences.

The official data shows that in 2016/17 there was actually a 45% reduction on the 2015/16 FTE numbers. Both locally-held data and official data show that this reduction has continued into 2017/18. The graph below shows how Doncaster’s FTE performance over the last 4 years compares with that for the South Yorkshire PCC area, the North East region and England:



It is clear that Doncaster’s reoffending rate is consistently lower than the regional and national rates.

Doncaster achieved a custody rate of 0.18 per 1000 of the 10 to 17 population for the latest period reported, well below the target set. In real terms, this represents a reduction in the number of custodial sentences from 10 in 2016 to 5 in 2017.

Consequently, the Board can be assured that children in Doncaster are becoming involved in the criminal justice at a lower rate than ever before, but, when they do they receive the interventions required to support an offence free lifestyle.

It should be noted that both the reduction in the re-offending rate and custody rates has not resulted in an increase of serious public protection incidents and in fact there have been no such incidents in 2017/18.

In 2018/19 the YOS will be focussed on maintaining its strong performance contextualised within a national change to how the re-offending cohort is measured. A significant priority in 2018/19 will be embedding the work already being undertaken in terms of child criminal exploitation a (CCE) and also reducing the amount of time young people spend in police cells due to a regional and national shortage of PACE beds.

In respect of CCE, the YOS will work closely with partners to ensure that children are not criminalised when their offending is as a result of exploitation by organised groups or individuals and will continue its training programme focused on raising the awareness of CCE issues within the wider partnership.

In respect of children spending excessive periods in police cells, it is noted that the South Yorkshire PACE bed protocol has not been effective in providing PACE beds for young people when they are required due to the spot purchase nature of the arrangement.

At a regional level work is ongoing between South Yorkshire Police and all four local authorities to address the issue by more aligned agency decision making in respect of when is a PACE bed is actually required due to the risks posed by a child being released, as opposed to simply the risk of a child re-offending upon release. More creative options in terms of PACE bed provision is also being explored at a regional level.

Finally, the YOS will continue its work to ensure that children in care are not unduly criminalised by virtue of their status, especially for offences which occur in their place of residence.

6.3.3 National Probation Service (NPS)

Summary of key safeguarding activity undertaken during 2017 – 2018

- NPS Safeguarding and Promoting the Welfare of Children Policy Statement issued January 2017
- Safeguarding Children processes mapped on EQuIP (internal process mapping tool)
- NOMS Guidance for Working with Domestic Abuse issued August 2017.
- NOMS Guide for staff on working with perpetrators of child sexual exploitation issued.
- NPS National Partnership Frameworks for Local Safeguarding Children Boards, Multi-Agency Risk Assessment Conferences and Multi-Agency Safeguarding Hubs
- HM Govt “Working Together to Safeguard Children” 2015
- HMIP inspection criteria within which access to and use of ViSOR records is seen as an essential element.
- The South Yorkshire MAPPA Strategic Management Board now have in place Information Sharing protocols with Doncaster Safeguarding Children’s Board and Doncaster Safeguarding Adult’s Board these have been updated in line with new legislation.
- Attendance at LSCB meetings by Head of LDUC.
- Middle management attendance at all operational safeguarding meetings.

- Significant improvements in attendance and reports provided to initial case conferences and review meetings. Performance now stands at 100%.
- Middle manager attendance at the following meetings PYVP, CSE & missing children, child in needs, safeguarding and standards meeting.
- Named children's services contacts, including conference chairs details provided to NPS staff.

The impact of the safeguarding work undertaken

- All adult offenders under the statutory supervision of the NPS have a full and comprehensive assessment (OASys) and robust risk management plan completed within 15 days of commencement of their order/ release from custody.
- Quality assurance measures in place have identified performance to be consistently above the national target.
- Improvements in provision of reports and attendance at both initial case conference and review meetings has contributed to safer planning for children in the Doncaster area.
- Training event held for NPS staff which has resulted in quality improvements of case conference reports. Good feedback from conference chairs re quality of reports.
- NPS member of staff contribution to delivery of multi- agency safeguarding training in particular work with people who sexually offend.

Challenges for safeguarding and key risks

- The challenge for our service remains as last year to identify child sexual exploitation (CSE) perpetrators and who are under statutory supervision for broader offences. NPS Doncaster is working towards identifying and flagging all Doncaster child sexual exploitation cases. Upon identification an offender profile will be built and shared with all relevant partners.
- NPS has recently introduced new quality standards. These will take time to embed but it is envisaged that the new quality standards will be fully implemented by December 2018.

Plans and priorities in safeguarding children for 2018-19

- All staff are to have completed the following training:
 - Safeguarding and Domestic Abuse (Level 1)
- All Probation Officers are to have completed the following training:
 - Child Protection (Level 2)
- The introduction and implementation of a new quality assurance tool. All staff are to receive briefing/training in relation to the new NPS quality standards.
- The National plan is in place for Children's Safeguarding to ensure consistency.
- In support of this performance reporting tool will need to be developed
- Attendance and contribution to JTAI and JTAC
- Ongoing contribution to multi-agency safeguarding training (Keepmoat 2018).
- Ongoing implementation of the NPS neglect tool during 2018.

6.3.4 South Yorkshire Community Rehabilitation Company (CRC)

SYCRC strives for continuous improvement in all activities through strong performance management and assurance arrangements which are used to facilitate learning and improvement, both quantitative and qualitative.

The SYCRC quality assurance framework sets about the organisational approach and individual accountability to drive high performance, continuous improvement and development and meets the requirements of the Amended and Restated Services Agreement (ARSA) Schedule 9 quality assurance commitments.

This document includes the assurance and data quality of contract measures and performance metrics, and local assurance activities to ensure that the process and ethos of quality assurance, including improvement and development, is fully integrated in the approach to the business.

The SYCRC Quality Assurance Plan 2017-18 included:

- Embedding the SYCRC monthly case audit process – an audit regime quality assuring at least 1% of the total caseload each month using the SYCRC Audit Tool. This benefited Doncaster local management centre ensuring that Doncaster cases were audited for quality. There was also a child protection audit commissioned which involved Doncaster cases. The results were part of an action plan to ensure continuous improvement in Doncaster.
- Improving the reporting for audit activity – this included the development of a monthly report for managers to share with their teams identifying areas for improvement, best practice and key themes for wider organisational development activity which is approved and signed off by the senior leadership team to ensure appropriate resources and recommendations are actioned. The outcome of all audit activity is reported to and shared with the contract management team via the monthly service management group.
- An annual programme of practice development forums – to support continuous improvement of practice and ensure a benchmark level of sufficiency. These focused on key aspects of Probation activity ensuring that Doncaster responsible officers received the necessary training and learning opportunities to improve their practice.
- Individual improvement plans – for those struggling to meet the required sufficiency level of practice. The quality assurance team assist the team manager with the development of the improvement plan, assist with 1:1 coaching and mentoring and identify tailored support to enhance performance knowledge, skills and competencies. One staff member at Doncaster local management centre was made subject to a plan to improve practice- this has now been signed off.
- Implementation of Sodexo CRC Practice Standards – to support the roll out of and embed the standards into practice.
- Development of quality assurance arrangements for hub monitoring team – developing and implementing audit criteria for telephone monitoring of cases.
- Development of quality assurance arrangements for operational partners – developing and implementing audit criteria for all operational partner delivery. This is approved and signed off by the senior leadership team prior to being shared with the relevant operational partner through the monthly performance and quarterly contract review meetings.
- HMIP quality & impact inspection – the planning, coordination and management of the HMIP inspection including responsibility for sharing best practice, areas of improvement and the HMIP improvement plan. The plan focused on improving attendance of service users and ensuring our estates are compliant with the Disabilities Act 2010.
- Doncaster staff undertook an office challenge which looked at the use of Spice in Doncaster through questionnaires with service users. This information was then shared with relevant partners to inform learning.

There has been a significant improvement in overall performance measures delivered by SYCRC during 2017-18 and this also extends to the quality of work undertaken as evidenced by the internal

audit regime and also the HMIP quality and inspection report where SYCRC was one of only two community rehabilitation companies to receive an overall positive report.

Plans and priorities in safeguarding children for 2018-19

- Implementing the SYCRC quality assurance Plan 2018-19.
- Reviewing all operational process maps and populating the new Sodexo staff intranet.
- Improving service user engagement results at Doncaster.

6.4 DMBC, Schools and Doncaster College

6.4.1 Hallcross School

The Head Teacher of Hallcross School represents schools on the DSCB. As a member of the Board their contribution to the Board is summarised below.

- Providing representative views from education regarding agency interface and early help, at Board meetings and also the Education Advisory Group
- Conduit for information about the DSCB and its work to other heads
- Consulting on aspects of work force development, insofar as school based staff are concerned
- Discharging statutory duties for safeguarding in school

Plans and priorities in safeguarding children for 2018-19

- Provide an educational perspective and input for the design of review processes to evaluate impact of strategies
- Support the effective deployment of resource in the system for education, as the largest lead professional and referring body in early help
- Support the consultation on the needs of children in families who resist scrutiny and other agency involvement by declining early help
- Support consultation on ensuring that students in school access mental health resources at an appropriate level; and for schools to become more confident and consistent in their practice in this area
- Other consultation on embedding good practice for a range of issues (e.g. FGM)

6.4.2 Doncaster College

The College has made an effective contribution to local safeguarding audits and challenge meetings by engaging, as well as acting, as panel members in Doncaster Safeguarding Children's and Doncaster Safeguarding Adult Boards audits. The College has received positive feedback in the context of these audits and the contribution to the Learning and Opportunities Challenge Meetings both as a participant and panel member.

The College operates within the Disclosure and Barring Service (DBS) framework and guidelines including regulated activity and associated roles and the requirements of The Keeping Children Safe in Education: Childcare Disqualification requirements.

The College understands its duties and responsibilities under the Counter Terrorism and Security Act (2015). In line with this responsibility the College has embedded staff training which is facilitated by Safeguarding Officers who are Home Office Accredited Trainers (WRAP: Raise Awareness Of Prevent) to deliver a comprehensive Prevent programme (Safeguarding training is 89.60% and Prevent Duty is 90.83% compliant; April 2018).

In line with national guidance the College issued staff and students information in relation to the 'Run, Hide, Tell' campaign from the Counter-Terrorism Policing which is supported by the National Counter Terrorism Security Office (NaCTSO). This advice aims to better inform young people (mainly 11-16 year olds) about how to react to an attack and identify suspicious behaviour.

There is an effective and embedded procedure for reporting and responding to safeguarding concerns with links to the Doncaster Local Area Designated Officer (LADO), South Yorkshire Police Community Liaison Officer (Safer Doncaster Team), Doncaster Social Care (Refer and Respond Service/Multi Agency Safeguarding Hub Early Help Pathway), Doncaster Housing for Young People, Vulnerable Adult Team and Public Protection Unit.

The College meets its responsibility to safeguard and promote the welfare of its students by embedding an ethos of 'zero' tolerance to bullying with 2395 students receiving anti-bullying training via the tutorial programme.

The College in line, with legislative requirements, acts as a 'Corporate Parent' and provides effective support for its Looked after Young People and Care Leaver Students with 69 students enrolled with 45 completions.

Safeguarding is a golden thread to all the work delivered at Doncaster College and within that context, as a key strategic priority in 2016/17, online safeguarding tutorials were embedded and delivered through My Sole. Themes included; safe relationships, alcohol and substance misuse, sexual exploitation and anti-bullying. Student comment 'I had tutorials once a week which helped me very well'.

The College has partnerships with the Doncaster Safeguarding Children's Board, DSAB Sharing and Engagement, DSCB Workforce Development, Educational Sub Group and a member on the Sexual Health Partnership, Pause Strategic Board and Neglect Task groups.

There are also key partnerships with Local Authority SEND Team, South Yorkshire Police, Doncaster Police; Safer Stronger Doncaster Partnership, CAMHS and Adult Psychological Services emergency crisis teams along with 18+ Children in Care Team. The College operates a welfare register which captures its students who present as most vulnerable including Section 47s.

The College successfully completed the following external audits in 2016/17:

- Q3 Performance Summary for the Doncaster Safeguarding Adults Board (Collated Quarterly – last requested September 2016)
- Quarterly Gap Analysis for College Training for the Doncaster Safeguarding Children Board (Collated Quarterly – last submitted 9th June 2017)
- Joint Doncaster Safeguarding Children Board / Doncaster Safeguarding Adults Board Self-Assessment and Challenge Meeting (May 2017).

Plans and priorities in safeguarding children for 2018-19

- To facilitate staff training in the delivery of British values to all curriculum staff
- To ensure the curriculum observation process takes account of British values and its delivery across the College
- To streamline the SC1 tracker and purchase an online safeguarding tracking software
- Identify student safeguarding champions (students taking ownerships of their own safety and also advocating where appropriate for others)
- Explore the idea of a Safer College Police Officer (though joint funding)
- Explore online training for safeguarding using the SOLA model that is used on the VLE for students
- Review training and development for staff; mindful of online learning and cohorts of specialised training for given staff
- Develop online SOLA for staff responsibilities in the context of using social media and anti-bullying
- To develop pathways of support for Young Carers, Adopted Children and young people on Special Guardianship.
- A whole College approach of a 'Safe College Space' – explore the promotion, delivery and impact on student body
- Use data from safeguarding to facilitate and generate information for yearly safeguarding campaigns
- To work in partnership with Doncaster Children's Services Trust on 16-18 year old pathways for supporting neglect.
- To review NSPCC Run, Hide, Tell advice for young people in the context of student delivery
- Review emergency planning for violent events and consideration of training programme

6.5 Other Partners (St Leger Homes, South Yorkshire Fire and Rescue)

6.5.1 St Leger Homes

St Leger Homes is an arm's length management organisation that manages the 21,000 council houses across Doncaster. At St Leger Homes we have a comprehensive safeguarding approach embedded throughout our organisation which enables us to arrange protection and support services for our most vulnerable and socially excluded individuals and families.

Our internal arrangements dovetail the partnership approach we take in delivering the DSCB priorities. We have a single point of contact for staff and customers to report concerns they may come across whilst carrying out their day to day business. We place a high importance on good record keeping, together with thorough monitoring and management of all concerns of suspected abuse and neglect.

Safeguarding concerns are monitored centrally to ensure that the procedure has been followed and to identify any trends which may require a response in terms of procedure or service delivery. During

2017-18 we recorded 358 safeguarding concerns and worked collaboratively to deliver support services to the families, young people and children involved.

St Leger Homes continues to contribute to the LSCB and DSCB priorities, and promote Doncaster's vision 'for children and young people to remain safe and free from harm, enjoy and achieve' across our organisation and beyond. We are represented at both strategic and operational levels. The Director of Housing Services is a member of the Doncaster Safeguarding Children's Board and we are represented at various sub groups and task and finish groups by our designated safeguarding lead who supports all work streams, and also provides support in the development and delivery of the multi-agency training programmes.

During 2017–18, St Leger Homes was instrumental in delivering various pieces of work completed by the Board, sub groups and task and finish groups. These include:

- Developing and publishing the DSCB's strategic plan, setting out how the Board will meet their objectives and how member and partner agencies will contribute.
- Developing the early help practice handbook and multi-agency procedures for (embedded into practice)
- Review of the Child Sexual Exploitation Strategy
- Review of the Honour Based Violence (HBV) Procedure
- Developing and implementing a strategy to embed a Doncaster neglect strategy, procedure and toolkit in practice
- Delivery of various borough wide awareness raising campaigns on different categories of abuse and services, including, Child Sexual Exploitation, Honour Based Violence, Modern Day Slavery, Domestic Violence, early help and Signs of Safety
- Planning and facilitating the annual spring conference and the safeguarding fortnight event
- Delivering and implementing the Early Help strategy.
- Delivery of the training programme for both our own staff and partners through the partnership training pool.
- Delivery of the Schools Partnership Trust Programme
- Attendance at meetings and conferences in accordance with partnership arrangements, e.g. MARAC, MAPPA, CIN, TAC and CP meetings.

St Leger Homes continues to support the DSCB in their function and role, specifically as the statutory requirements of the board has change under the Children and Social Work Act 2017. St Leger Homes will continue to work in partnership with board members, promoting and endorsing the requirements outlined within the strategic priorities and business plan for 2018 – 19 to drive service development and seek assurance that providers of services remain fully committed to high quality safeguarding standards.

Plans and priorities in safeguarding children for 2018-19

St Leger Homes will continue to fulfil its safeguarding responsibilities to the highest standards by:

- Maintaining our commitment to improve quality of safeguarding and support for children and young people and families through partnership and influence.
- Continuing to build on our collaborative approach to safeguarding adults and continue to be a key partner in delivering the vision for Doncaster by contributing to the work of the Board, sub groups and task and finish groups.
- Continuing to deliver our rolling programme of safeguarding training and refresh training, for both our own staff and partners through the multi-agency training group.
- Continue to work on the delivery of the early Help Offer.

6.5.2 South Yorkshire Fire and Rescue (SYFR)

South Yorkshire Fire & Rescue has completed a number of self-assessments and attended challenge meetings across the county to provide evidence and assurances that the service is compliant with statutory safeguarding requirements.

An internal SYFR Safeguarding Executive Board and Reference subgroup continues to provide internal governance and a number of related action plans demonstrate ongoing learning and improving in our multiagency working e.g. Child Fire Setters, Business Fire Safety relating to care homes, coordination of referrals from IDVAS and SYP Domestic Abuse Advisors and High (Fire Risk) Practice group.

A newly created case tracker can now be used for quarterly auditing and the adult related internal case-work has increased three fold in the last 4 years. Less than a third of cases meet the criteria for a Safeguarding Enquiry, the majority are concerns about health and wellbeing. A new SYFR Safeguarding Concern form together with an e learning support package has been developed to enable the workforce to differentiate and gather information.

Over half of the cases are related to fire risks, neglect and self- neglect and SYFR has contributed to the development of the DSAB Hoarding and Self Neglect policies.

Plans and priorities in safeguarding children for 2018-19

The Safeguarding priorities for the coming 12 months are: -

- Preparation for HMICF&R Inspection – there is a specific theme of enquiry relating to the identification of those with vulnerabilities
- Ongoing preparation for GDPR
- Contribution to the National Fire Chief Council Safeguarding work stream

7. Conclusion and Future Priorities

During 2017 DSCB and the Board saw the departure of its Chair, John Harris and the appointment of a temporary joint chair of the Doncaster Safeguarding Adult Board. This, alongside the changes identified in the children and Social Work Act has provided a change in emphasis and approach. Increasingly, the DSCB's role has been one of seeking assurance from and providing challenge to partners about the effectiveness of safeguarding in Doncaster. The temporary appointment of John Woodhouse will enable the changes to be introduced to implement the Children and Social Work Act 2017.

Partners have evidenced the work they have undertaken to safeguard children through the provision of audits, assurance reports and inspection reports. No clearer evidence has been provided of the improvements which have been made than that of the Ofsted inspection into children's services which judged services to be 'good'. Nevertheless there are still many challenges such as the high number of children in care, increasing demand at the front door, increasing number of child in need cases and the high number of referrals for families who have not had a formal early help offer or being closed with no further action. However, these challenges are offset by the many improvements such as the reduction in the number of children subject to a child protection plan and the positive work being undertaken to improve the participation of children in their conferences. Good work continues to take place by the Growing Futures Project to support children in families where domestic abuse occurs. Signs of Safety has become well-embedded in practice across the partnership which provides a common language to all professionals and families alike.

Although there has been a significant increase in the number of looked after children, this has not had a detrimental effect on the stability of placements. Nevertheless the rise in looked after children, especially in those placed out of authority requires further investigation to understand why this is the case.

Challenge has been raised by South Yorkshire Police regarding the support given to children who are the responsibility of other local authorities, placed in Doncaster, who go missing. The impact these children have on resources in Doncaster continues to be a concern. Safeguarding partners need to work with other local authorities to ensure appropriate support is in place to keep these vulnerable young people safe.

The DSCB has sought regular updates on the progress of early help and the implementation of the MASH. There is an improved trend in the number of early help assessments taking place and on the impact of early help work. However, the timeliness of early help assessments appears to be hampered by the high demand. Analysis of thresholds has indicated that these are appropriately applied. However this then raises the question as to why there is a high number of referrals whereby families have had no formal early help offer.

The work undertaken by the Board and its sub-groups has identified many positives. Good progress continues to be made by the child sexual exploitation group, which has now widened its remit to cover criminal exploitation. The group now receives regular performance reports which enable the group to consider trends, hotspots and to target awareness raising events. The group works closely with the industry sector and PVYP. More assurance is required however from PVYP to evidence the impact of its work. The child sexual exploitation performance report has lacked information from South Yorkshire Police on offenders which would assist in identifying hotspots and input from the National Probation Service and Community Rehabilitation Company would also improve targeting of work.

The DSCB Case Review Group has embedded the process of reviews, enabling it to review seven cases this year. The process for disseminating lessons from reviews is improving but the impact of the lessons are beginning to be recognised in multi-agency auditing activity.

The DSCB performance report has been amended to provide a wide range of performance data. Links with the Children and Young People's Partnership Board have enabled a more streamlined approach to reporting however the increased data has not always been supported with analysis.

DSCB Workforce Strategy has been renewed with greater focus being placed on partners to assure the Board that their organisation has received the appropriate level of training. Although the DSCB continues to provide a wide range of multi-agency training, its role is to coordinate the training provided. In the new safeguarding arrangements consideration is being given to merge the group with the DSAB Share and Engage group. This will support the increasing focus on communication.

It is clear from this report that the arrangements for safeguarding children in Doncaster are becoming increasingly effective. There is evidence that partners are working well together with many initiatives to improve information sharing and partnership working. Nevertheless it is evident there are areas which need to be understood to ensure there is continued progress. A key challenge exists for partners to stay focussed on improving practice whilst moving into the new safeguarding arrangements.

Below are key areas which the Board will be focussing on to continue progress. Appendix 2 identifies the Board's strategic priorities for the next year.

Areas for development:

- The Board will challenge the work of the partnership regarding the high number of looked after children and the steps taken to place children within the Doncaster area.
- Assurance on why so many referrals to children's social care result in no further action or why families are not provided with a formal early help offer.
- The Child Exploitation sub-group will develop a more robust offender profile to support the work of the protecting Vulnerable Young People Group (PVYP).
- The Board will seek assurance on the effectiveness and impact of PVYP
- The Board will scrutinise and challenge the partnership's strategy for managing demand in children's services.
- The Board will seek assurance on the impact of the Place Plan in relation to vulnerable adolescents
- The Board will continue to develop its performance report to ensure the data it receives is sufficient to assure it of the effectiveness of safeguarding arrangements
- The Board will seek to work with other Local Authority areas to ensure there is a robust response to children placed in Doncaster independent children's homes who go missing
- The statutory safeguarding partnerships continue to implement the new multi-agency

Glossary of Terms	
AAPSW	Admissions, Attendance and Pupil Welfare Service
ACC	Assistant Chief Constable
ADs	Assistant Directors
ALMO	Arms-Length Management Organisation
ASB	Anti-Social Behaviour
ASD	Autistic Spectrum Disorder
ASDAN	Award Scheme Development and Accreditation Network
ASYE	Assessed Support Year in Education
AQRs	Area Quality Reviews
C&F	Child and Family
CAFCASS	Children and Family Court Advisory and Support Service
CAMHS	Children and Mental Health Service
CCG	Clinical Commissioning Group
CCP	Complex Cases Panel
CCPAS	Churches Child Protection Advisory Service
CDOP	Child Death Overview Panel
CEOP	Child Exploitation Online Protection
CHAP	Children's Health and Protection Team
CIC	Children in Care
CIN	Child in Need
CLA	Child Looked After
Cllr	Councillor
CME	Children Missing Education
CMOG	Children Missing Operational Group
CMT	Corporate Management Team
CP	Child Protection
CPB	Corporate Parenting Board
CPP	Child Protection Plan
CQC	Care and Quality Commission
CRC	Community Rehabilitation Company
CRG	Case Review Group
CSE	Child Sexual Exploitation
CQC	Care Quality Commission
CWD	Children with Disabilities
CYPP	Children and Young People's Plan
DA	Domestic Abuse
DANs	Domestic Abuse Navigators
DASH	Domestic Abuse, Stalking, Harassment and Honour Based Violence
DBTH	Doncaster Bassetlaw Hospital Foundation Trust
DCCG	Doncaster Clinical Commissioning Group
DfE	Department of Education
DMBC	Doncaster Metropolitan Borough Council
DoLS	Deprivation of Liberty Safeguards
DRASACS	Doncaster Rape & Sexual Abuse Counselling Service
DRI	Doncaster Royal Infirmary
DSAB	Doncaster Safeguarding Adults Board

DSCB	Doncaster Safeguarding Children Board
DCST	Doncaster Children's Services Trust
DVA	Domestic Violence and Abuse
GP	General Practitioner
eCAF	Electronic Common Assessment Framework
ED	Emergency Department
EH	Early Help
EHA	Early Help Assessment
EHC	Education, Health and Care
EHE	Elected Home Education
EHITG	Early Help Implementation Task Group
EHM	Early Help Module
EMTAS	Ethnic Minority and Traveller Achievement Service
EWO	Education Welfare Officer
F4C	Foundation for Change
F&C	Faith and Culture
FCAs	Family Court Advisors
FGM	Female Genital Mutilation
FJYPO	Family Justice Young People's Board
FM	Forced Marriage
FOI	Freedom of Information
GRT	Gypsy Roma and Traveller
HMPS	Her Majesty Prison Service
HMIC	Her Majesty's Inspectorate of Constabulary
HMIC HBV	Her Majesty's Inspectorate of Constabulary Honour Based Violence
HMIC JESIP	Joint Emergency Services Interoperability Principles
HMIC PEEL	Her Majesty's Inspectorate of Constabulary Police Effectiveness Efficiency and Legitimacy Programme
HMIC VIPC	Her Majesty's Inspectorate of Constabulary Vulnerability in Police custody
HR	Human Resources
IDVA	Independent Domestic Abuse Advisor
IFA	Independent Fostering Association
IFST	Intensive Family Support Team
IRO	Independent Reviewing Officer
IT	Information Technology
KCSIE	Keeping Children Safe in Education
LAC	Looked after Child
LOCYP	Learning and Opportunities: Children and Young People Directorate
L&I	Learning & Improvement
LA	Local Authority
LAC	Looked After Child
LADO	Local Authority Designated Officer
LDD	Learning Disabilities and Difficulties
LeDeR	Learning Disabilities Mortality Review
LGA	Local Government Association
LGBT	Lesbian Gay Bisexual and Transgender
LL	Liquid Logic
LOCYP	Learning and Opportunities for Children and Young People
LSCB	Local Safeguarding Children Board
LSOA	Lower Layer Super Output Area
MCA	Mental Capacity Act

MDT	Multi-Disciplinary Team
MOJ	Ministry of Justice
MALAP	Multi Agency Looked After Panel
MAPPA	Multi Agency Public Protection Arrangements
MARAC	Multi Agency Risk Assessment Conference
MASH	Multi Agency Safeguarding Hub
MISPER	Missing Person
MPACT	Moving Parents and Children Together
MST	Multi Systemic Therapy
NCALT	National Centre for Applied Learning Technologies
NEET	Not in Education, Employment or Training
NFA	No Further Action
NHS	National Health Service
NPS	National Probation Service
NSPCC	National Society for the Prevention of Cruelty to Children
NQTs	Newly Qualified Teachers
OASys	Offender Assessment System
OMT	Operational Management Team
OOA	Out of Authority
OSMC	Overview Scrutiny Management Committee
PAB	Performance Accountability Board
PACE	Police and Criminal Evidence
PAFSS	Parenting and Families Support Service
PbR	Payments by Request
PEP	Personal Education Plan
PGCE	Postgraduate Certificate in Education
PLRs	Performance Learning Reviews
PVI	Public Voluntary Industry
PVYP	Protecting Vulnerable Young People
QA	Quality Assurance
Q&P	Quality and Performance
R&R	Referral and Response Service
RAMs	Resources Allocation Meetings
RDaSH	Rotherham Doncaster and South Humber
PLO	Public Law Outline
SBU	Safeguarding Business Unit
SCR	Serious Case Review
SCPHN	Specialist Community Public Health Nurse
SEND	Special Educational Needs and Disability
SHOs	Senior Housing Nurse
SLHD	St Leger Homes of Doncaster
SMT	Senior Management Team
SoS	Signs of Safety
SP	Strategic Priority
SSDP	Safer Stronger Doncaster Partnership
SY	South Yorkshire
SYCRC	South Yorkshire Rehabilitation Company
SYEP	South Yorkshire Empower and Protect
SYF&R	South Yorkshire Fire and Rescue Service
SYP	South Yorkshire Police
SYTP	South Yorkshire Teaching Partnership

TAC	Team around the Child
TPAS	Tenants Participation Advisory Service
YAS	Yorkshire Ambulance Service
YH	Yorkshire and Humber
YOS	Youth Offending Service
VAA	Voluntary Adoption Agency
VAF	Vulnerability Assessment Framework
VCS	Voluntary and Community Support
VS	Virtual School
WAFH	Work After First Hearing
WRAP	Workshop to Raise Awareness of Prevent
YGAM	Young Gamblers Education Trust
YJB	Youth Justice Board
YWCA	Young Women's Centre Association

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5th September, 2018

**To the Chair and Members of the
CHILDREN AND YOUNG PEOPLE SCRUTINY PANEL**

**COMPLAINTS AND COMPLIMENTS – ANNUAL REPORT FOR 2017/18 –
DONCASTER CHILDREN'S SERVICES TRUST LIMITED**

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Councillor Nuala Fennelly Cabinet Member for Education and Skills and Lead Member for Children's Services	ALL	No

EXECUTIVE SUMMARY

1. This statutory report sets out details of complaints and compliments received during the reporting period. The report also details the actions taken by The Trust to improve the effectiveness and efficiency of services provided as a result of the feedback received.

EXEMPT REPORT

2. This is not an exempt report

RECOMMENDATIONS

3. That the Complaints and Compliments – Annual Report for 2017/18 – Doncaster Children's Services Trust Limited be noted.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

4. The report demonstrates The Trust's on-going commitment to recognise the importance of the continuous development of the complaints and compliments function. Citizens of Doncaster can note that the Trust is continuing to take measures to maximise the potential learning from complaints in order to drive further service improvements as well as working in close partnership with the council to ensure that complainants are responded to fairly and effectively and in line with statutory guidelines.

BACKGROUND

5. The responsibility for the provision of Children’s Social Care Services transferred to the Doncaster Children’s Services Trust Limited on 1 October 2014. There is a statutory requirement for an annual report to be produced which outlines the complaints activity for this service.

This is the third annual report produced by Doncaster Children’s Services Trust Limited and it covers the period 1 April 2017 to 31 March 2018.

During this reporting period there has been a permanent Customer Experience Manager in the role which has provided consistency and continuity to the management of the statutory complaints function. This is also the first year that it has been possible to provide comparable data and this is reflected within the report.

The re-inspection of services for children in need of help and protection, children looked after and care leaves in November 2017 reported that:

“46. The quality of responses to complaints is excellent. Managers responding to complaints are provided with support to ensure that they get the response ‘right first time’. Increasingly, complaints are resolved quickly. Learning from complaints, and the many compliments received, is now routinely shared with staff across Doncaster Children’s Services Trust to reduce the repetition of complaints and to share good practice.”

OPTIONS CONSIDERED

6. Not applicable.

REASONS FOR RECOMMENDED OPTION

7. Not applicable.

IMPACT ON THE COUNCIL’S KEY OUTCOMES

- 8.

Outcomes	Implications
<p>Doncaster Working: Our vision is for more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future;</p> <ul style="list-style-type: none"> • Better access to good fulfilling work • Doncaster businesses are supported to flourish • Inward Investment 	<p>The Trust has been established with a mandate to continue delivering improvements in children’s social care. The formal contract with DMBC details a requirement for future Ofsted inspection judgements to be:</p> <ul style="list-style-type: none"> - ‘Requires improvement’ or better by April 2016 - Good or better by October 2017 - And that overall the service should be Outstanding by October 2019. <p>The Trust has achieved these</p>
<p>Doncaster Living: Our vision is for Doncaster’s people to live in a borough that is vibrant and full of opportunity, where people enjoy spending time;</p>	

<ul style="list-style-type: none"> • The town centres are the beating heart of Doncaster • More people can live in a good quality, affordable home • Healthy and Vibrant Communities through Physical Activity and Sport • Everyone takes responsibility for keeping Doncaster Clean • Building on our cultural, artistic and sporting heritage 	<p>targets to date.</p> <p>Through an established robust complaints management approach the Trust is better able to understand current service performance. The Trust has evidenced that it has implemented change to continuously improve service quality.</p>
<p>Doncaster Learning: Our vision is for learning that prepares all children, young people and adults for a life that is fulfilling;</p> <ul style="list-style-type: none"> • Every child has life-changing learning experiences within and beyond school • Many more great teachers work in Doncaster Schools that are good or better • Learning in Doncaster prepares young people for the world of work 	
<p>Doncaster Caring: Our vision is for a borough that cares together for its most vulnerable residents;</p> <ul style="list-style-type: none"> • Children have the best start in life • Vulnerable families and individuals have support from someone they trust • Older people can live well and independently in their own homes 	
<p>Connected Council:</p> <ul style="list-style-type: none"> • A modern, efficient and flexible workforce • Modern, accessible customer interactions • Operating within our resources and delivering value for money • A co-ordinated, whole person, whole life focus on the needs and aspirations of residents • Building community resilience and self-reliance by connecting community assets and strengths • Working with our partners and residents to provide effective leadership and governance 	

RISKS AND ASSUMPTIONS

9. Should complaints not be managed in line with statutory requirements there are both financial and reputational risks to the council as well as the risk that opportunities to improve practice are missed.

LEGAL IMPLICATIONS [KM Date 14/08/2018 and KDW 20.08.18)

10. Complaints about the provision of Trust services must be managed in line with:

- The Children Act (1989)
- Representations Procedure (England) Regulations (2006)
- The Children and Adoption Act (2002)
- Children (Leaving Care) Act (2000)
- Getting the Best from Complaints (DfES, 2006)

There is a statutory duty to produce an annual report which outlines the complaints activity for this service.

FINANCIAL IMPLICATIONS (RM Date 8/08/2018 and AB 16/08/2018)

11. There are no specific financial implications arising from this report.

HUMAN RESOURCES IMPLICATIONS (PT 14.08.2018 and MLV Date 16/08/18)

12. There are no specific HR implications related to the contents of this report. There may be HR implications resulting from specific complaints but these should be highlighted and dealt with at the appropriate time.

TECHNOLOGY IMPLICATIONS (PT 14.08.2018 and KF 15.08.18)

13. There are no anticipated technology implications in relation to this report.

HEALTH IMPLICATIONS (VJ Date 20.08.2018 and PT Date 14.08.2018)

14. Complaints and complements are means to improve service quality for children. High quality children's services can impact positively on improving the health of Doncaster's children. It is pleasing to note progress in performance of Doncaster Children Service, based on the Ofsted inspection. The current system of ongoing monitoring of complaints and complements needs to be maintained and it should include an element of audit of the agreed actions.

EQUALITY IMPLICATIONS (PT Date 14.08.2018)

15. None

CONSULTATION

16. None

BACKGROUND PAPERS

17. Complaints and Compliments – Annual Report for 2017/18 – Doncaster Children’s Services Trust Limited – attached

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Doncaster Children’s Services Trust**

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Complaints and Compliments

Annual Report for 2017/18

Covering the statutory complaints procedures for the Children and Young People's Service

Dawn Jones
Customer Experience Manager
13 July 2018

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Analysis of representations dealt with under the statutory complaints procedure

1.0 Background

Every local authority with a responsibility for children's social care services is required to produce an annual report outlining the complaints activity for the service. This report covers the period 1 April 2017 to 31 March 2018. The statutory complaints function transferred from Doncaster Metropolitan Borough Council (DMBC) to Doncaster Children's Services Trust (The Trust) on the 2 February 2015.

2.0 An outline of the statutory complaints procedure

The majority of representations that The Trust receives regarding the functions of Children's Social Care fall under the statutory complaints procedure. The procedure is defined in *The Children Act 1989 Representations Procedure (England) Regulations 2006*. The statutory procedure allows for children and young people "to make representations, including complaints about the actions, decisions or apparent failings of a local authority's children's social services provision; and to allow any other appropriate person to act on behalf of the child or young person concerned or make a complaint in their own right" (Getting the Best from Complaints, DfE, 2006). Not all complaints regarding Children's Social Care fall under the statutory procedure, although the majority do.

The Customer Experience Manager confirms how a representation should be handled. If a contact does not meet the threshold to be dealt with as a Stage 1 complaint it is either dealt with as a "representation" or a "corporate complaint".

The statutory complaints procedure has three stages once a representation has been accepted as a statutory complaint.

2.1 Stage 1 - Local Resolution

The aim is to resolve as many complaints as possible by the local team at this early stage. The local Team Manager should discuss the complaint with the complainant and attempt to address the issues as quickly as possible. They should exchange information and thinking behind decisions and try to agree a way forward. This should take up to 10 working days, with a maximum extension of up to 20 working days for complex complaints or due to staff availability.

2.2 Stage 2 – Investigation

When a complainant is not satisfied with the outcome of Stage 1, they may request a Stage 2 investigation. The investigation is conducted by an external Investigating Officer who is accompanied by an external Independent Person, whose role is to ensure that the investigation is open, transparent and fair. Both officers complete a report following the investigation which is passed onto a senior manager within The Trust (Adjudicating Officer) for the adjudication process.

The Adjudicating Officer then considers the reports and responds to the complainant on behalf of The Trust. The Stage 2 process should be completed within 25 working days, although this timescale can be extended to 65 working days for complex complaints.

2.3 Stage 3 – Review panel

Following a full Stage 2 investigation a complainant can request that their complaint is considered further by a review panel. The panel consists of two independent persons, plus an independent chair. Following a review meeting, the panel make recommendations to the Chief Operating Officer who then makes a decision on the complaint and any actions needed, and sends a final response to the complainant on behalf of The Trust. The review panel should be held within 30 working days of the request. Within 5 working days of the review panel meeting, the Independent Chair will send a letter to the Chief Operating Officer, outlining the panel's findings and recommendations and the Chief Operating Officer will then provide The Trust's final response within a further 15 working days. The whole process should take a maximum of 50 working days.

3.0 Local Government Ombudsman (LGO)

At the conclusion of the three stages of the complaints process the complainant has the right to escalate their concerns to the Local Government Ombudsman for consideration.

The Customer Experience Manager can make an early referral to the Local Government Ombudsman at any stage of the complaints procedure.

4.0 The Complaints Service

During the reporting period the Customer Experience Team formed part of the Centre for Excellence which is located within the Safeguarding and Standards Unit. The Customer Experience Manager retained responsibility for statutory complaints as well as having line management for four advocates. The advocates provided advocacy support to children and young people receiving a service from The Trust as well as undertaking statutory independent return home interviews for children in Doncaster who have been reported missing. The Customer Experience Manager was supported by a full time Customer Experience Support Officer.

4.1 How contacts have been received

The majority of contacts were received directly by The Trust (95%) from a number of sources. This is a 4% increase from 2016/17 when 91% of contacts were received directly. Contacts have also been logged onto DMBC's on line services (4%) or passed through DMBC's contact centre (1%). This is a 5% decrease from 2016/17 when DMBC were the first point of contact for 9% of contacts to The Trust.

The Customer Experience Team received 39% of complaints directly on the telephone. The Customer Experience Manager has met with 8% of complainants directly to capture their complaints (this is a 2% increase from 2016/17). On occasion, the Customer Experience Manager and the Team Manager have met with the complainant together in order to seek early resolution.

The largest increase in source of contact has been e-mail which rose from 18% in 2016/17 to 29% in 2017/18. A breakdown of how contact has been made with The Trust is provided in Table 1 below.

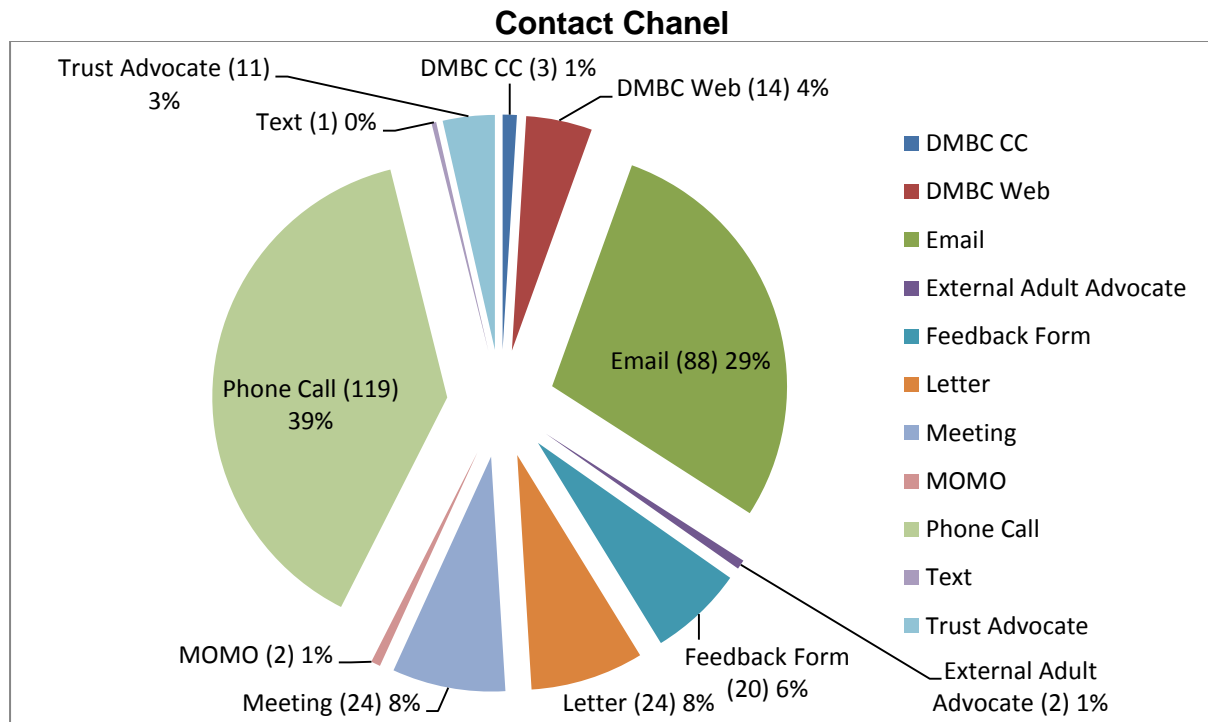


Table 1 – Contact Channel

4.2 Total number of individual complaints received

During the reporting year, 309 contacts were logged which were received from 228 different complainants. In 2016/17 The Trust received 310 contacts from 228 different complainants. Table 2 shows a comparison of how these were handled:

	2017/18 309 contacts	2016/17 310 contacts
Stage 1	229 (74%)	187 (60%)
Representations (informal)	14 (5%)	65 (21%)
Withdrawn	43 (14%)	44 (14%)
Corporate Complaint	23 (7%)	14 (5%)

Table 2 – Individual number of complaints received

Although the level of overall contacts remained similar in 2017/18 there were 42 contacts which were accepted at Stage 1 which is a 22.5% increase on 2016/17.

One of the reasons for the increase in Stage 1 complaints was a complainant who was dealt with through The Trust's persistent complaints procedure. This person raised 8% of all contacts.

Contacts Received – 1 April 2017 – 31 March 2018

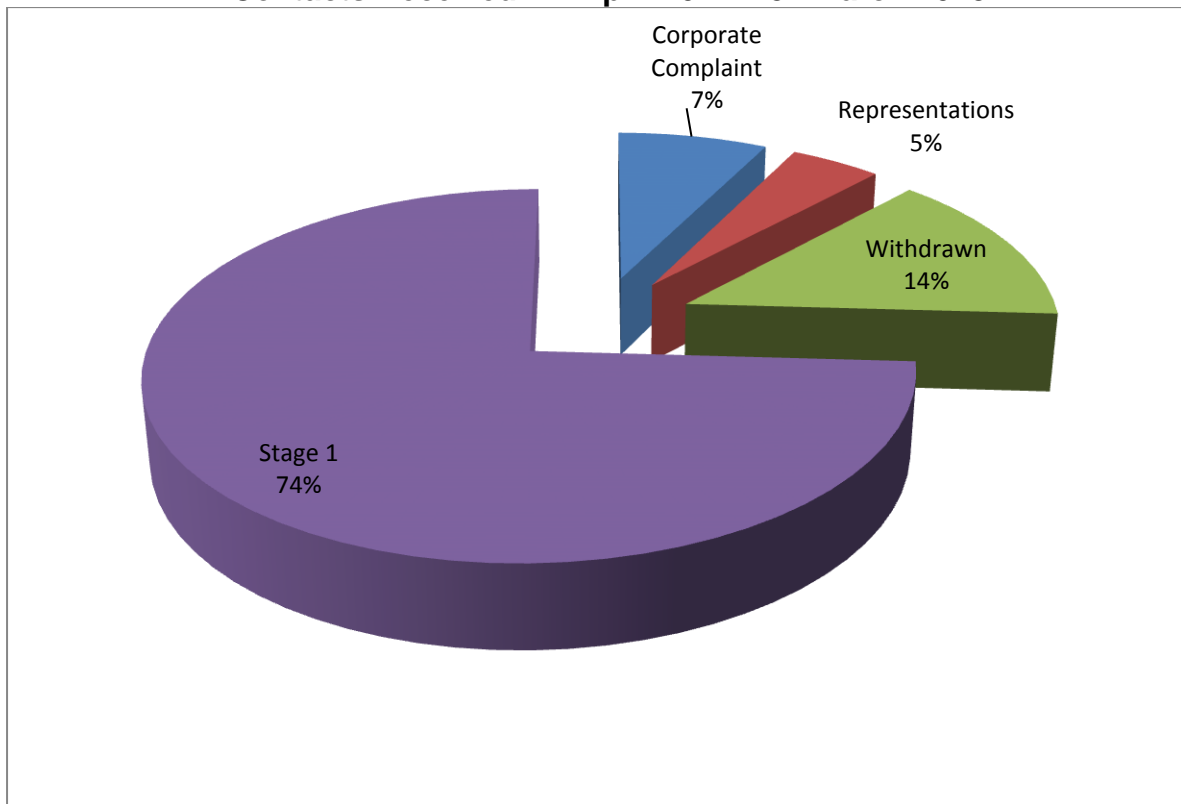


Table 3 – Breakdown of contacts received

4.3 Who made complaints/representations?

A large majority of the contacts recorded continue to be made by adults who were expressing their dissatisfaction with the service provided by children's social care.

There were 33 contacts received from young people during 2017/18 which is an 18% increase from the 28 contacts received in 2016/17.

The age of young people ranged between 13 and 24 years old.

Apart from one young person all contacts were from white British young people. In addition one young person who complained is disabled.

The Trust has received a similar number of contacts from children in care over the past two reporting years (24 young people in 2017/18 and 23 young people in 2016/17). Table 4 below shows how contacts have been received from young people and what area of support they were receiving at the time.

Route	Children in Care	Leaving Care	Care Leaver	Child Protection
Advocate	9	1		1
Telephone call with Customer Experience Manager	2	1		1
Feedback Form	5	1	1	
Letter			1	
Meeting with Customer Experience Manager	2		1	
E-Mail	3		1	
MOMO	2			
Text			1	
Total	23	3	5	2

Table 4 – Route for complaints/representations from children and young people

For the second year running there have been no complaints or representations raised by children and young people who are supported by the Trust by virtue of being children in need. In the third quarter of 2017/18 The Trust produced a new information pack which included an information pack for children and young people with advice on how to complain or provide feedback. This was to encourage young people to complain when they are unhappy about the service they receive.

For the first time two complaints were received from a child on a child protection plan and two complaints were received through Mind of My Own (MOMO). MOMO is an app used by Doncaster's children in care to enable them to express themselves and keep in touch with their social workers and others.

5.0 Stage 1 Complaints

Table 5 below shows a breakdown of the outcome of the complaint investigations. There was an 8% reduction in the number of Stage 1 complaints that were upheld/party upheld in 2017/18.

Year	No. of Stage 1 complaints	Upheld/Partly Upheld	%
2017/18	229	101	44%
2016/17	187	97	52%

Table 5 – Outcome of Stage 1 investigations

In 2017/18 there were 18250 contacts with The Trust of which 5492 became open cases. The number of complaints accepted at Stage 1 was 1.25% of all contacts with The Trust.

5.1 Breakdown of Stage 1 Complaints by Area

Below is a breakdown of the 229 Stage 1 complaints received by service area:

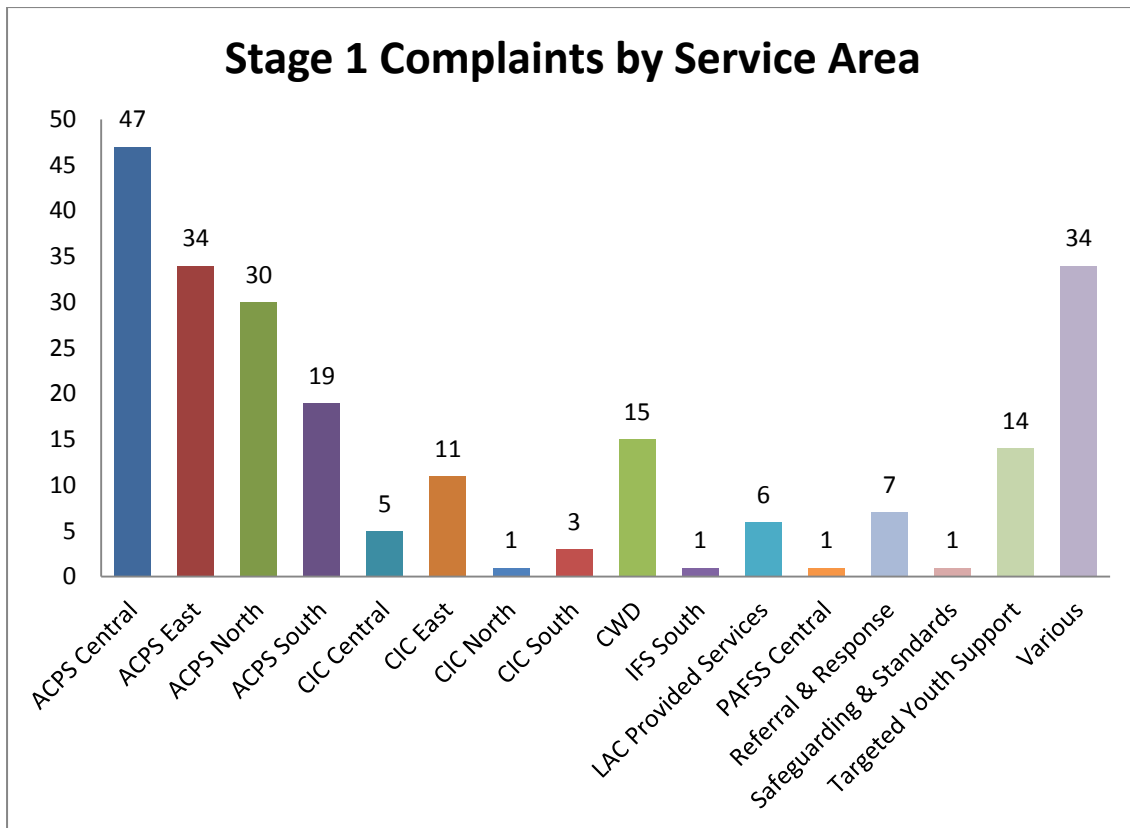


Table 6 – Complaints by service area (Various relates to more than one service area)

The majority of complaints have been received by the Area Child Protection Service teams (ACPS). This is to be expected as these areas deal with child protection matters which is an emotive subject and will involve the need for difficult conversations with families. These teams also hold the highest proportion of cases as show in the chart below:

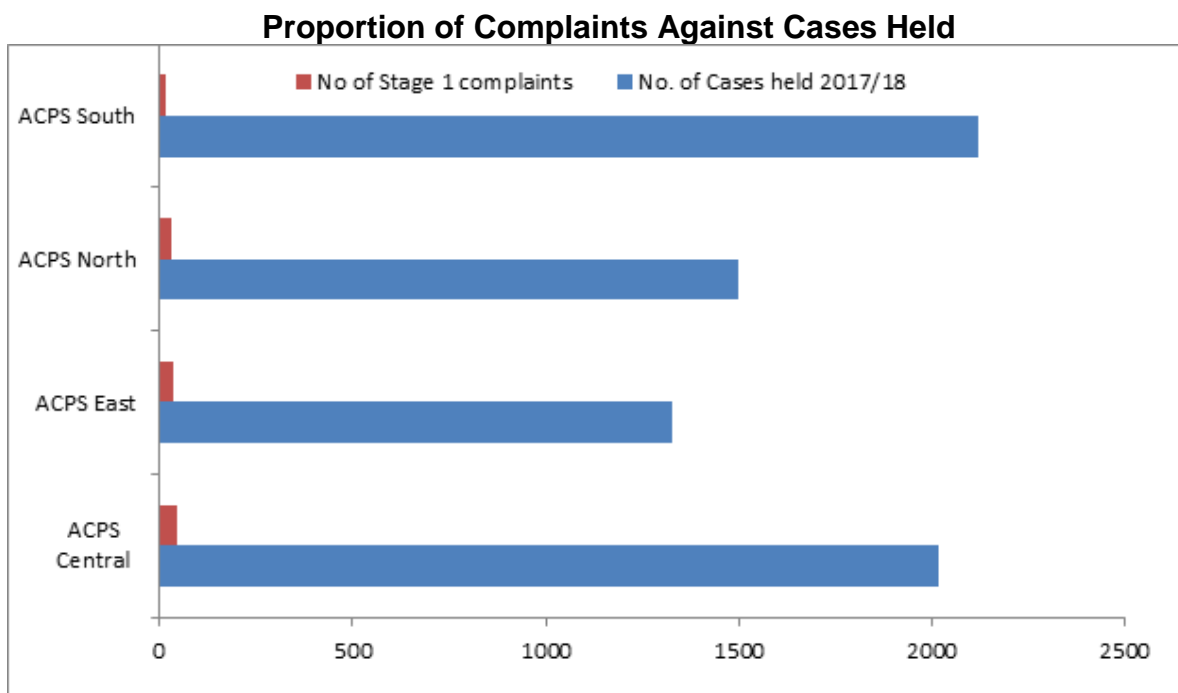


Table 7 – Proportion of complaints against cases held

5.2 Monthly trend for receiving complaints

Upon analysing the total complaints accepted at Stage 1 per month for 2016/17 in comparison to 2017/18 there seems to be no clear trend in regards to whether complaints peak during certain months at this stage.

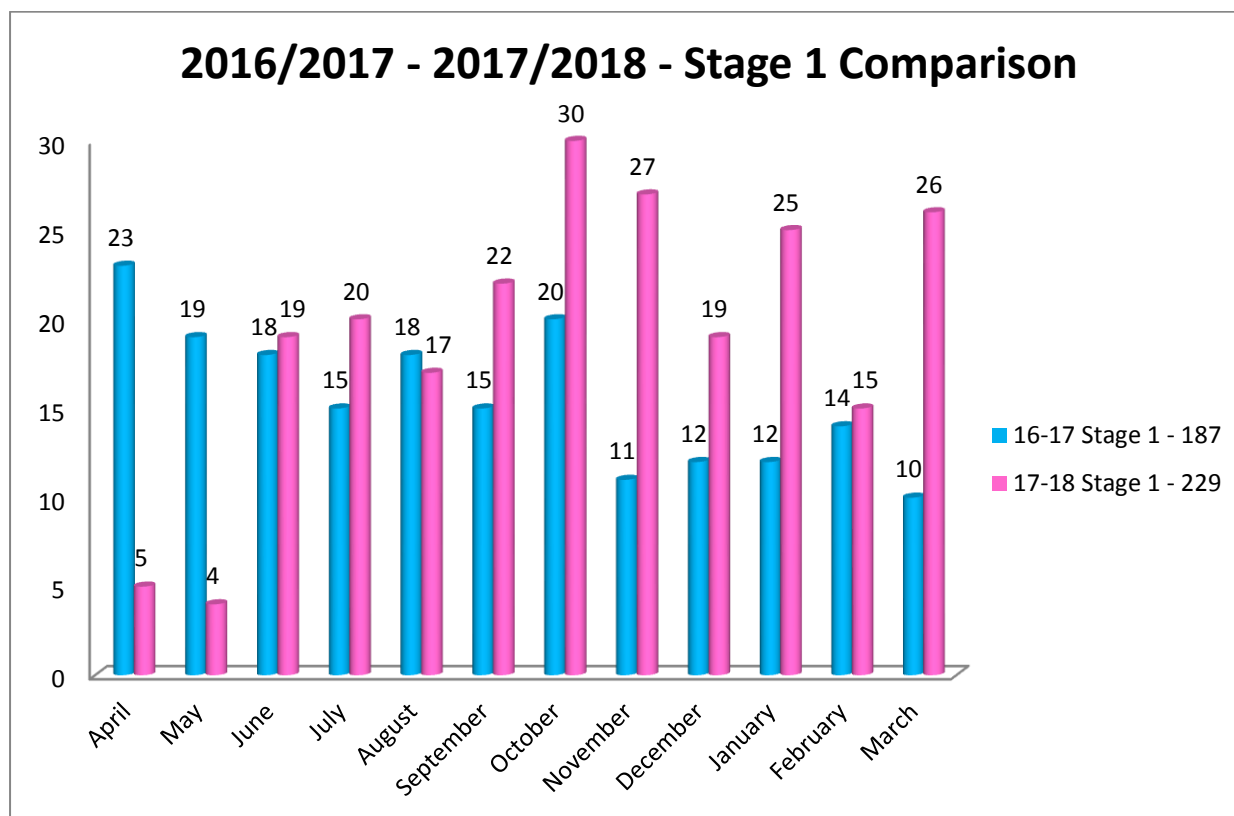


Table 8 – Number of Stage 1 complaints received 2016/17 and 2017/18 by month

5.3 Repeat complaints

The Trust received 2 or more complaints from 29 people during 2017/18 (see Table 9 below). Out of these 110 repeat contacts 85 were accepted at Stage 1 of The Trust's statutory children and young people's complaints procedure.

No. of Contacts	No. of people
2	15
3	6
4	5
5	1
12	1
25	1
Total	29

Table 9 – Repeat complainants

In 2016/17 there were 16 people who made 2 or more complaints. This shows an 81% increase from 2016/17 to 2017/18.

One person made 25 contacts with The Trust (between May 2017 and December 2017) and was dealt with under The Trust’s persistent complaints procedure. As a result of the volume of contacts they were making on a daily basis the Customer Experience Manager was the sole point of contact and these were logged on a weekly basis and dealt with at Stage 1 in line with The Trust’s statutory children and young people’s complaints procedure.

This person also requested that 4 complaints were escalated to Stage 2 but this was not agreed by the Customer Experience Manager.

5.4 Compliance with timescales - Stage 1

Below is a breakdown of the timescales to deal with the 229 Stage 1 complaints received between 1 April 2017 and 31 March 2018:

- Within 10 working days – 69 (30%)
- Within 20 working days – 80 (35%)
- Over 20 working days – 80 (35%)

Stage 1 complaints dealt with within statutory timescales – 65%. This is slightly lower than 2016/17 when Stage 1 complaints dealt with within statutory timescales was 67%. One of the reasons for the reduction in performance was a reduction in resource in the Customer Experience Team in 2017/18 and difficulties faced recruiting full time cover for staff absence. This had an impact on tracking complaints and prompting managers for responses.

Steps have been taken to improve performance in statutory timescales being met. This has included support from senior management, an additional contact with managers to remind them of the timescale and tailored support to individual managers depending on the competing matters that they are dealing with at the same time a response is due. The Customer Experience Team is 100% resourced. There is a projected improvement for statutory timescales in 2018/19 given performance in April 2018 and May 2019 which saw 77% of complaints responded to within timescale. This will continue to be monitored throughout the year.

Breakdown of timescale to respond to Stage 1 complaints

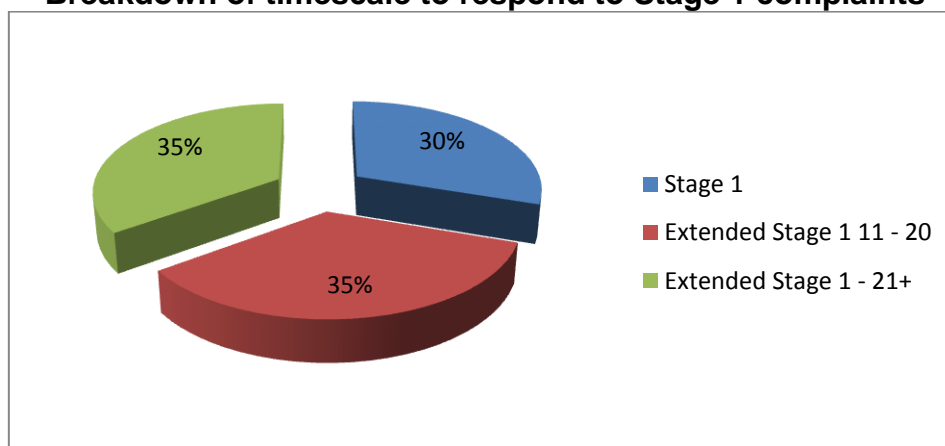


Table 10 – Breakdown of timescale to respond to Stage 1 complaints

6.0 Stage 2 complaints

There were 27 (12%) requests for Stage 1 complaints to be escalated to Stage 2 of the complaints procedure during 2017/18. Of these 26 were denied by the Customer Experience Manager and complainants were advised of their right to contact the Local Government Ombudsman if they were unhappy with this decision. The cost of 26 Stage 2 complaints could have potentially cost £104k (£4k average) which would have diverted money from delivering front line services to children and young people.

Of the 27 requests received 8 were received from 2 repeat complainants.

With a number of Stage 2 requests additional work was undertaken with the complainant to negate the need for a Stage 2 investigation. This included additional meetings, meetings with Heads of Service and also negotiation on historical matters in order to reach resolution.

Another reason that it was possible to decline so many Stage 2 requests was because a robust response is provided at Stage 1 of the complaints procedure. The Customer Experience Manager personally quality checks each Stage 1 response to ensure that all complaints have been fully responded to, lessons have been learnt where appropriate and that details of actions taken as a result of the complaint are explained to the complainant (see 9.0 below). This has included contacting other agencies for their input into complaints where they have been present during the matter being complained about or have been quoted as evidence to support the complaint. External agencies are asked to confirm that they agree with the section of the response relating to their input in order to support open communication and positive working relationships.

Managers within The Trust work openly and honestly with the Customer Experience Manager and are open to feedback and suggestions to enable complaint resolution at an early stage.

One Stage 1 complaint raised in 2017/18 was escalated to Stage 2. A Stage 1 complaint which was originally raised during 2016/17 was escalated to Stage 2 during 2017/18.

6.1 Compliance with timescales, Stage 2

The timescale for a Stage 2 complaint to be responded to is a maximum of 65 working days.

Both Stage 2 investigations took longer with one at 77 working days and one at 99 working days. One complaint was a particularly complex complaint and the other complainant did not fully engage in the Stage 2 process.

6.2 Cost of Stage 2 investigations

Due to the tighter control on Stage 1 complaints escalating to Stage 2 and the quality of Stage 2 investigations there has continued to be a decrease in the number of and costs associated with Stage 2 investigations.

Table 11 below shows the costs for Stage 2 investigations in 2017/18.

STAGE 2 - BY AREA	Complainant	Date TOR Signed	Date of Adjudication	Date Closed	No. of Working Days	Cost
East and South Area	Person 1	20/02/2017	29/03/2017	18/04/2017	77	£6,265.11
East and CWD	Person 2	Did not sign	16/02/2018	28/03/2018	99	£3,027.22
Total						<u>£9,292.33</u>

Table 11 – Breakdown of costs for Stage 2 investigations.

Table 12 below shows the continual decrease in annual costs for Stage 2 investigations between 1 April 2015/16, 2016/17 and 2017/18.

Year	No. of Stage 2 Investigations	Annual Stage 2 Spend	Average Cost	Reduction of spend against 2015/16	% Cost reduction against 2015/16	Average Timescale (Working Days)
2015/16	6	£42,374.21	£7062.27			120
2016/17	5	£20,089.91	£4017.98	£22,284.30	53%	62
2017/18	2	£9,292.33	£4646.17	£33,081.88	78%	88

Table 12 – Annual cost of Stage 2 investigations - 1 April 2015 – 31 March 2018.

Over a two year period there has been a reduction in spend on Stage 2 complaints of £55,355.

7.0 Stage 3 Complaints

There were no Stage 3 requests during 2017/18.

8.0 Analysis in relation to the reasons for complaints being made is as follows:

Complaints have been received during 2017/18 relating to a number of different areas as follows:

Breakdown of Overall Complaint Themes

Subject of Complaint	No. Received	No. Upheld/ Partly Upheld
Accuracy of Assessment/Reports	19	7
Actions of Worker	69	16
Changes in Social Worker	6	3
Decision making	27	3
Delays in receiving services	23	13
Delays in sharing Minutes/Reports	7	6
Family time arrangements	6	5
Financial assistance	15	9
Poor communication	49	35
Unhappy with placement	8	4
Total	229	101

Table 13 – Breakdown of complaint themes 2017/18

Table 14 below shows a comparison of the number of Stage 1 complaint themes in 2016/17 to 2017/18.

Subject of Complaint	2016/2017		2017/2018	
	No. Received	No. Upheld/ Partly Upheld	No. Received	No. Upheld / Partly Upheld
Accuracy of Assessment/Reports	18	11	19	7
Actions of Worker	50	14	69	16
Changes in Social Worker	7	4	6	3
Decision making	14	0	27	3
Delays in receiving services	23	16	23	13
Delays in sharing Minutes/Reports	0	0	7	6
Family time arrangements	9	5	6	5
Financial assistance	11	8	15	9
Poor communication	46	36	49	35
Unhappy with placement	9	3	8	4
Totals	187	97	229	101

Table 14 – Comparison of themes – 2016/17 and 2017/18

9.0 Lessons learnt from complaints/representations

The Trust welcomes feedback and uses this as an opportunity to learn. Where applicable, in the Stage 1 response the manager advises the complainant the action they have taken, or will take, as a result of learning from the complainant's experience. As part of the complaints procedure, where a manager advises that action has not already been taken they are sent a "Complaint Monitoring and Learning Form" to complete and return when the remedial action has been taken. This is to ensure that the resolution offered at Stage 1 is acted upon to reduce the risk of the same matter being complained about again. It also reduces the risk of a Stage 1 complaint escalating to Stage 2 on the grounds that the resolution offered did not take place.

Details are given below of the types of complaints received under each category and the action taken as a result of them.

Accuracy of assessments/reports

In 2017/18 a similar number of complaints were received to 2016/17 regarding the quality of information contained within reports. In 2016/17, 61% of these complaints were upheld/partly upheld and in 2017/18, 37% were upheld/partly upheld.

On occasion, complainants felt that reports were biased against them or information within them was inaccurate. There were occasions where information that informed referrals and assessments were provided by a third party.

Where complaints were upheld or partly upheld, one of the resolutions offered was to attach a case note advising of the error or the parents view on the matter. This only happened when a worker was no longer with The Trust and it was not possible to obtain their views on the matter. On two occasions this related to matters in court proceedings and the opportunity was taken to inform the court of the factual inaccuracies.

Complainants have also been upset about the language used in a report and on these occasions, when workers are still with The Trust, guidance was given to staff on the use of language and the need to clearly explain statements where this complaint was accepted.

Actions of Worker

As in 2016/17 this category has received the most complaints. There has been a 38% increase of complaints about the actions of workers from 2016/17 to 2017/18. In 2016/17, 28% of these complaints were upheld/partly upheld. In 2017/18, 23% were upheld or partly upheld which shows an overall decrease of 5%. Two repeat complainants raised 10 complaints in this category (14%) of which 1 was partly upheld for each complainant.

Complaints covered a range of topics about social worker behaviour from allegations about the way a social worker spoke to the complainant, feeling that a social worker was bias against them, had lied, did not attend meetings, had not acted upon their concerns, not carried out their duties fully and that they had acted unprofessionally.

There were a number of requests for social workers to be changed because of these alleged behaviours or because the complainant disliked the social worker.

In the majority of cases there was no evidence to support these allegations. There were occasions that apologies were offered in relation to tone of voice or how the interaction had been handled. There were also occasions when it was acknowledged that workers needed to ensure that families clearly understood information being shared with them. Managers confirmed that suitable guidance would be given and that the worker would reflect on their practice going forward.

On a few occasions the worker was no longer employed by The Trust and the complainant was given advice on how they could take this complaint forward if they wanted to. The manager confirmed, where appropriate, that the new worker had been briefed on their areas of concern so that these could be considered going forward.

One young person had complained that the worker had not dealt with a matter. The complaint investigation, which included contacting an external agency, found that the worker had dealt with the matter at the time but had not shared the findings with the young person. The Team Manager not only spoke to the worker but also the team to reduce the risk of this happening again.

On two occasions young people asked for their worker to be changed as a result of their complaint and the manager agreed to do this because it was important that the young person had a good relationship with their worker in order to enable them to obtain the support they needed.

Changes in social worker

Complaints about changes in social worker related to either the number of social workers a young person has had or how a change in social worker has been handled. When social workers have left The Trust this has been out of the managers control. The three complaints that were upheld were in relation to the changes in social worker. A manager allocated a permanent worker to reduce the risk in changes.

Decision Making

There was a 92% increase in complaints about decision making from 14 in 2016/17 to 27 in 2017/18. Of these 27 complaints 1 was upheld and 2 were partly upheld.

Complaints were received about decisions to undertake assessments, social care involvement, advice that partners could not stay in the home whilst being assessed, conclusions of reports/assessments and case closure. When complaints were received relating to decisions that had been made by the court these were not accepted and the complainant was advised that they would need to return to court.

One complaint was received from a school about the decision to step a case down from a Child in Need case to receive support from Parenting and Family Support.

The manager had made the decision based on the progress made in the case over the 6 week period. The manager acknowledged that the decision should have waited for formal agreement in the planned Child in Need meeting in September 2017 and apologised that this did not happen. This decision making was brought to the attention of the Head of Service through the complaints process so that the matter could be discussed further in supervision.

Delays in receiving services

Complaints regarding the delays in receiving services have been at the same level as those received in 2016/17. There has been 13% decrease in the number of complaints that have been upheld or partly upheld.

A number of complaints were received regarding delays in receiving services from social care. This included assessments not being completed in timescale, including risk assessment which had an impact on families in relation to unsupervised contact or overnight contact taking place, transferring to another team and having access to services in the new team, or undertaking pieces of work that had been agreed or identified as part of the child in need or child protection process.

In some cases these complaints came from third parties so they did not always have a full picture of what involvement there had been in the case and parents may have chosen to share information with other family members or their partners. On other occasions timescales were driven by court proceedings. In these cases the complaints were not accepted.

A complaint was received from a foster to adopt family about their experience of the process. As a result of this complaint the decision was made to put together a booklet for new prospective adopters which will include feedback from adopters of their experience of Early Permanence Placements (including both positive and negative issues) as well as family time so that expectations are appropriately managed. This booklet will be supported by a half-day training session for prospective adopters about the role of foster carers and what to expect. A foster carer will be asked to attend to discuss their experience as part of the training.

As part of the fostering to adopt process another family experienced a delay in an assessment for an adoption allowance. As a result of their complaint the finance team have updated the adoption allowance assessment process. The contracts team have also amended their practices to put a weekly tracker in place to ensure greater clarity and oversight of their part of the procedure. These actions were taken to reduce the risk of this type of delay happening again.

Two young people complained about the delay they experienced in their case transferring to another team and obtaining the support from the new team. One young person shared that this had made them feel "*unimportant and angry*". The manager apologised that they had felt this way. As a result of the investigation into the complaint by both managers the reasons for the delay were identified as well as highlighting that the transfer protocol itself could be more robust to ensure young people were not affected by any delays to tasks that were to be undertaken by the transferring and receiving team.

The outcome was that The Transfer Protocol was updated in relation to young people either transferring just after their 16th birthday or after their GCSE's if relevant. This will ensure that the issues that occurred in these cases will not occur again in the future. The updated protocol was shared with all the area teams.

A young person complained that actions identified at their LAC review had not been progressed and that a date had not been set for their next LAC review. The following occurred as a result of their complaint to ensure that lessons were learnt:

- As part of the investigation into the complaint it was identified that the electronic case recording system does not carry forward the correct recommendations from the outcomes section when data is copied forward. It is not possible to make changes to the system so this matter was addressed by business support in the team copying data forward from the last report to the current review. All Independent Reviewing Officers were also reminded of the need to ensure that they robustly check previous minutes and recommendations to ensure actions are monitored and progressed appropriately.
- A system was put in place by business support to alert IRO's if a date has not been set for the next review.

Delays in sharing minutes/reports

In 2016/17 this was not the main presenting issue for any complaints received. In 2017/17 The Trust received 7 complaints and 6 were upheld. Complaints were received about reports not being shared ahead of meetings, minutes not being shared after meetings and reports not being shared ahead of court.

On each occasion the Team Manager apologised to the complainant and addressed the matter in supervision with the member of staff.

Family time arrangements

Although a lower number of complaints were received during 2017/18 in comparison to 2016/17 the same amount were upheld or partly upheld. Complaints have been made regarding alternative arrangements being available for family time during bad weather, family time not being confirmed to all parties, all children not being included in a referral and it not being communicated that a young person had decided they did not want to go ahead with family time. Suitable management action was taken as a result of the complaints to ensure that the children did not experience this again.

Financial assistance

Complaints have been upheld where financial arrangements have not been put in place, payments have been delayed or the correct amounts have not been paid. There have also been issues where it has not been clearly explained how long financial payments take to be processed. Where family arrangements have been made without the involvement of The Trust this has been explained to the complainant.

One young person complained about not accessing accurate information and support to enable them to access appropriate entitlements. The Team Manager identified specialist resources within the team that staff could consult with to ensure that going forward young people were provided with up to date and accurate information.

Another young person was financially affected due to Regulation 39 of the Care Planning Regulations not being fully complied to when their sibling left care to live with them. (Regulation 39 applies when a Local Authority is considering to cease to look after a child). As a result of this complaint financial remedy was given and the regulations were reissued to all relevant staff as a learning point.

Poor Communication

This category has received the second largest amount of complaints. There has been a 7% decrease in 2017/18 of the number of complaints upheld/partly upheld.

Complaints were received about telephone calls not being returned, reports for meetings being received late, meetings being moved at short notice, parents not being advised of appointments for CIC, allocated workers being difficult to contact and outcomes from assessments not being shared. On some occasions, problems had been caused by unplanned absences of staff. There have been a number of times that managers have been able to challenge the allegation of calls not being returned or updates not being provided due to clear case recording on the case file which evidences the matter was dealt with appropriately at the time. Where there was evidence that communication was poor this was apologised for by the Team Manager and addressed with individual workers in supervision.

One young person felt that they had not received enough information regarding the home it was planned for them to move to. As a result of their complaint the manager met with the young person and their advocate to let them look around their new home and discuss their concerns. Learning from this complaint was that matching of young people with residential homes should include the voice of the child and any worries they may have. These will then be discussed by the residential manager with the young person's social worker with the young person being kept informed/involved at the appropriate level.

On occasion complaints have related to calls not being returned due to the worker being away from the office for a period of time. As a result of this staff in the area were advised, in a team meeting, that if it is know that a worker is away from the office for a period of time or the matter is urgent, the caller is offered the opportunity to speak to the duty worker.

Unhappy with placement

These complaints came equally from parents and young people. On occasions parents were unhappy with where their children had been placed and opportunity was taken to explain again why this was necessary.

There were also complaints about the living arrangements whilst a suitable home was sought. The reasons for these delays were down to the limited availability of placements that were able to meet the needs of the children. These placements are highly sought after nationally and whilst this is outside the immediate control of The Trust sufficiency planning continues to be a key priority for The Trust.

On one occasion a number of suitable homes had been offered to a young person but they refused them. One young person was unhappy with incidents that had happened in her home and the Head of Service met with them to reassure them of the actions the staff were taking to ensure this was addressed.

Lessons learnt through matters raised in complaints

When a complaint is raised about a matter the complaint is looked into and responded to. However, there are occasions where learning has been identified even though the specific matter has not been complained about. On these occasions the opportunity is still taken to learn from experience and adapt services to reduce the risk of a matter being subject to complaints in the future. Examples of these are as follows:

1. Child protection conferences - When a parent/carer is unhappy with information in a report experience is that they may attempt to challenge this in a conference. The focus of the Child Protection Chair is the child who is the subject of the conference so it is not appropriate for the meeting to be distracted with issues that are not deciding factors and do not directly relate to the child. However, a parent/carer can struggle to engage in the process if they are focussing on what they feel is inaccurate information.

The Child Protection Chair meets with parents/carers ahead of the start of the conference and as a result of this issue practice has changed for the Chair to capture the essence of the matters the parent/carer is disagreeing with as their view. It will be agreed in the pre-meeting if this matter will be discussed in the conference or outside the conference with the relevant professional. This practice is to enable the complainant to feel heard and enable them to engage with the process and allow the Child Protection Chair to keep the focus of the conference on the child.

2. Foster Carers - As a result of a complaint which involved a foster carer practice was changed for supervising social workers to be sole point of contact, rather than the young person's social worker, during times when issues are raised which relate to the foster carer directly to ensure there are clear lines of communication.
3. Private Law guidance – As part of the learning from a Stage 2 complaint a procedure is to be produced for practitioners which clearly identifies how cases that are open to The Trust due to private legal proceedings should be handled. This includes visits, meetings and reporting and recording on the case file to identify the reason why social care is involved.

10.0 Local Government Ombudsman

The Local Government Ombudsman (LGO) raised four matters with The Trust during 2017/18. Only one matter was taken forward by the LGO and The Trust agreed to and acted upon the recommended resolution.

11.0 Compliments

Throughout the year The Trust’s staff have continued to be encouraged to acknowledge and celebrate good practice which has resulted in them continuing to share the compliments they have received. Staff continue to respond positively to this public acknowledgement of their hard work and dedication to improving outcomes for children and young people within The Trust as well working together with other professionals and the public. Everyone recognises the importance of each individual and the role that they play in improving services.

During the report year, 295 compliments were gathered from across The Trust from children and young people, their families, internal and external professionals, the local community and local businesses. This is a 103% increase on 2016/17. External compliments have increased by 146% in this time period from 65 in 2016/17 to 160 in 2017/18. The Trust wishes to not only learn from feedback in relation to complaints but also recognises, celebrates and learns from good practice.

Sources of Compliments

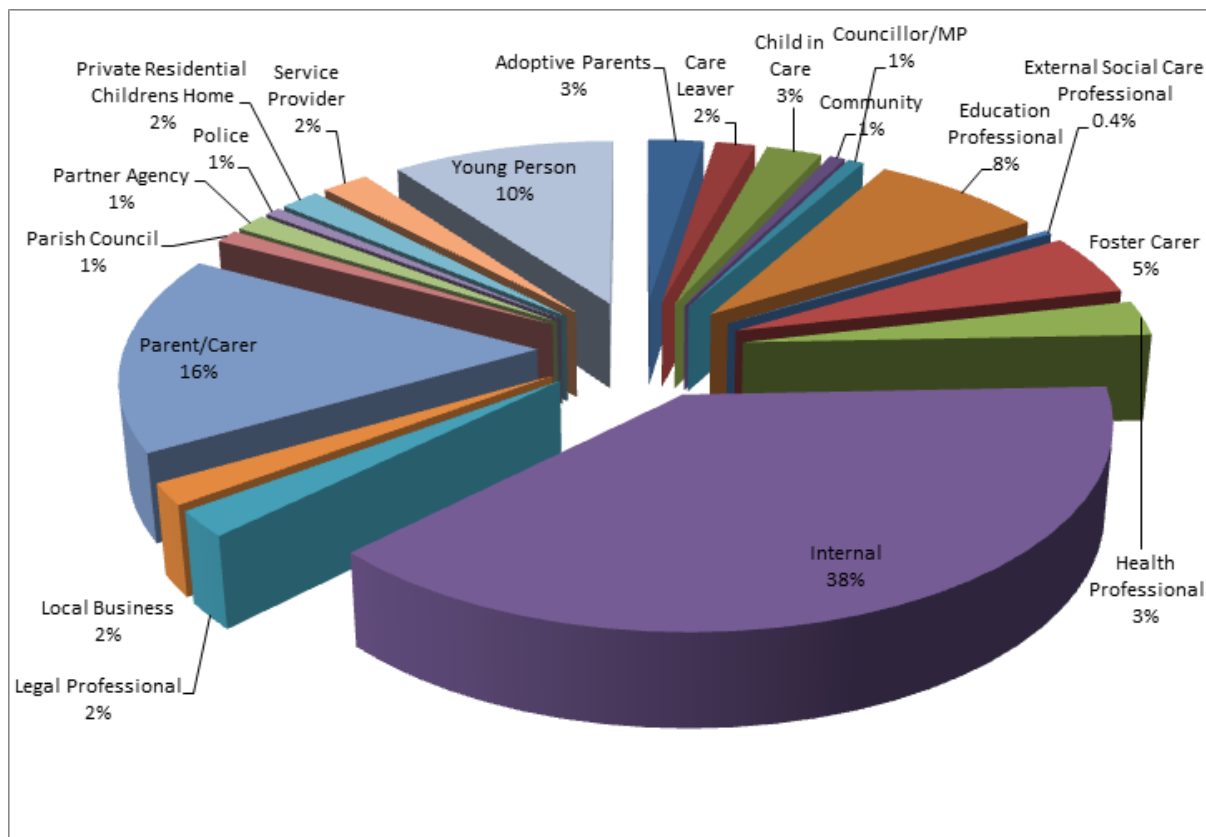


Table 15 – Sources of compliments

Compliments by Area

	Internal	External	Total
Central Area	15	24	39
North Area	19	16	35
South Area	6	8	14
East Area	13	14	27
LAC Provided Services	21	30	51
Targeted Youth Support	4	39	43
Safeguarding & Standards	30	15	45
Performance Management & Business Intelligence	7		7
Commissioning	2	4	6
HR, Comms & Executive Office	12	1	13
Legal Services	3		3
Relating to more than one service area	2	8	10
Senior Management Team	1	1	2
Total	135	160	295

Table 16 – Internal and external compliments by area

Whilst the Area Child Protection Teams (ACPS) have received the highest number of complaints accepted at Stage 1 they have also received compliments on their work as detailed in Table 15 below.

Area	No. of Stage 1 complaints	No. of internal compliments	No. of external compliments	Total Compliments Received
ACPS Central	47	8	8	16
ACPS East	34	6	4	10
ACPS North	30	11	7	18
ACPS South	19	0	7	7

Table 17 – ACPS - internal and external compliments

11.1 Examples of external compliments received

Below are some examples of the 160 compliments received from outside The Trust.

Child in Need

....is a 'really, really, really good' social worker. listens to me, does what she says and 'gets things done'.

Thank you for all you have done for me. Im glad I had you as my social worker. I will miss you but will come see you sometimes so you don't forget me. I wasn't worried cos I knew you'd sort it.

Thank you for everything you've done for me. You've been more of a friend than a social worker. I'm gunna miss you.

it's not like you think it will be from being at court... expecting it to be like school or something... but is kind (respectful) and supportive. In particular when you call at reception, the greeting is always nice and give you respect and are helpful.

Im very thankful that you have helped me keep out of trouble

Child in Care

.... is a really good social worker She listened to me, she fights for my rights..... She has a laugh with me, is honest with me..... She is the best social worker ever

Because I tell her what I would like and she always fights for me.

I've had my social Worker for over 4 years, I've been very lucky because I've had her from the very start and she's been amazing, I can tell her anything, she's like a good friend to me, she's a massive part of my life, she gets stuff done, has helped sort out all my contact issues too, it took me a good year to build that relationship up and to trust her like I do, she's very special, she understands me, my family and my background very well, and she knows my foster carers very well too

I have realised that you are a person who I am beginning to trust and to open up to I want to say a massive thank you for all your support and time I'm starting to be happy and not feeling down all the time.I'm glad you have been putting a smile on my face and for thinking positive and not negative all the time.

Helped me with accommodation and problems that are personal

Care Leaver

You are like my safety net if you were not there who would catch me when I fall

I finally get it I know I used to shout and scream at everyone but I can see you were trying to help me to help myself and sort my life out, I can't thank you all enough I am so happy now

Thank you for caring

Parents/Carers

I just wanted to let you know my resent social worker has been amazing and is a huge credit to the trust, honest and open, all ways there to talk to, i am so so pleased to of had do my risk assessment and the way she been with myself kids and the whole situation has been amazing and what a credit to the trust. thank you.

Thank you so much for your help and support through these hard times.

Thank you so much for going the extra mile for us. All the family do appreciate everything you have done.

Thank you so much for all the care and support you have given to A and B over the years. We couldn't have done it without you. Thank you for being part of the team making their childhoods a positive and happy time.

You may have just saved a young girls life I have tried for years to get her help and every door was closed. What you did was amazing. Thank you from the bottom of my heart. My daughter needed you

I feel like is the one who has really makes a difference to us. C listens to her when he won't listen to anyone else. tells it to him straight and she has been there for me too – I can pick up the phone if I need her and she will take the time to talk to me or come out and visit. She's just brilliant

'you have really helped us a lot, thank you for all of your hard work, we feel like a family now'

I appreciate all your hard work, You all helped me when I really needed it. I wouldn't have been able to get through that challenging time without all your help. Big Thanks

Adopters

We haven't had a huge amount of experience in working with Social Workers but I have to say, it really has been a pleasure to deal with every single person we have had contact with in DCS. Together, you all make a great team which from a perspective adopters point of view, makes the journey that much more enjoyable.

..... every member of the team we have worked with has been amazing and clearly do a fantastic job

..... the support and process thus far had been 'faultless' We are happy with the support and the transition arrangements that were put in place.

Our social worker was brilliant and very supportive and she did above and beyond.

Community

We feel like we have our town back

CAHMS Worker

I'm writing to thank you for the time and commitment you clearly have in supporting D, both currently and in the future.

Police

During the time they have supervised Child A they have demonstrated effective partnership work with various departments and agencies They have often taken telephone calls in their own time to support their colleagues and the Police. They have worked extremely hard, demonstrating dedication and professionalism. Without them 'going the extra mile' we would not have an understanding of Child A.

Judges

The judge was very complimentary in regards to the work completed with the children stating that it was 'excellent work' and that we had achieved an 'excellent outcome for the children'.

Judge thanked the social worker and guardian for comprehensive reports which were very helpful during the decision making process

Children's Guardian

First and foremost it has been an absolute pleasure working with you! You are organised, analytical, considered in your approach and have worked very hard to move plans along for the children and tailor the plans for each child's needs. Despite the issues in this manner concerning the attitudes of the family towards social care, you have overcome this and managed to work with a family who are very resistant to support. Your written work has been of value and has eased the process of making final decisions for these children. Professionals involved in this matter have all commented on how hard you work and hold you in high regard as a social worker. I have heard nothing but good things about you. As you know at the start of these proceedings the children were aggressive and hateful towards professionals involved, refusing to work with social workers. Over the time you have involved both children have reported to me how they have learnt to trust you, have valued your support and in very recent weeks have praised you for the visits and support you have given. The change in the children's attitude towards social care has been astounding and I consider that this is due to your persistence, empathy and consistency you have given this case.

Head teachers

I wanted to let you know that the plan for these children and the support and action has taken since taking over the case at crisis point in the summer term has been superb, all actions from the recent Case conference review have been sorted and again today following the meeting agreed actions have been followed through. Please thank again for the work she is doing to help this Mum and ensure stability for the children to hopefully ensure as they become adults the cycle does not then continue into another generation.

Thanks very, very much for your approach to this after getting the form from us. It's nice to see a practical perspective taken by professionals to ensure a family receive much needed support regardless of technicalities

12.0 Summary

The complaints and compliments procedures have continued to be embedded into the service during the reporting year. In order to ensure that practice in this area continues meetings are arranged with new managers to induct them into the process as and when.

A copy of all final complaint responses continue to be shared with Heads of Services so they have an overview of the issues causing complaints in their area and to assist in developing service delivery. Complaints Monitoring and Learning Forms are an audit tool to ensure that resolution offered as part of the Stage 1 complaint is acted upon.

Poor communication does continue to be the area receiving a high number of complaints (2nd highest) and the area which has had the most complaints upheld or partly upheld (40%). It is expected that the introductory pack introduced at the end of 2017 (which includes guidance on reports/assessments being shared in a timely way, opportunities to respond to information contained within documents, availability of social workers and who to contact when they are not available) will be embedded into service areas and impact upon the level of complaints being received about these matters in 2018/19.

It is encouraging that there have been more complaints received directly from our young people. It is evident that young people have had an impact on service delivery from updating procedures, impacting on working practices or reissuing of guidance to staff.

Learning from complaints this reporting period has had the following impact:

- Management guidance has been given to staff on lessons learnt as a result of a complaint either individually in supervision or in team meetings.
- Two young people had their workers changed at their request.
- A booklet was produced for prospective adopters which includes direct feedback from adopters of their experience of Early Permanence Placements.
- The Finance Team have updated the adoption allowance assessment process.
- The Transfer Protocol was updated for young people aged 16+.
- Working practice has changed to track recommendations and actions from Looked After Children reviews.
- A manual system was put in place to ensure the next Looked After Child review is booked.
- Specialist resource was identified to support staff with knowledge about appropriate entitlements for young people.
- Guidance was reissued to staff on Regulation 39 of the Care Planning Regulations.
- Working practice changed to include the voice of young people being placed in residential homes.
- Child Protection Chair's changed their practice to capture the essence of any disagreements with reports ahead of the child protection conference.

- Supervising social workers were identified as the single point of contact for any issues that relate to Foster Carers.
- Guidance will be issued to staff on how to handle cases open to The Trust due to private law proceedings.

There has been a massive overall 103% increase in compliments received both internally and externally about Trust staff. It is important to staff that their good work is recognised and the positive impact that this can have on children and their families in a challenging and complex field of work.

Key Priorities for 2018/19

The focus for 2018/19 will be to continue to develop an efficient and cost effective service that responds well to service user need. Performance has already started to improve in relation to response timescales with the Customer Experience Manager working closely with Team Managers to ensure robust and timely responses. This approach is supported by the Senior Management Team.

We have seen an 8% overall reduction in complaints being upheld or partly upheld in 2017/18 in comparison to 2016/17. By continuing to learn from complaints to improve service delivery it is expected the number of complaints that are upheld or partly upheld will continue to fall.

The advocacy service moved away from the Customer Experience Team on the 16 April 2018 but the relationships formed with children through this service are expected to continue to enable young people to continue to share their wishes and feelings and impact on planning for their future.

The Trust will continue to encourage staff to share positive feedback they receive from both internal and external sources so that lessons can also be learnt from good practice.

Dawn Jones
Customer Experience Manager



5th September, 2018

To the Chair and Members of the CHILDREN AND YOUNG PEOPLE'S OVERVIEW AND SCRUTINY PANEL

Report of the All Party Parliamentary Group for Children: - 'Storing up Trouble' – a postcode lottery of children's social care

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Councillor Nuala Fennelly Cabinet Member for Children, Young People and Schools	All	None

EXECUTIVE SUMMARY

1. This report provides the panel with the opportunity to review a significant major national report on the current state of social care in England and how the current pressures within the sector might be addressed and delivery improved.

EXEMPT INFORMATION

2. Not exempt.

RECOMMENDATIONS

3. The Panel is asked to:
 - i) Note and review the content of the report;
 - ii) Review the findings and recommendations contained within this report with the Director of Children's Services and the Chief Executive of the Doncaster Children's Services Trust;
 - iii) Make proposals which could be considered by the All-Party Parliamentary Group (APPG) in its further work on this matter.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

4. The future sustainability of the social care function is critical to all councils and specifically Doncaster in at least maintaining its Ofsted rating of 'Good' and achieving a grading of 'Outstanding by October 2019 and more generally the future funding and operation of delivery across the children's system has profound implications for children and young people's outcomes.
5. The Scrutiny function has the potential to impact upon all of the Council's key objectives by holding decision makers to account, reviewing performance and

developing policy. This is achieved through making robust recommendations, monitoring performance of the Council and external partners and reviewing issues outside the remit of the Council that have an impact on the residents of the borough.

BACKGROUND TO THE REPORT

6. The All-Party Parliamentary Group of MPs and Lords commissioned the report 'Storing up Trouble' from the National Children's Bureau to follow up its 2017 'No good options' report, where it found, was a children's social care system wrestling with increasing and complex demand and stretched resources and concluded that there was a variation in policy, practice and provision of support and interventions across the country, most of which could not be explained by genuine variation in the level of need between different areas.

'Storing up Trouble' seeks to further explore this variation in practice across the country and to gain a better understanding of the pressures facing social workers and social care leaders who make decisions about care and services for children.

The specific terms of reference for this report were:-

- The extent to which thresholds vary across England?
- Whether thresholds have risen over time?
- What might underlie these patterns and trends?
- What impact this is having on Children?

7. The report was compiled from evidence from a variety of contributors, comprising expert academic and children's sector witnesses, including the Association of Directors of Children's Services, a survey of Directors of Children's services (DCS) (97 respondents) a sample of social workers (1700 respondents) and more extensive contributions from an exclusive number of Local Authorities, (LAs) which included Doncaster MBC.

The report was published on 11th July, 2018 and. achieved high profile, positive recognition in the media

8. The report is substantial (60 pages) and is split into 5 sections:-

- Thresholds – consistency in and application nationally
- Access to services – how easy is it for children to get help?
- How we provide for a sustainable future for preventative and Early help services
- How resources are influencing shaping the response to intervention
- What key issues children leaving care think need to be addressed?

EDITED FINDINGS OF THE REPORT:

9. Thresholds across England are inconsistent: - whilst there is a consensus that thresholds (for intervention) need to be clear and consistent, the report identifies variation in formulation and particularly, application. This can mean significant implications for families moving between L.A. areas, as well as undermining the coherence of the overall system. The report identifies that this is a particular issue for Early help and Children in Need support. Whilst it is reasonable to expect some variation between LA areas to reflect differing local need, the report is concerned that

this inconsistency is resulting in inequity of access to care and support and therefore variation in outcomes for children.

10. Whilst thresholds have their advantages in promoting a shared understanding and definition of intervention, there is criticism that they over - simplify decision making, providing a false sense of assurance, based on limited rule assessments and are susceptible to manipulation by tailoring interventions according to resources. The report identifies that some LAs (e.g. Leeds) have rethought the need for thresholds and the process for assessing need, risk and providing support, to one which relies on a more child centred approach, stronger partnership working and 'conversations'
11. The report finds that services are getting harder to access, in part, because thresholds are rising to accommodate rising demand. There is a divergence of views on this point, with Children's Service Directors, perhaps on the grounds of policy, believing that thresholds are not rising, whilst social workers, probably on the grounds of practice, are of the view that they are. Given this state of affairs, there is therefore a risk that children will not receive the interventions they need at the most appropriate time.
12. The report also identifies the challenge of meeting the need for early help support and support for children in need in that this area of preventative work has tended to suffer, whilst resources are concentrated on (more expensive) child protection intervention. To that end, social work practice has become 'crisis management, where escalation of need is driving intervention. Partly for this reason, the report identifies a mismatch between the help which families wish to see, such as good housing, fuel and food (essentially, mitigating the impact of poverty) which are relegated in favour of a social care focus on risk and statutory intervention, which in itself promotes a mistrust between families and practitioners. The report finds a 'perfect storm' in relation to early help and children in need services in that there is a wide variation in thresholds for these services nationally, which combined with a reduction in funding support, means that fewer children and families are able to access the support which they need. Evidence suggests that children's services departments are finding it harder to fulfil their duties in relation to preventative services and support for children in need, such that problems escalate and become 'stored up' for the future. Partly for that reason, DCSs have called for early help services to be afforded a statutory basis.
12. The position is not helped by the gaps in data collection which the DfE facilitates which makes it difficult to fully understand the needs and risk factors for families and any variation in intervention and outcomes; this not only compromises the State's ability to accurately allocate resources, it also denies Children's authorities the comprehensive knowledge as to whether they are appropriately supporting families from all backgrounds.
13. Finally, the report stresses the importance of the child's 'voice' where it finds inconsistent practice, in that not all children are given sufficient support to understand their stories and to play a part in their own care.
14. At the launch event speakers summarised their conclusions from the report as follows:-
 - Children are being seen to 'fit the system', rather than vice versa;
 - The system is essentially 'risk based', rather than one focused upon 'help' for children and families;

- There is a mismatch between the care which children want and that with which they are provided;
- There may need to be additional financial support for a statutory commitment for early help – but this would be cost effective;
- Children in Need cases are more complex than formerly was the case, which requires additional resource;
- Financial pressure on decision making, whilst not explicit, is implicit;
- To obtain support, too often a child and its family will need to be in need of protection or care;
- Thresholds should be de-emphasised;
- A core funded social care model from Government is needed;
- There needs to be modelling of the impact of poverty on children's services.

THE REPORT'S CONCLUSIONS AND RECOMMENDATIONS

15. A representative of the Chief Executive of the DCST and the Council's Director of Children's Services have agreed to attend this meeting in order to respond to any questions or queries contained within this report. It should be stressed that neither the Trust nor the Council, is being held to account for their performance against this report. However, the performance monitoring reports to this panel have for some time highlighted the ever increasing levels of 'Need' in the community and the impact this is having on the response the Trust is able to provide and its operational and financial sustainability. The Trust and Council will, however, be able to advise members of its perspective on the report's findings and recommendations and whether and to what extent these reflect the Trust's own experience and practice.
16. There are Five principal findings (sub paragraphs) and twelve recommendations (bullet points) arising from the report which are contained within the Executive summary at Appendix 1.

Members may ask questions arising from any of the findings and recommendations in the report, but the following are seen to be particularly salient:-

16.1 protecting children has become a postcode lottery:-

- The Department for Education (DfE) should urgently respond to emerging evidence about variation in thresholds and their application across children's social care departments and the implications for children and families;
- The DfE should work with the 'What Works centre' for Children's Social Care and sector partners to evaluate new and developing alternative approaches to assessing and meeting the needs of children and families in partnership with other local agencies. This should include work with the Local Government Association and LAs to ensure that learning is shared more widely;
- The DfE should put in place arrangements for the systematic analysis of data on the demographics of children and collect data on the circumstances of parents and carers whose children are accessing social care services;

16.2 Children and Families often have to reach crisis before they can get help:-

- The DfE should urgently review and report on the causes of diverging perceptions between frontline practitioners and DCSs in relation to thresholds for children's

social care interventions, the DfE should also set out measures to ensure DCSs Lead Members for children’s services are more closely engaged with frontline social work practice;

16.3 Urgent action is needed to protect preventative and Early help services:-

- The DfE should consult on how to introduce Munro’s proposal for a legal duty on LAs to provide early help to children young people and their families, including putting a definition of early help in statute;
- The Government should use the Autumn budget to put in place an interim funding arrangement in order to stabilise the crisis in early intervention services and prevent more children reaching breaking point;
- The Government should set out plans to extend the ‘troubled families’ funding beyond 2020, in light of LAs reliance on these resources to maintain family support services.
- The review of children in need should be expanded to gather evidence on thresholds for accessing ‘Children in Need’ support under s17 of the Children Act and what underlies variation in the proportion of children designated ‘in need’ across the country.

16.4 Young people want more support to understand their histories:-

- The LGA and Ofsted should work with LAs to ensure that children and young people’s voices are listened to consistently, so that they always have an opportunity to have a say in decisions about their own care.

NEXT STEPS

17. At the launch event, the Chair of the APPG, Tim Loughton M.P. described what he saw as the next steps. The Chair reported that he has gained a commitment from the Children’s Minister to feedback on the report and the Chair has timetabled Parliamentary time for a debate in the House of Commons in October 2018. The APPG is committed to engaging with the Treasury in advance of the Comprehensive Spending Review 2019, with a view to influencing spending decisions. Going forward, the National Children’s bureau has asked its leading contributors to carry out further work arising from this report and Doncaster Council is pleased to be one of those asked to continue to support this work.

18. IMPACT ON COUNCIL’S KEY OBJECTIVES

Outcomes	Implications
<p>All people in Doncaster benefit from a thriving and resilient economy:</p> <ul style="list-style-type: none"> • Mayoral priority – creating jobs and Housing • Mayoral priority: Be a strong voice for our veterans • Mayoral priority: protecting Doncaster’s vital services 	<p>The Council and the Trust as major partners in the Children and Families Partnership Board share the Children’s plan outcome that all children should achieve their potential – in removing barriers and developing good quality service delivery children will be able to access the benefits of a thriving economy and will themselves be participants in creating and sustaining the strength of the economy.</p>

<p>People live safe, healthy, active and independent lives:</p> <ul style="list-style-type: none"> • Mayoral priority: Safeguarding our Communities • Mayoral priority: Bringing down the cost of living 	<p>Ensuring children and young people are free and feel from harm are key ambitions of both the Council and the Trust.</p>
<p>People in Doncaster benefit from a high quality built and natural environment:</p> <ul style="list-style-type: none"> • Mayoral priority: creating jobs and Housing • Mayoral priority: Safeguarding our communities • Mayoral priority: bringing down the cost of living 	<p>Delivering against the service delivery contract between the Council and the Trust has clear implications for safeguarding communities, in reducing risk and exposure of risk to children; improved early help and thus better outcomes for families.</p>
<p>Working with our partners we will provide strong leadership and governance</p>	<p>Ofsted, in its inspection report commented favourably on the relationship and governance arrangements between the Council and the Trust, recognising that formal arrangements for monitoring and challenge exceed the requirements set out in the contract between the two organisations.</p>

RISKS AND ASSUMPTIONS [officer initials PT ; date 14/08/18]

19. There are no risks directly arising from this report.

LEGAL IMPLICATIONS [officer initials KDW date 16/08/18]

20. Although DCST are appointed to provide Children’s Services in Doncaster, the Council retains the statutory duties itself; and the Council through its Statutory Officer the Director of Children’s Services (Damian Allen) must ensure itself that satisfactory services are provided accordingly.

The Council’s contract with the Trust contains various monitoring powers to assist the Council to assure itself that services are being delivered correctly.

The work of the Overview & Scrutiny panel will assist the Council with this assurance work.

FINANCIAL IMPLICATIONS [officer initials AB Date 17/08/18]

21. There are no specific financial implications arising from this report. The report from the All Party Parliamentary Group for Children does highlight the budgetary pressures facing all Local Authorities from increased and more complex demand in Children’s Social Care.

HUMAN RESOURCES IMPLICATIONS [Officer Initials...MLV Date...16/08/18]

22. While there are no specific HR implications resulting from the contents of this report at this time, there may be implications in the future depending on any decisions taken

and changes made resulting from the Storing Up Trouble report and subsequent discussions by politicians.

TECHNOLOGY IMPLICATIONS [Officer Initials PW Date 21/08/18]

23. There are no specific technology implications for the council resulting from the contents of this report.

HEALTH IMPLICATIONS [Officer Initials CW... .Date 16/08/18]

24. Health and social care services are inextricably linked and should be working in robust partnership to improve health and wellbeing outcomes for children and families. The move towards integrated health and social care delivery models supports these partnerships and create shared outcome objectives. Health colleagues are keen to support Doncaster Children's Trust to achieve the quality and performance levels they aspire to as this will impact on the wider health and wellbeing outcomes for Doncaster families.

EQUALITY IMPLICATIONS [Officer Initials P.T .Date 15/0818]

25. There are no equality implications directly arising from this report.

CONSULTATION

26. The Chief Executive of the Trust has been consulted on the content of this report.

ATTACHMENTS

- 'Storing Up trouble' All Party Parliamentary Group for Children report – Executive summary – appendix 1

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Background Papers

'Storing up Trouble' – full report of the All Party Parliamentary Group for children

**Damian Allen,
Director of People (DCS/DASS)
Learning and Opportunities Children and Young People / Adults Health & Wellbeing
Directorates**

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ALL PARTY PARLIAMENTARY GROUP FOR
CHILDREN

Storing Up Trouble

A postcode lottery of children's social care



EXECUTIVE SUMMARY

July 2018

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National Children's
Bureau

EXECUTIVE SUMMARY

The All Party Parliamentary Group for Children's (APPGC) first Inquiry report into the state of children's social care in England, *No Good Options* (March 2017), shone a light on a struggling system – one that is trying to balance increased and more complex demand against ever stretched resources. The Inquiry also found that approaches to policy and practice varied across the country, with children, young people and families receiving different levels of support and care in different areas.

The APPGC wanted to explore these findings further to assess which thresholds for accessing services varied across the country and whether thresholds are indeed rising across the whole system. In other words, does where a child live affect their chances of getting support, regardless of level of need? And, is it getting generally harder for children and families to get help?

The Inquiry also sought to gather evidence on what factors may underlie these patterns and trends, and what impact they are having on children and families. The key findings are outlined below.

(I) PROTECTING CHILDREN HAS BECOME A POSTCODE LOTTERY

The level of need a child has to reach in order to access support was found to vary across the country. Inconsistency appears to be particularly stark in relation to the provision of early help and wider preventative services.

More than 80 per cent of Directors of Children's Services, surveyed as part of the Inquiry, said that there were variations in thresholds for accessing early help. Almost three quarters reported variable thresholds for 'children in need' support, and almost two thirds said there was variation in thresholds for making a child subject to a child protection plan.

Analysis of Local Safeguarding Children's Board (LSCB) 'threshold documents' found some significant disparities in how local areas were addressing need, particularly in response to children who are self-harming, families with housing problems and even children experiencing physical abuse. These findings suggest that children with similar needs, and those facing similar risks, are receiving different levels of intervention and support depending on where they live.

Local authorities should be empowered to set local priorities that respond to the specific needs of their populations. However, the APPGC believes that a postcode lottery in children's social care is unfair to children and families and is not acceptable.

1) The Department for Education should urgently respond to emerging evidence about variation in thresholds and their application across children's social care departments, and the implications for children and families.

Some local authorities and their partner agencies are re-thinking their approach to 'thresholds' and the process for assessing need, risk and provision of support. This has included the development of new partnership approaches and more accessible information for children, families and all those working with them. The APPGC welcomes these endeavours. Whilst innovation is to be encouraged, care will need to be taken to ensure that ongoing reforms to local arrangements for safeguarding children do not lead to further variation in the support available to children and families across the country.

2) The Department for Education should work with the What Works Centre for Children's Social Care and sector partners to evaluate new and developing alternative approaches to assessing and meeting the needs of children and families in partnership with other local agencies. This should include work with the Local Government Association and local authorities to ensure that learning is shared widely.

3) The Department for Education should set up an independent scrutiny board to oversee and report on the impact of new local safeguarding arrangements to ensure a consistent approach to child protection within 12 months of implementation.

Academic experts told the Inquiry that gaps in data collection across the children's social care system make it difficult to understand fully the key

risk factors and needs of families, and any variation in intervention and outcomes. This hinders the state's ability to effectively distribute resources and local authorities' ability to reflect on whether they are appropriately supporting families from all backgrounds.

4) The Department for Education should put in place arrangements for the systematic analysis of data on the demographics of children (including age, gender, ethnicity and disability) and collect data on the circumstances of parents and carers whose children are accessing social care services.

(II) CHILDREN AND FAMILIES OFTEN HAVE TO REACH CRISIS BEFORE THEY CAN GET HELP

The APPGC received compelling evidence suggesting that thresholds for accessing children's social care are rising. A survey of social workers carried out by the Inquiry found that 70 per cent felt thresholds had risen for qualifying as a 'child in need' under section 17 of the Children Act 1989 (s.17) and half said the same in relation to making a child subject to a child protection plan. This means that it is getting harder for children and families to access help when they need it. This trend is more evident in relation to early help and services for 'children in need'. Nevertheless, the Inquiry received evidence suggesting that thresholds are also very high, and potentially rising, for access to more acute statutory services.

The Inquiry heard of cases not being taken on until families reached more complex levels of need, and children already receiving support subsequently being deemed to no longer reach the threshold for help.

There was some conflict between the views of social workers and Directors of Children's Services about whether thresholds for accessing services have risen, particularly in terms of statutory services. While the reason for this was unclear, this discrepancy highlighted the importance of effective leadership and of service leaders and practitioners having a shared vision for improving their work with children and families. This could be facilitated by reducing churn amongst leadership and the wider workforce, as well as action to build bridges between leaders and frontline practice.

5) The Department for Education should urgently review and report on the causes of diverging perceptions between frontline practitioners and Directors of Children's Services in relation to thresholds for children's social care interventions.

The Department for Education should also set out measures to ensure Directors of Children's Services and Lead Members for Children's Services are more closely engaged with frontline social work practice.

(III) URGENT ACTION IS NEEDED TO PROTECT PREVENTATIVE AND EARLY HELP SERVICES

No Good Options highlighted how increasing demand and a reduction in resources were hindering the provision of early help services and support for 'children in need' under s.17. Further evidence heard during this Inquiry suggests that thresholds for these services are more likely to vary across the country, when compared to more acute statutory support, and that fewer children and families are accessing help when they first need it.

The majority of Directors of Children's Services responding to the Inquiry's survey said that the qualifying thresholds for early help varied across local authorities, while 90 per cent said that it has become harder to fulfil their duties for 'children in need' over the last three years. The balance of spending has shifted, such that a far smaller proportion of resources is spent on early help and family support.

This not only means children and families are missing out, and left to face increasingly complex challenges, it also stores up problems for the future, resulting in further demand for intensive support. Directors of Children's Services giving evidence to the Inquiry called for a 'statutory safety net' for early help services, echoing Eileen Munro's recommendation from her 2011 review into child protection.

6) The Department for Education should consult on how to introduce Munro's proposal for a legal duty on local authorities to provide early help to children, young people and their families, including putting a definition of 'early help' in statute.

7) The Government should use the Autumn Budget to put in place an interim funding arrangement in order to stabilise the crisis in early intervention services and prevent more children and families reaching breaking point.

8) The Government should set out plans to extend the Troubled Families funding beyond 2020, in light of local authorities' reliance on these resources to maintain family support services.

Having heard evidence of significant inconsistencies across the country in the identification, delivery of support, and challenges faced by local leaders in maintaining provision, *No Good Options* called for a review of support for 'children in need' (under s.17).

The APPGC welcomes the launch of the Department for Education's 'children in need' review. However, more work is needed to make the most of this opportunity. We are concerned that the review makes no commitment to address inconsistencies in the identification of 'children in need' and provision of support across the country.

9) The review of children in need should be expanded to gather evidence on thresholds for accessing 'children in need' support under s.17 and what underlies variation in the proportion of children designated 'in need' across the country.

(IV) FUNDING REDUCTIONS ARE IMPACTING DECISIONS ABOUT WHETHER OR NOT TO PROVIDE SUPPORT TO CHILDREN AND FAMILIES

No Good Options highlighted the challenges facing children's services in the context of reduced resources. This Inquiry sought to expand on these findings by exploring the relationship between funding constraints and day-to-day decision-making about care and support for children and families.

Evidence received by the Inquiry indicates that funding is influencing, at least implicitly, social workers' decisions about whether to intervene to support a child. These pressures apply more consistently to decisions about early help and preventative services. However, the APPGC was very concerned to hear from social workers and researchers that decisions about whether to take action to safeguard a child - for example taking a child into care or making a child subject to a child protection plan - have also been affected by funding constraints.

It is unacceptable that children's safety is potentially being undermined by a lack of sufficient resources.

The Inquiry heard evidence that funding pressures are having a disproportionate impact on the most deprived areas. This suggests that in these areas concerns about budgets will loom larger in decisions taken, and access to support for children will be more restricted than in other, wealthier, areas.

10) The Government should use the Comprehensive Spending Review to address the gap in funding for local authority children's services, and put in place a sustainable funding formula that takes into account the level of need among children and families living in the local authority. Any financial settlement must enable local authorities to invest in early help and preventative services.

11) The Public Accounts Committee should conduct an inquiry into the National Audit Office's forthcoming study which focuses on local authority children's services, to ensure a continued focus on securing high quality support for our most vulnerable children and families.

(V) YOUNG PEOPLE WANT MORE SUPPORT TO UNDERSTAND THEIR HISTORIES

Evidence heard by both Inquiries highlighted that involvement of children in decisions about their care is an area of inconsistent practice. We heard further evidence from young people suggesting that children in care and care leavers are not given sufficient support to access and really understand their stories. All the young people giving evidence spoke about the need for additional support to access content in their personal files, and they suggested that this process starts early with ongoing emotional support as children learn more about their past. Just as children and families should not face a lottery on the level of support they receive, children and young people should not face a lottery on how involved and informed they are about their care.

12) The Local Government Association and Ofsted should work with local authorities to ensure that children and young people's voices are listened to consistently so that they always have an opportunity to have a say in decisions about their own care.



Doncaster Council

Report

5th September, 2018

To the Chair and Members of the CHILDREN & YOUNG PEOPLE OVERVIEW & SCRUTINY PANEL

Education and Skills Thematic Update – covering Social Mobility Opportunity Area Programme and University City work

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Nuala Fennelly	All	Yes

EXECUTIVE SUMMARY

1. This paper sets out progress since the publication of the Doncaster Opportunity Area Delivery Plan in January and the latest position in regards to the University City project. This is effectively what the Education and Skills programme has been replaced by.
2. Since publication in January we have made good progress, the partnership board have approved 6 business cases with a total financial value of £2.7m. We are well placed to deliver on our year one commitments but have more planning to do to finalise our year two and three plans.
3. We have also seen stakeholder engagement increase, from an already high base, over the last 5 months. We have established a number of governance groups to take forward the work on priority 1, and a secondary heads group to lead on priority 2 and elements of 3. The existing working groups for priorities 3 and 4 have been refreshed to ensure membership is appropriate.
4. The delivery plan sets out four priorities and three cross cutting themes. For each of these sets areas it commits to short term and longer term activities. Each priority within the delivery plan is led by a working group or steering group made up of local stakeholders and the programme is governed by a partnership board into which all the working groups report. The partnership board has been established by DfE in partnership with the Council and is responsible for making decisions relating to the Opportunity Area Programme. Clearly all major spending decisions need to also be agreed by Cabinet. All this sits in the context of delivering the commitments set out in the delivery plan.
5. The time pressure on the programme in terms of the relatively short duration of the programme and a desire to maximise impact means the Partnership Board

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are agreeing activity on a rolling programme, rather than on an annual basis. This offers greater flexibility, enabling emerging information, for example the success of early phase work, to be taken into account. It will however generate a significant number of funding proposals at regular intervals that would need to be agreed by Cabinet. This would have put pressure on valuable Cabinet time, so to avoid this Cabinet have agreed that decision making be delegated on the principles set out in this report. This will enable timely decision making across the programme and manage potential resource pressures in the programme team and the Council associated with the production and clearance of multiple Cabinet Reports.

EXEMPT REPORT

6. NA

RECOMMENDATIONS

7. It is recommended that O&S:

- a) Note to the decisions that have been taken by Cabinet and the progress made on implementation.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

8. The Doncaster Opportunity Area Delivery Plan sets out an ambitious agenda to improve social mobility for the children and young people of Doncaster by reducing the gap in attainment between disadvantaged and non-disadvantaged children at primary school; improving the performance of the borough's secondary schools, helping Doncaster's young people to find the right academic and vocational routes to the careers they aspire to; and taking active steps to help the most vulnerable, to access opportunities that will support them in and out of education.

BACKGROUND

9. In February Cabinet agreed to accept the Opportunity Area funding and approved spending plans associated with the first year of the programme (£1.45m).

10. In addition to the essential life skills funding of £2.75m, the Opportunity Area Programmes brings with it £6m of funding which will be transferred through to the Council, in quarterly instalments. The assumption is that this funding will be used to deliver the activities and ambitions in the plan. £450k is profiled for 2017/18 and £1m of essential life skills is profiled for 2017/18. The annual profile of funding for the Opportunity Area and Essential Life Skills funding streams is included in table 1 below.

Table 1

	2017/18	2018/19	2019/20
Opportunity Area ¹	£450,000	c£3.5m	c£2m

¹ The 2018/19 and 2019/20 figures are estimates, the total transferred to DMBC from the OA line will be less than £6m as there are some central costs around for example evaluation that have been taken out at source.

Essential Life Skills	£1,008,267.22	£1,750,199.70	0
total	£1,458,267.22	£5,250,199.70	£2,000,000

11. In addition to these dedicated funds national programmes are also being focussed on OAs. This includes the Teaching and Leadership Fund and the Strategic School Improvement Fund. This funding will go to national providers who will deliver training to teachers in schools in the borough, this is managed nationally so the Council will not be required to commission this provision.

PROGRESS TO DATE

12. Since publication in January we have made good progress, the Partnership Board have approved 9 business cases with a total financial value of £2.7m. We already have activity underway in schools, Partners in Learning are delivering a literacy programme in 15 schools in Doncaster, funded through the Strategic School Investment Fund and Expect Youth are delivering 5 coaching and mentoring pilots at primary schools, alternative provision and a youth club setting. We are well placed to deliver on our year one commitments but have more planning to do to finalise our year two and three plans, as set out below. The full list of projects approved so far is as follows:

- £1m to Expect Youth² to deliver an Essential Life Skills programme comprising a summer activity programme, combining food and activities and the development of a menu of Essential Life Skills enhancing activities targeted at disadvantaged children and young people across the borough. These activities will be delivered in part through Expect Youth partners but also through organisations which have been selected through a grant bidding process.

The first round of grant awards have taken place. Annex A sets out the list of successful applicants, which includes a large number of local organisations. Annex B includes a map that shows what is available across the borough through the term time elements of the programme.

The summer programme is being well attended, with over 2000 different participants taking part in the first 2 weeks alone. A summary of the EXPECT Summer evaluation report is at Annex C. We will be taking a business case to the partnership board in September setting out how we plan to use the remaining essential life skills funding.

- £478k to Partners in Learning. At primary this will fund a School Improvement Professional to help 25 of the schools in more challenging circumstances improve, in part by supporting them in accessing the wealth of continuous professional development available in the borough. A leadership of teaching and learning development programme targeted at 15 schools. A maths strategy, encouraging local take up of the breadth of maths support available through the local maths hubs; and at secondary this will fund a curriculum review for each school focussing on a subject of their choice carried out by headteachers and senior leaders of education from

² Please note all EXPECT Youth activities detailed in this paper are funded nationally through DfE and as such are in addition to the activity funding by the Council. There are a wide range of youth facing activities going on throughout the year, including over the summer, funding by the Council and delivered by EXPECT Youth and its partners.

two partnered schools.

- 40k to Expect Youth to deliver coaching and mentoring pilots, these combine coaching and mentoring with access to enriching activities designed to increase non-cognitive skills like resilience, these pilots started in April and are already providing valuable learning which will help with implementation of a wider roll out of the programme.
- £100k to develop an open data careers advice website, building on the work led by Uscreates, a research, insight and service design organisation. This work is going out to competitive tender shortly, we are currently looking at expanding the spec to cover all ages, to make this a more valuable tool long term.
- £5k to the Council to survey young people about the quality of careers advice they have received. This will ensure that young people's views directly inform our implementation efforts. It will also enable us to measure how far we have made a difference over the lifetime of the programme.
- £725k to fund a Careers Hub, building on the existing Careers and Enterprise Company funded Education Advisers, who are currently working with Doncaster schools to help them improve their careers advice and build strong links with local businesses. This includes funding for a Careers Hub lead, training for careers leaders in schools, and funding to support schools in identifying and sharing best practice in the delivery of careers education information advice and guidance. This work will be based on experience in the North East where the Local Enterprise Partnership ran a similar piece of work to impressive effect. We are in the process of recruiting the Careers Hub Lead and aim to hold a launch event in October.
- £300k for an evidence based small grants scheme. Through this project we will invite local organisations, including all schools, colleges, voluntary community organisations, third sector and youth facing organisations, to bid for a relatively small amount of funding (up to £20k) to deliver a project that will promote and improve social mobility for children and young people they work with in their school or community. Applications will need to be underpinned strongly by an evidence base, that shows how previous activities of this nature, have had demonstrable impact. They must also be linked to one or more of our priorities and contribute in some way to the targets set in the Opportunity Area delivery plan.
- £29k To fund the Brilliant Club – a national charity that that exists to increase the number of pupils from under-represented backgrounds progressing to highly-selective universities – to work with primary schools through its Scholars Programme in the most deprived schools in Doncaster.
- £32k to Sheffield Hallam to provide mentoring for newly and recently qualified teachers teaching in Doncaster's more challenging schools (those with Ofsted ratings of 3 or 4).

UNIVERSITY CITY UPDATE

13. The concept of Doncaster as a 'University City' was a recommendation in the One Doncaster report. Work centres around consolidating and connecting our

current Higher Education provision, and then building on it in order to significantly enhance our future offer for residents and others and to greatly improve skills in the borough, leading to lasting and satisfying employment in existing and emerging growth industries.

14. The work is being conducted in partnership with Doncaster College, Doncaster & Bassetlaw Teaching Hospital, the National College for High Speed Rail, Doncaster Chamber and, currently, Sheffield University and Sheffield Hallam University. A steering group will oversee an overall Vision that will be supported by four working groups with members drawn from all the above partners and more. The working group themes are as follows:

- Place and Infrastructure
- Consultation
- Research / Evaluation / Feasibility
- Curriculum, Knowledge and Supervision

15. Work is currently centred around consultation, and research is being conducted around best practice and ways forward, as well as documenting the excellent opportunities available in Doncaster already.

FORWARD PLANNING

16. The exact detail of what we plan to fund in years two and three of the programme is yet to be finalised, but the delivery plan sets out clearly what needs the priorities are and the activities that support them. Table 2 below sets out an estimated profile of expenditure although this will be subject to change. This funding will be distributed through: grants, some of over £50k; competitive tendering and some will be spent within the Council.

17. Table 2

	2017-18	2018-19	2019-20	TOTAL
PRIMARY	32670	492050	492050	964,720
SECONDARY	63,020	720,000	445,000	1,175,000
CAREERS	10000	442000	265000	717000
VULNERABLE	60,000	1516000	710000	2286000
SUPPORTING THEMES AND PPM	40,000	265960	135000	440960
TOTAL	236,040	3,663,960	2,000,000	5,900,000

18. It is worth being aware that there are national programmes that also contribute to these priorities so the funding set out here is only a part of the story, and this accounts in part for the discrepancy across the priorities, at primary and secondary there is Strategic School Investment Funding, and Teaching and Learning Investment Funding for a wide range of training activity. The Careers and Enterprise Company provide funding for Careers Advisors and a virtual wallet for schools to spend on careers education advice and guidance support from a menu of activities. There is less national funding available through DfE for the vulnerable theme.

19. The approach to determining how to allocate funding will be as follows, in the main, wherever possible we will go out to competitive tender. This ensures

transparency of process and helps ensure we acquire the best quality service at the best price and is in line with wider Council procurement policy. However we recognise that this will not always be possible, due to time or resource constraints and on these occasions we may seek to run grant tender processes. This brings greater competition, and a formal decision making process but will ultimately lead to a grant being paid, as opposed to a contract signed. Where timing is more constrained or there is clear favourite provider, for example were a contract to be extended for a further year, we may choose to directly grant fund. All these decisions will be taken jointly between the Director of People and Chief Financial Officer, in consultation with the portfolio holder for Children, Young People and Schools.

20. To ensure activity is commissioned as quickly and effectively as possible the programme team will be working increasingly closely with commissioning colleagues in Learning and Opportunities, Children and Young People, and procurement and legal specialists. Given the sheer scale of commissioning ahead, the programme team will also be recruiting dedicated opportunity area commissioning resource, to both commission and contract manage activity going forward.

PROPOSED REPORTING AND ENGAGEMENT WITH COMMUNICATIONS

21. Despite having delegated decision making it remains crucial that the Council and its elected members are consulted and informed as the programme develops. To ensure this takes place we propose:

- continuing to report through the Doncaster Growing Together programme;
- providing termly updates to the Cabinet Member, including a range of performance information including spend to date; and
- inclusion in wider scrutiny agenda item on school performance.

22. Cabinet reporting offers an opportunity to publicise successes, as Cabinet Reports are published documents. To ensure that Opportunity Area activity is properly communicated and successes shared with key stakeholders through all relevant channels the Opportunity Area Programme Manager will regularly engage with Council communications colleagues.

OPTIONS CONSIDERED

23. This paper provides an update on progress and enables the overview and scrutiny committee to ask questions and perform their valuable quality assurance role. It does not ask for decisions to be made or present options.

REASONS FOR RECOMMENDED OPTION

24. See para 19.

IMPACT ON THE COUNCIL’S KEY OUTCOMES

25. There are significant synergies between the Council’s key outcomes and the Opportunity Area priorities. These are summarised in the table below.

	Outcomes	Implications
	Doncaster Working: Our vision is for	Ultimately the successful

	<p>more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future;</p> <ul style="list-style-type: none"> • Better access to good fulfilling work • Doncaster businesses are supported to flourish • Inward Investment 	<p>delivery of the ambitions set out on the OA delivery plan should lead to a more skilled workforce, through the successful implementation of the Post 16 review, and greater links between the worlds of work and education facilitated through Careers Hubs.</p>
	<p>Doncaster Living: Our vision is for Doncaster’s people to live in a borough that is vibrant and full of opportunity, where people enjoy spending time;</p> <ul style="list-style-type: none"> • The town centres are the beating heart of Doncaster • More people can live in a good quality, affordable home • Healthy and Vibrant Communities through Physical Activity and Sport • Everyone takes responsibility for keeping Doncaster Clean • Building on our cultural, artistic and sporting heritage 	<p>The Essential Life Skills programme and the Children’s University will promote extra-curricular activities that cover, sport and physical activity, arts, crafts and culture. Our coaching and mentoring pilots for vulnerable young people will also promote these enriching activities with the mentoring providing the influence to encourage participation.</p>
	<p>Doncaster Learning: Our vision is for learning that prepares all children, young people and adults for a life that is fulfilling;</p> <ul style="list-style-type: none"> • Every child has life-changing learning experiences within and beyond school • Many more great teachers work in Doncaster Schools that are good or better • Learning in Doncaster prepares young people for the world of work 	<p>The Opportunity Area programme sits within the living strand and if successful will have a significant impact in both primary and secondary schools. It will: improve the recruitment and retention of young people into Doncaster schools; as mentioned in the living strand it will encourage extra-curricular activities; improve the career professional development available to Doncaster schools, driving up the standards of teaching and of leadership of teaching; encourage the development of non-cognitive skills; support schools in ensuring the careers education advice and guidance they receive is of the highest quality to ensure young people make the right choices post 16 and It will encourage greater collaboration across Doncaster schools.</p>

	<p>Doncaster Caring: Our vision is for a borough that cares together for its most vulnerable residents;</p> <ul style="list-style-type: none"> • Children have the best start in life • Vulnerable families and individuals have support from someone they trust • Older people can live well and independently in their own homes 	<p>Through priority 4, that focuses on supporting the most vulnerable we anticipate a whole family focus, in recognition that many vulnerabilities in children stem from their families.</p>
	<p>Connected Council:</p> <ul style="list-style-type: none"> • A modern, efficient and flexible workforce • Modern, accessible customer interactions • Operating within our resources and delivering value for money • A co-ordinated, whole person, whole life focus on the needs and aspirations of residents • Building community resilience and self-reliance by connecting community assets and strengths • Working with our partners and residents to provide effective leadership and governance 	<p>The rationale for siting the OA Programme Manager in the Council is to ensure that the OA programme is fully connected with the wider work of the Council.</p>

RISKS AND ASSUMPTIONS

26. There could be a risk that the work of the Opportunity Area becomes disjointed from the work of the Council. We have mitigated this by embedding the Opportunity Area programme within Doncaster Growing Together and actively seeking to identify and manage dependencies between the two programmes. The Opportunity Area programme is a standing item on the Education Leadership Group, to ensure Heads of Service are aware of the programme and have an opportunity to help shape it. The programme manager is actively developing links with colleagues across the Council.

LEGAL IMPLICATIONS [Officer Initials NJD Date 23/8/18.]

27. Section 1 of the Localism Act 2011 provides the Council with the general power of competence, allowing the Council to do anything that individuals generally may do. Section 111 of the Local Government Act 1972 gives an Authority power to purchase goods and services.

28. Any grant funding to Partners in Learning must be provided under a funding agreement to ensure all liabilities and claw back imposed on the Council from the DfE grant are incorporated into the funding agreement with Partners in Learning and should only be entered into when the Director is satisfied that the obligation in the finance procedure rules have been complied with. Any other funding given should also comply with these obligations.

29. Essential Life Skills grant funding of £450k is to be awarded as part of the life changes bidding process as described in paragraph 20. At this point in time the recipients of the grant funding are not known. The bidding process will determine who is eligible for grant funding and in what amounts. The funding must be provided under a funding agreement prepared to ensure all liabilities and claw back imposed on the Council by essential life skills are flowed down into the funding agreement with the recipients and should only be entered into when the Director is satisfied that the obligation in the finance procedure rules have been complied with.
30. The essential life skills grant funding could increase by up to £1.75m provided that the Council receive sufficient bids of high quality. As referred to above the grant funding would be subject to a funding agreement and the Director being satisfied that financial procedure rules have been complied with.
31. Further specific legal advice will be given throughout the life of the project.

FINANCIAL IMPLICATIONS [Officer Initials SB Date 21/8/18]

32. Funding of up to £8.76m will be received from the DfE in the form of a Section 31 non-ring fenced grant, £6m for the Opportunity Area Programme and £2.76m for the essential life skills programme, and under the grant determination we are required to confirm at the end of each financial year that the funding has been properly expended. The funding has / will be received in instalments as agreed through the delivery plans with the first payments of the Opportunity Area and essential life skills programme funding having been received in October 2017 (£0.1m), January 2018 (£1.04m) and May 2018 (£0.8m). The indicative Opportunity Area funding profile for 2018/19 (£3.7m) and 2019/20 (£2m) shown in the report covers the overall programme however elements of this funding will be retained centrally by DfE for expenditure on elements such as programme evaluation, therefore the final grant the Council will receive will be less than the totals shown.
33. The grants to be made from the essential life skills bidding programme, as outlined in the report received Cabinet approval in February 2018 and July 2018 as covered under financial procedure rule E14. Appropriate funding agreements will also be required, as outlined in finance procedure rules E15-E16. These grants will be made from the 2018/19 allocation of the Opportunity Area and essential life skills programmes with the remaining funding allocations still to be confirmed by the partnership board, which will also include programme lead and support costs, with the final spend profile for 2018/19 to be agreed with the DfE.

HUMAN RESOURCES IMPLICATIONS [Officer Initials MLV Date 21/08/18]

34. There are no specific HR implications related to the content of this report. Where there have been implications these have been addressed through the relevant governance arrangements. There may be HR implications for organisations who are given grants depending on how they are using the money but this will be for them to consider. If there are HR implications for the council arising from specific elements of the Opportunity Area delivery plan and any other associated delivery plans these will be addressed at the appropriate time through the relevant governance arrangements.

TECHNOLOGY IMPLICATIONS [Officer Initials PW Date 21/08/18]

35. There are no specific technology implications in relation to this report. A proposal for the open data careers advice website has recently been agreed by the Technology Governance Board. Any further requirements for new, enhanced or replacement technology to support the delivery of the Social Mobility Opportunity Area Programme and/or University City would need to be considered by the Technology Governance Board.

HEALTH IMPLICATIONS [Officer Initials CW Date 21/08/18]

36. Learning outcomes and health outcomes are intrinsically linked. On the whole, investments in improving learning outcomes should also improve health outcomes. Evidence shows that education, training and employment are key socio-economic factors in determining health status (Marmot, 2010). Programmes that focus on reducing the gap in educational attainment between the disadvantaged and non-disadvantaged children are likely to impact positively in reducing long-term health inequalities in Doncaster. The Doncaster Growing Together Programme sets out wide ranging ambitions for the borough, across living, learning, caring and working streams of activity. Again this holistic approach highlights the linkages between health and learning, as shown through the close links between the learning strand of activity and the caring and living strands. The health impact of this programme will need to be monitored in the course of its implementation, and public health can provide the appropriate advice in assessing the health impact.

EQUALITY IMPLICATIONS (RM 21/8/18)

37. The Opportunity Area programme's explicit aspiration is to narrow the gap between disadvantaged and non-disadvantaged children and young people and to support the most vulnerable. Improving the equality and inclusivity of the education system sits at the heart of the programme. On this basis the programme should have a disproportionately positive impact on protected groups. We will carry out an equality impact assessment on major activities to ensure there are no unexpected negative impacts on protected groups.

CONSULTATION

38. In drafting this paper we have consulted with Cllr Nuala Fennelly, Cabinet Member and taken advice from finance and legal colleagues. Outside of the Council we have engaged DfE officials and the Opportunity Area Partnership Board chair.

BACKGROUND PAPERS

Doncaster Opportunity Area Delivery Plan:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/696827/Social_Mobility_Delivery_Plan_Doncaster_v10_FINAL_WEB.PDF.pdf

Social Mobility Opportunity Area Programme Report to Cabinet 6 February 2018:
<https://doncasterintranet.moderngov.co.uk/ieListDocuments.aspx?CId=131&MId=2641&Ver=4>

39. REPORT AUTHOR & CONTRIBUTORS

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DONCASTER OPPORTUNITY AREA

Outcomes of the Essential Life Skills bidding process



@Doncaster_OA

Representatives from the DfE, DMBC and the Youth Council assessed a number of bids for the ELS grant fund. The fund will enable organisations to deliver extra-curricular activities for young people in the borough from September 2019.

Bids were assessed on four key criteria:

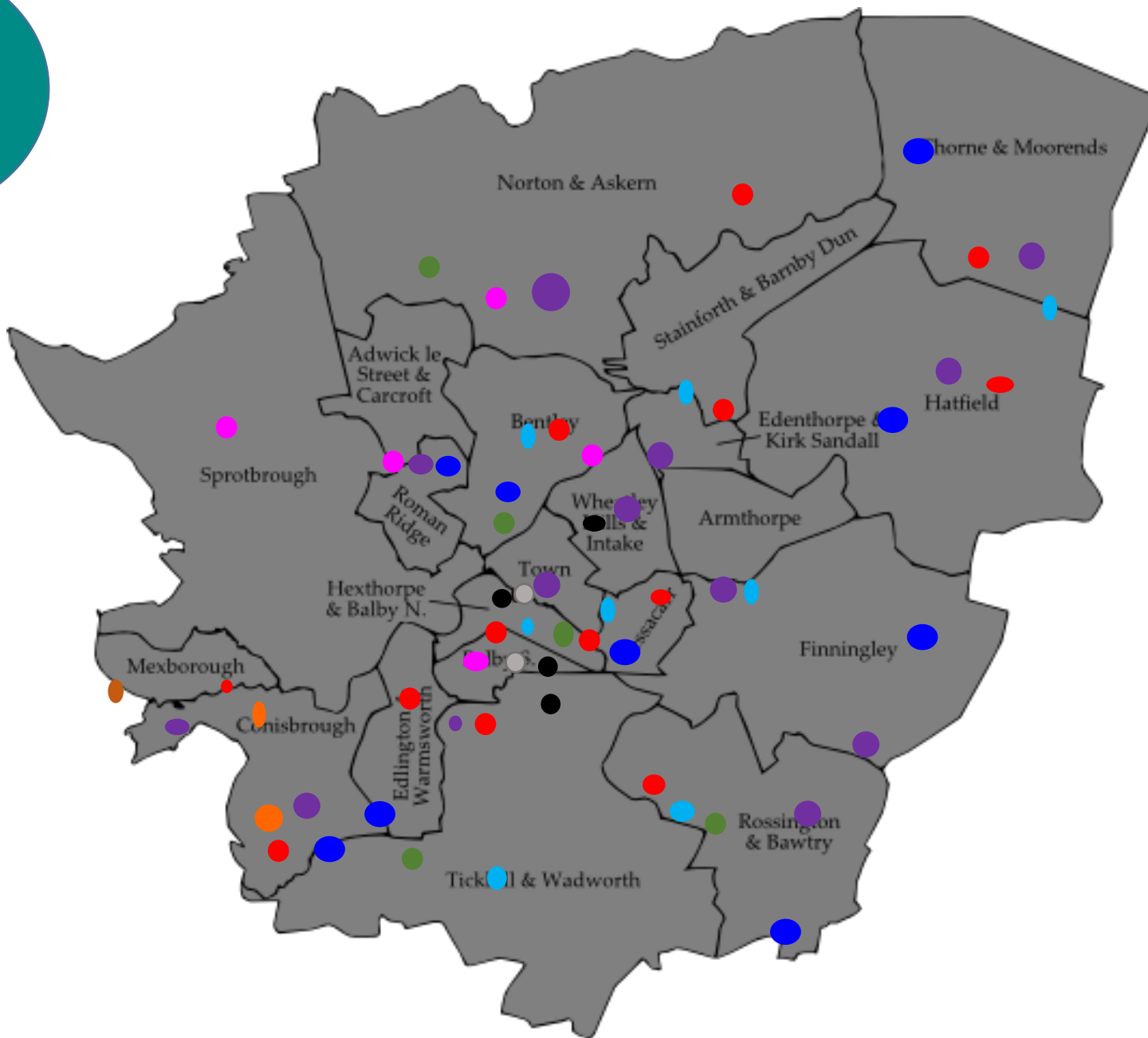
- Strength of the organisation – whether they have a history of delivering this sort of activity, their foothold in Doncaster and financial stability
- Delivery of ELS – how their bid aligns with ELS funding requirements, the clarity of purpose of their activity and confidence that the proposal will improve the ELS of participants, based on the evidence available.
- Focus on disadvantage – how targeted the bid was to disadvantaged pupils and whether it recognises their needs
- Value for money and sustainability – how much the bid costs per pupil and how/whether this is sustainable.

Successful bidders

Organisation	Focus of delivery	Total grant value	Target group
Ahead Partnership Ltd.	Social action	£45,000	Secondary
Archbishop of York Youth Trust (TBC)	Social action	£15,000	Primary
Austerfield Study Centre	Outdoor activity	£29,982	Primary
Fundamental Basketball Club/Danum Eagles	Sport	£21,525	Cross-phase
Commando Joes	Various	£109,850	Cross-phase
darts	Arts	£23,192	Special
Doncaster Alcohol Services	Business	£27,547	Secondary
Dearne Valley Ventures	Various	£15,295	Cross-phase
Doncaster College	Outdoor activity	£35,030	Primary
Doncaster Deaf Trust	Various	£48,590	Special
Jamie McDonnell Foundation	Sport	£29,780	Cross-phase
OpenCast	Various	£35,360	Secondary
The Prince's Trust	Various	£38,248	Secondary
The Youth Association	Various	£29,009	Secondary
Think 2 Speak	Social action	£26,632	Secondary
EXPECT Youth Partners (detailed individually below)	Various	£245,000	Cross phase
<i>Flying Futures</i>	Various	Exact split of £245,000 to be agreed	Cross-phase
<i>DCLT</i>	Sport		Cross-phase
<i>darts</i>	Arts		Primary
<i>Club Doncaster Foundation</i>	Various		Cross-phase
<i>Active Fusion</i>	Sport		Cross-phase
Total		£775,040	

Spread of grant funded term time provision across the borough

Borough wide provision



Spread of grant funded term time provision across the borough

1. Archbishop of York Youth Trust
2. Ahead Partnership Ltd.
3. Austerfield Study Centre
4. Fundamental Basketball Club/Danum Eagles
5. Commando Joe's
6. Darts
7. Dearne Valley Ventures
8. Doncaster College
9. Jamie McDonnell Fight for Good CIC
10. OpenCast CIC
11. The Prince's Trust
12. Think 2 Speak
13. The Youth Association
14. EXPECT Youth Partners

EXPECT Summer – evaluation report

Delivery partner: EXPECT Youth partners; Flying Futures, Club Doncaster Foundation, Active Fusion, DARTS, DCLT, EPIC.

Scope: EXPECT Youth to partner with community organisations to deliver a diverse range of ELS enhancing activities to children and young people from deprived areas across Doncaster. Children & young people will also have access to healthy food throughout the programme.

How the programme has been delivered:

- 6 Deprived areas, coordinated by an EXPECT Youth partner to deliver a minimum of 4 activities per day, 5 days per week = 120+ activities per week across Doncaster.
- Coordinated centrally by EXPECT Youth, each organisation identified a lead contact to develop a programme of activity & prepare/distribute healthy food.
- Food prepared and distributed to sessions, a mixture of breakfast, lunch, dinner & snacks provided – family healthy eating days also included.
- Activities included: sports, performing arts, health & wellbeing workshops, photography, fishing, first aid courses, life-guarding courses, motivational speakers.

Participant Attendance data:

Week 1				
Organisation	Area	Unique participants	Total attendances	Total Fed
Club Doncaster	Balby & Hexthorpe	223	385	277
Active Fusion	Conisbrough & Denaby	218	489	248
DARTS	Mexborough	83	307	101
Flying Futures	Thorne & Moorends	192	345	139
DCLT	Rossington	259	289	72
DCST	Edlington	175	318	206
	Total	1150	2133	1043
Week 2				
Organisation	Area	Unique participants	Total attendances	Total Fed
Club Doncaster	Balby & Hexthorpe	108	382	271
Active Fusion	Conisbrough & Denaby	109	391	140
DARTS	Mexborough	266	340	327
Flying Futures	Thorne & Moorends	172	346	213
DCLT	Rossington	147	345	131
DCST	Edlington	77	307	205
	Total	879	2111	1287
Week 3				
Organisation	Area	Unique participants	Total attendances	Total Fed
Club Doncaster	Balby & Hexthorpe	62	392	327
Active Fusion	Conisbrough & Denaby	101	359	189
DARTS	Mexborough	18	113	113
Flying Futures	Thorne & Moorends	71	310	180
DCLT	Rossington	140	355	152
DCST	Edlington	85	440	159
	Total	477	1969	1120
	3 week total	2506	6213	3450

EXPECT Summer has had a great start, it has been very well attended throughout the borough with no area struggling with participation numbers. Parents have found the free sports camps to be very effective child care solutions throughout the holidays, however many activities have provided an opportunity for valuable family time. The distribution of food to sessions has been very effective, using the schools catering service. Data is being recorded on a widely used database product, Views, this will enable analysis and presentation of the data in a range of ways to enable us to understand what has been successful.



Doncaster Council

Report

5 September 2018

**To the Chair and Members of the
SCHOOLS, CHILDREN & YOUNG PEOPLE'S OVERVIEW & SCRUTINY PANEL**

DONCASTER EDUCATION ATTAINMENT SUMMARY 2018

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Councillor Nuala Fennelly	All	No

EXECUTIVE SUMMARY

- This report provides an update for review by the panel in relation to provisional data and early indications of achievement and improvement across the following education phases:
 - Early Years
 - Year 1 Phonics Screening Check
 - Key Stage 1
 - Key Stage 2
 - Key Stage 4 (GCSE)
 - Key Stage 5 (A Level)
- The data contained in this report is provisional and represents early indications and is therefore subject to change. Formal and final validated data is released by DFE later in the autumn term and will therefore be presented to panel later in the autumn term as a composite report once validated data is reported.

EXEMPT REPORT

- This is not an exempt report.

RECOMMENDATIONS

- That the panel note:
 - The indicative provisional improvements to date where available.
 - The work of school leaders, teachers and schools and the wider school improvement system, including:
 - The review and development of the standards and effectiveness provision.
 - The commissioning of Partners in Learning.

- Greater collaboration across the system with and between schools, leading to greater capacity for support across the phases.
- The further development of the school improvement system of support and challenge, enabling specific provision to be targeted to schools requiring further development.

5. Early Years

- Children in Doncaster continue to make a strong start in school with over 70% of children reaching a Good Level of Development (GLD); this figure is in line with the national average and has risen in each of the last three years.
- The percentage of children achieving at least the expected level across all early learning goals has increased from 68.8% to 69.4% - which is now only 0.6% below the national average. Overall outcomes in the Prime Areas of Learning, Communication and Language, Physical and Personal, Social and Emotional development are above the national average with Communication and Language remaining strong. The percentage of children achieving the higher levels in Reading has improved.

6. Phonics Screening Check Year 1 and Year 2

- In the Year 1 Phonics Screening Check, data shows a 1% improvement on 2017 rising to 79%, further narrowing the gap to national of 83%. This indicates that this outcome requires improvement and there will be a focused programme of phonics interventions for a targeted group of schools.
- Year 2 Phonics Screening Check results in 2018 are above national outcomes, increasing to 62.7% compared to the national figure of 62.4%; therefore the gap to national has closed slightly.
- The three year trend for the percentage of children meeting the phonic standard by the end of KS1 has improved from 88% in 2016 to 90% in 2018, significantly closing the gap to national of 92%.
- In conclusion whilst figures are below national in Year 1, outcomes are moving closer to national by the end of Y2.

7. Key Stage 1

Headline figures Improvements over 3 years 2016 -18

	Doncaster	National
Reading	2.7%	1.4%
Writing	5.2%	4.5%
Maths	5.1%	3.3%
RWM	6%	5%

Rates of improvement for Doncaster are greater across all three subjects compared to national improvements at Key Stage 1.

8. 2018 Outcomes

	Doncaster	National	difference
Reading	73%	76%	-3. %
Writing	69%	68%	+1%
Maths	76%	75%	+1%
RWM	64%	64%	0

- Outcomes at Key Stage 1 are now in line with national for the combined measure of Reading, Writing and Maths, just above national for maths and writing (+1% difference) but remain below in reading (3%). Reading therefore continues to be a priority, with support being provided through the Reading Strategy.
- The impact of the cluster meetings led by the enhanced moderators can be seen in these improvements at Key Stage 1. These alongside the networks for Year 2 teachers provide an overall robust framework for support.

Combined Reading, Writing and Maths measure at KS1

9. The data for the combined measure for Reading, Writing and Maths is the most significant indicator of improvements at Key Stage 1. Over three years there has been a 6% improvement in the combined measure for all schools compared to a 5% improvement nationally over the same period.

10. Key Stage 2

- The latest Key Stage 2 figures for Doncaster schools show that outcomes are improving in all subjects.
- Schools across the borough have closed the gap on the national average in all subject areas, with Doncaster improving at a greater rate both regionally and nationally.
- The figures below show the percentage of children who achieved age related expectations in the 2018 Key Stage 2 Assessments:
- Reading, Writing and Maths combined. This is a key measure that improved by 7% compared to the national average of 3%. The 2018 Doncaster figure is 60% (National 64%)
- Key Stage 2 Reading. This has improved by 7% compared to the national improvement of 3%. The Doncaster figure is now 70% (National 75%)
- Key Stage 2 Maths. This has improved by 3% compared to the national average of 1%. The 2018 Doncaster figure is 72% (National 76%)
- Key stage 2 Writing. This measure is teacher assessed. This has improved by 4% compared to the national average of 2%. Doncaster is now broadly in line with national figures. (Doncaster 77%, National 78%)
- Grammar, Punctuation and Spelling. Test outcomes have improved by 3% compared to the national average of 1%. (Doncaster 74%, National 78%).

11. A key driver for improvement has been The Reading Strategy, providing greater confidence in reading, helping children to perform better in writing assessments and in grammar, punctuation and spelling tests.

12. The Reading Strategy has included:

- Working with heads and English leads to review provision and teaching for reading and improving the stock and quality of books in schools.
- Developing the reading culture in schools with a big drive on reading for pleasure – this has extended from working to make full use of the Dolly Parton books in early years to encouraging more use of local libraries and libraries in schools.
- Working with primary schools to develop initiatives to help parents with their children's reading.

- Clarifying expectations of what it is to be a good reader by the age of 11
 - Sharing approaches across schools on how best to teach and assess reading.
 - Introducing the Imagination Library for all 0-5 age children, receiving a book every month throughout this period.
13. The benefits of the Imagination Library include helping to encourage more children to read with their parents and carers from a young age. The scheme delivers a new book each month to parents and carers of 0-5 year old that sign up; the programme is designed to encourage children and young people to read from an early age, and is helping to improve the literacy and educational progress of Doncaster's young people.
14. Other initiatives that have helped drive these improvements are:
- The commitment, targeted and consistent approach being undertaken directly by schools individually and collaboratively.
 - The revised school improvement strategy with its 3 tier assessment of schools. This has enabled the standards and effectiveness team to target resources more effectively.
 - Commissioning the support of Partners in Learning as part of the wider school improvement strategy.
 - The expansion of the standards and effectiveness team to increase our capacity to support and challenge schools.
 - The focused work of senior leaders across the system to work collaboratively to provide specific support.
15. **Key Stage 4 (GCSE)**
- Early indications at GCSE level for Doncaster show that both attainment 8 scores and the percentage of pupils achieving a standard pass across English and Maths (Grade 4/C) has remained relatively stable.
 - Mathematics has been of particular strength in 2018 across Doncaster, with the majority of schools making substantial improvements in the proportions of pupils achieving at least a grade 4/C, improving at a greater rate than the national average and thus narrowing the gap to the national average.
 - A further detailed report will be presented to Overview and Scrutiny Panel as part of the composite report later in the autumn once validated data is available.
16. **Key Stage 5 (A LEVELS)**
- Provisional results show an improving and encouraging picture across the borough. The headline figures show that:
 - The percentage of students in Doncaster achieving at least one A Level pass is now above national average by 1.7 %. This represents a 2.3% improvement from 97% in 2017 to 99.3% this year.
 - The percentage of A to A* grades in Doncaster has improved from 19% to 22.8%, an increase of 3.8%. This represents a significant closing of the gap to national figures.
 - The pass rate in Doncaster overall has increased, with 75% of schools who have submitted results showing a 100% pass rate.
 - These figures demonstrate as with Key Stage 2 outcomes that Doncaster's children and young people are on a trajectory of improvement which will give them all better life chances and wider choices for the future.

17. Not in Education, Employment or Training (NEET)

- The table below shows the figures for academic year 2017/18. The 0.1% increase in Doncaster’s combined NEET/Not Known figure from 4.8% (June 2018) to 4.9% (July 2018), follows the expected (annual/seasonal) trend at local, regional and national level as young people complete education/training programmes and register as NEET with the Local Authority.

Combined NEET/Not Known Academic Age Year 12 and Year 13	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Doncaster	17.9%	9.1%	7.5%	7.2%	6.6%	5.5%	5.4%	4.9%	4.7%	4.8%	4.9%

18. Working in partnership with providers, the service tracks and monitors performance throughout the year, helping to identify the true destination of the Not Knowns (EET or NEET), further enabling the service to offer appropriate/impartial information, advice and guidance to the vulnerable/NEET cohort, helping individuals to progress into a positive destination (increasing the ‘In Learning’ figure).
19. Doncaster’s combined NEET/Not Known figure for July 2018 (4.9%) is lower than all of our near neighbours and also lower than the national figure (6.7%); this is a positive figure and reinforces that appropriate strategy implementation and support is in place.

20. The table below illustrates Doncaster’s data

July 2018	Cohort (Y12/Y13)	NEET		Not Known		NEET & NK	Combined Total
		No.	%	No.	%		
Doncaster	6,518	222	3.4%	98	1.5%	320	4.9%

21. Doncaster has a higher percentage of young people ‘participating/in learning’ when compared with all our near neighbours and the national figure. It is also worth noting that Doncaster has seen a 2.6% increase of young people ‘participating/in learning’ when compared to the same period last year (July 2017).

In Learning	July 2018	July 2017
Doncaster	93.6%	91.0%

22. Overall, the data in relation to NEET and EET, clearly indicate a positive picture, which when combined with the wider improvements measures will provide greater assurance for improved outcomes for young people of Doncaster moving into the future.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

23. Local Councils play a key role in helping to shape and drive forward improvement in education settings and it is important that they are involved in shaping the quality of provision in their area.

BACKGROUND

24. Doncaster schools are challenged by the Local Authority, the DFE, the Regional Schools Commissioner and OFSTED about test and examination outcomes for all children and young people in all phases of education. As part of the **Doncaster Growing Together Achieve** strand, we are committed to improving outcomes to ensure that all our children and young people have the best possible chance for a successful and productive life.

OPTIONS CONSIDERED

25. There are no options as this report is for information.

REASONS FOR RECOMMENDED OPTION

26. To inform members of 2018 outcomes across all phases.

IMPACT ON THE COUNCIL'S KEY OUTCOMES

27.

	Outcomes	Implications
	<p>Doncaster Working: Our vision is for more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future;</p> <ul style="list-style-type: none"> • Better access to good fulfilling work • Doncaster businesses are supported to flourish • Inward Investment 	<p>Better test and exam outcomes will help children and young people to pursue their ambitions.</p>
	<p>Doncaster Living: Our vision is for Doncaster's people to live in a borough that is vibrant and full of opportunity, where people enjoy spending time;</p> <ul style="list-style-type: none"> • The town centres are the beating heart of Doncaster • More people can live in a good quality, affordable home • Healthy and Vibrant Communities through Physical Activity and Sport • Everyone takes responsibility for keeping Doncaster Clean • Building on our cultural, artistic and sporting heritage 	<p>Improved outcomes help all children and young people to make the most of the opportunities offered by the borough.</p>
	<p>Doncaster Learning: Our vision is for learning that prepares all children, young people and adults for a life that is fulfilling;</p> <ul style="list-style-type: none"> • Every child has life-changing learning experiences within and 	<p>Children and young people benefit from improved education and attending local schools with improved standards.</p>

	beyond school <ul style="list-style-type: none"> • Many more great teachers work in Doncaster Schools that are good or better • Learning in Doncaster prepares young people for the world of work 	
	Doncaster Caring: Our vision is for a borough that cares together for its most vulnerable residents; <ul style="list-style-type: none"> • Children have the best start in life • Vulnerable families and individuals have support from someone they trust • Older people can live well and independently in their own homes 	Improved outcomes help children to make the best possible start in life.
	Connected Council: <ul style="list-style-type: none"> • A modern, efficient and flexible workforce • Modern, accessible customer interactions • Operating within our resources and delivering value for money • A co-ordinated, whole person, whole life focus on the needs and aspirations of residents • Building community resilience and self-reliance by connecting community assets and strengths • Working with our partners and residents to provide effective leadership and governance 	Improved outcomes will help all children and young people to benefit from the development of the connected council.

RISKS AND ASSUMPTIONS

28. Reputational Risk: There is a risk to the council that not achieving improved outcomes would result in a lack of future employment opportunities for young people. Children and young people with low educational outcomes increase the risk of being unable to reach their full potential.
29. Financial Risk: There would be a risk of increasing pressure on other council resources due to limited educational opportunities for children and young people with low educational outcomes.

LEGAL IMPLICATIONS [Officer Initials KDW Date 24/08/18]

30. A Local Authority shall (so far as their powers enable them to do so) contribute towards the spiritual, moral, mental and physical development of the community by securing that efficient primary, secondary and further education are available to meet the needs of the population in their areas. In addition, the Authority should ensure that their relevant education functions and relevant training functions are exercised by the authority with a view to promoting high standards, ensuring fair access to opportunity for education and training, and promoting the fulfilment of learning

potential by every person under the age of 20 and aged 20 or over but under 25 who are subject to a learning difficulty assessment.

FINANCIAL IMPLICATIONS [Officer Initials: SB Date 24/818]

31. There are no specific financial implications arising from this report. The Standards & Effectiveness team that supports school improvement contains an expenditure budget of £440,740 for this service

HUMAN RESOURCES IMPLICATIONS [Officer Initials: MLV Date 23/8/18]

32. There are no HR implications arising from this report.

TECHNOLOGY IMPLICATIONS [Officer Initials: PW Date 24.08.18]

33. There are no Technology implications arising from this report.

HEALTH IMPLICATIONS [Officer Initials CW...Date 23/08/18]

34. Learning outcomes and health outcomes are intrinsically linked. Overall, investments in improving learning outcomes should also improve health outcomes. Evidence shows that education, training and employment are key socio-economic factors in determining health status (Marmot, 2010). School improvement measures should be inclusive of supporting the health and wellbeing of pupils, staff and wider school community. The public health programme Healthy Learning Healthy Lives can support educational settings to promote a better level of health and wellbeing for their school community.

EQUALITY IMPLICATIONS [Officer Initial PR Date: 23/8/18]

35. Improved outcomes in all phases will ensure that all children's education and development continues to benefit; this will increase and strengthen our Local Offer and support our obligations under the Equality Act 2010.
36. The Council's duty under section 149 of the Equality Act 2010 when exercising its functions to advance equality of opportunity and foster good relations between those who have a protected characteristic and those who do not share that protected characteristic, ensure fair access to learning and opportunities for all Doncaster children and young people.

CONSULTATION

37. No further consultation was undertaken for this report.

BACKGROUND PAPERS

- Doncaster Growing Together
- The Children and Young People's Plan 2017-2020

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Doncaster Council

5th September, 2018

To the Chair and Members of the Children and Young People Overview and Scrutiny Panel

OVERVIEW AND SCRUTINY WORK PLAN 2018/2019 – September 2018

Relevant Cabinet Member(s)	Wards Affected	Key Decision
The Mayor	All	None

EXECUTIVE SUMMARY

1. The Panel is asked to consider the Overview and Scrutiny Work Programme for 2018/19, receive an update on progress and agree future items for consideration.

EXEMPT REPORT

2. The report is not exempt.

RECOMMENDATIONS

3. The Committee is asked to:
 - a) Review the Overview and Scrutiny work plan attached at Appendix A;
 - b) Agree when items be programmed for consideration or removed from the work plan;
 - c) Consider the Council's Forward Plan of key decisions attached at Appendix B.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

4. Regular review of the Overview and Scrutiny work plan enables the Committee to ensure it remains relevant and is responding to important issues for citizens and the borough. The work plan update helps support openness, transparency and accountability as it summarises outcomes from overview and scrutiny activities. Citizens are able to contribute to the work of overview and scrutiny by attending meetings or contributing to reviews.

BACKGROUND

5. Overview and Scrutiny has a number of key roles which focus on:
 - Reviewing decisions made by the Executive of the Council;
 - Policy development and review;
 - Monitoring performance (both service indicators and financial); and
 - Considering issues of wider public concern.

6. An updated version of the work plan is regularly presented to OSMC and Panels for consideration. The Panel is asked to consider the unresolved issues in Appendix A and agree when items should be programmed or removed from the list. It should be noted that the work plan highlights those items that have been considered and those that are planned at the time this agenda is published.

Council's Forward Plan of Key Decisions

7. Attached at Appendix B is the Council's Forward Plan of key decisions for consideration by the Panel.

OPTIONS CONSIDERED

8. There are no specific options to consider within this report as it provides an opportunity for the Panel to review its work plan for 2018/19.

REASONS FOR RECOMMENDED OPTION

9. There is no recommended option.

IMPACT ON THE COUNCIL'S KEY OUTCOMES

- 10.

	Outcomes	Implications
	<p>Doncaster Working: Our vision is for more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future;</p> <ul style="list-style-type: none"> • Better access to good fulfilling work • Doncaster businesses are supported to flourish • Inward Investment 	<p>The Overview and Scrutiny function has the potential to impact upon all of the Council's key objectives by holding decision makers to account, reviewing performance and policy development through robust recommendations, monitoring performance of the Council and external partners, services and reviewing issues outside the remit of the Council that have an impact on the residents of the Borough.</p>
	<p>Doncaster Living: Our vision is for Doncaster's people to live in a</p>	

	<p>borough that is vibrant and full of opportunity, where people enjoy spending time;</p> <ul style="list-style-type: none"> • The town centres are the beating heart of Doncaster • More people can live in a good quality, affordable home • Healthy and Vibrant Communities through Physical Activity and Sport • Everyone takes responsibility for keeping Doncaster Clean • Building on our cultural, artistic and sporting heritage 	
	<p>Doncaster Learning: Our vision is for learning that prepares all children, young people and adults for a life that is fulfilling;</p> <ul style="list-style-type: none"> • Every child has life-changing learning experiences within and beyond school • Many more great teachers work in Doncaster Schools that are good or better • Learning in Doncaster prepares young people for the world of work 	
	<p>Doncaster Caring: Our vision is for a borough that cares together for its most vulnerable residents;</p> <ul style="list-style-type: none"> • Children have the best start in life • Vulnerable families and individuals have support from someone they trust • Older people can live well and independently in their own homes 	
	<p>Connected Council:</p> <ul style="list-style-type: none"> • A modern, efficient and flexible workforce • Modern, accessible customer interactions • Operating within our resources and delivering value for money • A co-ordinated, whole person, whole life focus on the needs and aspirations of residents • Building community resilience and 	

	<p>self-reliance by connecting community assets and strengths</p> <ul style="list-style-type: none"> • Working with our partners and residents to provide effective leadership and governance 	
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RISKS AND ASSUMPTIONS

11. To maximise the effectiveness of the Overview and Scrutiny function it is important that the work plan is manageable and that it accurately reflects the broad range of issues within its remit. Failure to achieve this can reduce the overall impact of the function. National research has identified that over ambitious work plans that include too many items are a common cause of frustration for Scrutiny Members as they fail to achieve any outcomes. The work plan will continue to be reviewed at each ordinary meeting and officers will advise on the capacity available to undertake any additional work. This provides an opportunity to ensure work plans can be regularly monitored and reviewed.

LEGAL IMPLICATIONS (SRF) (16/8/18)

12. The Council's Constitution states that subject to matters being referred to it by the Full Council, or the Executive and any timetables laid down by those bodies, Overview and Scrutiny Management Committee (and its panels) will determine its own Work Programme (Overview and Scrutiny Procedure Rule 6a).

Specific legal implications and advice will be provided as required on matters brought to the panel.

FINANCIAL IMPLICATIONS (SB 15/08/18)

13. There are no specific financial implications arising from this report.

HUMAN RESOURCES [Officer Initials MLV Date 14/08/18]

14. There are no specific HR implications related to the contents of this report. There may be HR implications relating to specific elements on the work plan but these will be highlighted in the relevant reports and governance arrangement at the appropriate time.

TECHNOLOGY IMPLICATIONS [KF : 13/08/18]

15. There are no specific technology implications in relation to this report.

HEALTH IMPLICATIONS [VJ: 20/08/2018]

16. There is no direct health implication arising from the work plan itself. Any health implication will need to be addressed within individual work that will be subjected to scrutiny. An important note is to ensure that the work plan includes important topics areas that are most likely to impact on the health and wellbeing of Doncaster people. These topics will need to be adequately scrutinised.

EQUALITY IMPLICATIONS [CM: 06/08/18]

17. This report provides an overview on the work programme and there are no significant equality implications associated with the report. Within its programme of work Overview and Scrutiny gives due consideration to the extent to which the Council has complied with its Public Equality Duty and given due regard to the need to eliminate discrimination, promote equality of opportunity and foster good relations between different communities.

CONSULTATION

18. During May and June 2018, OSMC and the standing Panels held work planning sessions to identify issues for consideration during 2018/2019.

BACKGROUND PAPERS

19. Agenda, guidance and draft work plan produced following OSMC work planning events held during May and June 2018.

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OVERVIEW & SCRUTINY WORK PLAN 2018/19

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
May		<p>Mon 11th June, 2018 at 1pm 12noon pre meeting Rm 413 CR</p> <ul style="list-style-type: none"> Work planning – HASC O&S 	<p>Wed, 23rd May 2018, 3 pm CR</p> <ul style="list-style-type: none"> Work planning – CYP O&S 		<p>Thurs., 31st May 2018, 3:30 pm – CR</p> <ul style="list-style-type: none"> Work planning C&E O&S
June	<p>Wed, 6th June 2018, 10 am – CM</p> <ul style="list-style-type: none"> Work planning – OSMC 	<p>Tues 12th June 2018, JHOSC Representative Only CR</p> <p>JHOSC - South Yorkshire, Derbyshire, Nottinghamshire and Wakefield</p> <p>10.30am - Members Briefing 1.00pm – Formal Meeting</p>	<p>Tues 12th June 2018, 5:30 pm – Council Chamber CM</p> <ul style="list-style-type: none"> Children and Young People’s Plan - Annual Impact Report Child Poverty Overview Youth Parliament Youth Parliament – piece of work from scrutiny to be identified Scrutiny Work Plan 	<p>Wed 13th June 2018, 11am CM</p> <ul style="list-style-type: none"> Work planning – R&H O&S 	
	<p>Thurs, 28th June 2018, 10 am – Council Chamber CM</p> <ul style="list-style-type: none"> Youth Justice Plan Qtrly Finance & Performance Report – Qtr 3 <ul style="list-style-type: none"> DMBC - to include; <ul style="list-style-type: none"> addendum on agency staff costs and details of health checks for those aged 40 to 75 Consultants – VFM – Overview and understanding SLHD Scrutiny Work Plan 	<p>Monday 25th June 2018, 10am Council Chamber CR</p> <ul style="list-style-type: none"> Resources Allocations Process 			

** Please note dates of meetings/rooms/support may change

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
July	<p>Thurs, 19th July 2018, 12noon – Council Chamber (CR)</p> <ul style="list-style-type: none"> State of the Borough Assessment/DGT – Data Analysis – Briefing session <p>To follow meeting:</p> <ul style="list-style-type: none"> Community Engagement Strategy workshop following OSMC 2pm 	<p>Mon, 2nd July 2018, 10am – Council Chamber (CM)</p> <ul style="list-style-type: none"> Doncaster's strategic health and social care plans – to include information on alternative service delivery models and Place Plan (CCG Jackie Pederson/Cath Doman) Public Health Protection Assurance Report Health inequalities – BME Health Needs Assessment Scrutiny Work Plan 	<p>Tues, 24th July 2018, 9am – Council Chamber (CR)</p> <ul style="list-style-type: none"> Doncaster Children's Trust (split screen) Children's Trust and DMBC Update on Learning Provision Organisation Board and Learning Provision Strategy – Overview and on relationships with Academies and LA School Scrutiny Work Plan 		<p>Friday 27th July at 9.30am – Council Chamber (CM)</p> <ul style="list-style-type: none"> Flood Overview <ul style="list-style-type: none"> Overview of drainage Boards – structure and their operation Audit case studies <p>To be followed by a meeting addressing improvements since 2007 Floods - invitations to:</p> <ul style="list-style-type: none"> Environment Agency Planners Planning Enforcement Emergency Planning Internal Drainage Board
			<p>Monday 6th August, 2018 10am – site visit (CR)</p> <p>Smile Day Centre Visits as part of the Alternative Service Delivery Models Project</p>		
Aug					
Sept	<p>Thurs, 13th Sept. 2018, 10am – Council Chamber (CR)</p> <ul style="list-style-type: none"> Qtrly Finance & Performance Report – Qtr 4 <ul style="list-style-type: none"> DMBC SLHD Scrutiny Work Plan 	<p>Thurs, 27th Sept 2018, 10am – Council Chamber (CM)</p> <ul style="list-style-type: none"> Adults Social Care Complaints and Compliments Annual Report Your Life Doncaster (Adults Transformation) Mental Health – Strategy and Delivery Plan (CCG Jackie Pederson/Stephen 	<p>Wed, 5th Sept 2018, 10am – Council Chamber (CR)</p> <ul style="list-style-type: none"> Annual Complaints (DCST) Doncaster Children's Safeguarding Board Annual Report "Storing up Trouble" – Produced by the National Children's Bureau 	<p>Wed, 19th Sept. 2018, 10am – Council Chamber (CM)</p> <ul style="list-style-type: none"> Members Briefing - Update on Hatfield Headstocks. 	

** Please note dates of meetings/rooms/support may change

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
		Emerson) Possible joint overview for CYP Mental Health <ul style="list-style-type: none"> Scrutiny Work Plan 	<ul style="list-style-type: none"> Education and Skills thematic update Schools Performance tables Scrutiny Work Plan 		
Oct	Thurs, 4th Oct 2018 – 10am Council Chamber (CM)			15th October 2018, 1pm – Council Chamber	Tues 23rd Oct 2018 – 10am – 3pm, Council Chamber
	<ul style="list-style-type: none"> Gambling Policy Scrutiny Work Plan 			<ul style="list-style-type: none"> Doncaster Inclusive Growth Plan Wool Market – Update Scrutiny Work Plan 	<ul style="list-style-type: none"> Flood Review Scrutiny work Plan
Nov	Thurs, 2nd Nov 2018, 10am – Council Chamber	Thurs, 29th Nov 2018, 10am – Council Chamber		End of Nov/December (TBC – local plan dependent)	Wed 28th Nov 2018 – 3pm, Council Chamber
	<ul style="list-style-type: none"> Community Safety Strategy Brexit Scrutiny Work Plan 	<ul style="list-style-type: none"> Carers Charter (pre-visits to be arranged prior to consideration) Mental Health – specific area to be agreed (CCG) Suicide Prevention (Veterans, young people, male population) Update on Inspection and Regulation Scrutiny Work Plan 		<ul style="list-style-type: none"> Local Plan Update on link to the Airport Housing Needs Analysis Overview 	<ul style="list-style-type: none"> Waste - An update on the new contract Complex Lives to include Amber Project Scrutiny Work Plan
Dec	Thurs, 6th Dec 2018, 10am –		Tues, 11th Dec 2018, 5pm - Council Chamber		
	<ul style="list-style-type: none"> Budget (tbc) Qtrly Finance & Performance Report – Qtr 1 DMBC SLHD 		<ul style="list-style-type: none"> Doncaster Children’s Trust (split screen) Children’s Trust and DMBC Attendance – Impact on Strategy and Performance update Social Mobility 		

** Please note dates of meetings/rooms/support may change

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
	<ul style="list-style-type: none"> Scrutiny Work Plan 		Opportunity Area Delivery Plan (including information on curriculum for life requested at 24/7/18 meeting) <ul style="list-style-type: none"> SEND Scrutiny Work Plan 		
Jan	Mon, 21st Jan 2019, 10am – Council Chamber	Thurs, 31st Jan 2019, 2pm Council Chamber			
	<ul style="list-style-type: none"> Budget (tbc) 	<ul style="list-style-type: none"> Mental Health – specific issue TBC Doncaster Adult’s Safeguarding Board Annual Report Veteran Plan (to include a reference to mental health) (DMBC and CCG) Integrated Commissioning Model (CYP led) Invite CYP O&S - TBC. Scrutiny Work Plan 			
Feb	Thurs, 7th Feb 2019, 10am Council Chamber				Wed, 13th Feb 2018, 10am
	<ul style="list-style-type: none"> Qtrly Finance & Performance Report – Qtr 2 <ul style="list-style-type: none"> DMBC SLHD Scrutiny Work Plan 				Crime and Disorder <ul style="list-style-type: none"> Community Safety Priorities Update CCTV impact of Strategy Update following Domestic Abuse Strategy – feedback from partners on recommendations Modern Slavery? Scrutiny Work Plan
	Thurs, 28th Feb 2019, 10am Council Chamber				

** Please note dates of meetings/rooms/support may change

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
	Thurs, 28th Mar 2019, 10am Council Chamber	Thurs, 21st Mar 2019, 10am Council Chamber	Tues, 5th Mar 2019, 5 pm Council Chamber	Wed, 13th Mar 2019, 10am Council Chamber	
Mar	<ul style="list-style-type: none"> Scrutiny Work Plan 	<ul style="list-style-type: none"> Public Health Protection End of Life Plan Update on Inspection and Regulation Scrutiny Work Plan 	<ul style="list-style-type: none"> Youth Council – Feedback on key issues Behaviour Transformation Programme – focus on tracking fixed term and permanent exclusions Scrutiny Work Plan 	<ul style="list-style-type: none"> March 2019 (Formal Meeting – therefore will require corporate reports to be completed) Housing Investment Plan – following Housing Needs Analysis overview. Homelessness – Update on position and recs (from 16/17 Panel review re: recs on update funding and legislation).made from previous Panel review/impact of PSPO Place Marketing – Update on position and recs made from previous Panel review Scrutiny Work Plan 	
April					
May					
POSSIBLE ISSUES FOR FUTURE CONSIDERATION - TBC					
	DCST Finance Recommendation from OSMC 04/18 “that a further report be	Yorkshire Ambulance Service reconfiguration (YAS)	Joint meeting with HASC – adult Mental health and impact on early years (DMBC and CCG)		Street Scene – fly tipping and street cleaning – how is it dealt with and comparisons with rural and urban areas. Possible invite to like authority. How is rubbish

** Please note dates of meetings/rooms/support may change

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
	provided to OSMC if the same financial variances appear following Quarter 3 2018/19".				dealt with on private land?
	Corporate Plan Refresh	Personal Budgets/Direct payments	Permanent exclusions - correlation between non-school attendance and crime of young people who were known to the YOS – case studies to be addressed at a future meeting (DMBC/Trust).		Green Future - 2019
	3rd Sector/ Assets/ Commissioning – how Council can leverage what it has within its portfolio to deal with less acute end of Adult Social Care - to be further discussed and arranged.	Learning Disabilities Strategy (early involvement with Scrutiny)	Youth Council (TBC); a) Update on Curriculum for Life (including outcome of Personal, Social, And Health Education (PHSE) audit) b) Feedback on Youth Surgeries c) Expect Youth – Response/Monitoring exercise align/where are they locating activity/where can young people go?		Environment Strategy - 2019
	Doncaster and North Lindsey College Merger – update on governance arrangements (written update to be circulated outside of the meeting post 31 st July 2018)	Substance abuse			An update on the South Yorkshire Waste (September 2019/2020)
		Joint meeting with HASC – adult mental health and impact on early years (DMBC and CCG)			

** Please note dates of meetings/rooms/support may change

	OSMC	H&ASC O&S	CYP O&S	R&H O&S	C&E O&S
		Children and Young People Plan (DMBC & CCG) – previously addressed by CYP O&S June 2018 but will need future consideration			
		Alternative Service Delivery Model			
		Ambulance Service Response Times & Criteria (possibly same time as YAS reconfiguration) (TBC)			
		Health & Wellbeing Strategy			
		Hospital Services Review – Maternity Provision			

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DONCASTER METROPOLITAN BOROUGH COUNCIL
FORWARD PLAN FOR THE PERIOD 1ST SEPTEMBER, 2018 TO 31ST DECEMBER, 2018

The Forward Plan sets out details of all Key Decisions expected to be taken during the next four months by either the Cabinet collectively, The Mayor, Deputy Mayor, Portfolio Holders or Officers and is updated and republished each month.

A Key Decision is an executive decision which is likely:-

- (a) to result in the Local Authority incurring expenditure which is, or the making of savings which are, significant having regard to the Local Authority's budget for the service or function to which the decision relates; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the Local Authority;
- (c) any decision related to the approval or variation of the Policy and budget Framework that is reserved to the Full Council.

The level of expenditure/savings which this Authority has adopted as being financially significant is £250,000.

Please note in addition to the documents identified in the plan, other documents relevant to a decision may be submitted to the Decision Maker. Details of any additional documents submitted can be obtained from the Contact Officer listed against each decision identified in this plan.

In respect of exempt items, if you would like to make written representations as to why a report should be considered in public, please send these to the contact officer responsible for that particular decision. Unless otherwise stated, representations should be made at least 14 days before the expected date of the decision.

KEY

Those items in **BOLD** are **NEW**

Those items in **ITALICS** have been **RESCHEDULED** following issue of the last plan

Prepared on: Wednesday, 1st August, 2018 and superseding all previous Forward Plans with effect from the period identified above.

Jo Miller
Chief Executive

MEMBERS OF THE CABINET

Cabinet Member For:

Mayor - Ros Jones
Deputy Mayor - Councillor Glyn Jones

Councillor Nigel Ball
Councillor Joe Blackham
Councillor Rachael Blake
Councillor Nuala Fennelly
Councillor Chris McGuinness
Councillor Bill Mordue
Councillor Jane Nightingale

- Housing and Equalities
- Public Health, Leisure and Culture
- Highways, Street Scene and Trading Services
- Adult Social Care
- Children, Young People and Schools
- Communities, Voluntary Sector and the Environment
- Business, Skills and Economic Development
- Customer and Corporate Resources.

Some Decisions listed in the Forward Plan are to be taken by Full Council

Members of the Full Council are:-

Councillors Nick Allen, Duncan Anderson, Lani-Mae Ball, Nigel Ball, Iris Beech, Joe Blackham, Rachael Blake, Nigel Cannings, Bev Chapman, Phil Cole, John Cooke, Mick Cooper, Jane Cox, Steve Cox, Linda Curran, George Derx, Susan Durant, Nuala Fennelly, Neil Gethin, Sean Gibbons, John Gilliver, Martin Greenhalgh, Pat Haith, John Healy, Rachel Hodson, Charlie Hogarth, Mark Houlbrook, David Hughes, Eva Hughes, Glyn Jones, R. Allan Jones, Ros Jones, Ken Keegan, Majid Khan, Jane Kidd, Nikki McDonald, Tosh McDonald, Chris McGuinness, Sue McGuinness, Bill Mordue, John Mounsey, David Nevett, Jane Nightingale, Ian Pearson, Andy Pickering, Cynthia Ransome, Tina Reid, Andrea Robinson, Kevin Rodgers, Dave Shaw, Derek Smith, Frank Tyas, Austen White, Sue Wilkinson, Jonathan Wood, Paul Wray.

WHEN DECISION IS EXPECTED TO BE TAKEN	KEY DECISION TO BE TAKEN	RELEVANT CABINET MEMBER	DECISION TO BE TAKEN BY	CONTACT OFFICER(S)	DOCUMENTS TO BE CONSIDERED BY DECISION MAKER	REASON FOR EXEMPTION – LOCAL GOVERNMENT ACT 1972 SCHEDULE 12A
4 Sep 2018	<i>To secure funding to implement a 2 year fleet and plant replacement program</i>	<i>Councillor Joe Blackham, Portfolio Holder for Highways, Street Scene and Trading Services</i>	<i>Cabinet</i>	<i>Richard Speight richard.speight@doncaster.gov.uk</i>		<i>Open</i>
4 Sep 2018	Quarter 1 2018-19 Finance and Performance Report	Mayor Ros Jones	Cabinet	Faye Tyas, Head of Financial Management faye.tyas@doncaster.gov.uk, Louise Parker, Head of Service Strategy & Performance Unit Manager Louise.Parker@doncaster.gov.uk		Open
4 Sep 2018	St Leger Homes Performance Report 2018/19 Quarter 1	Councillor Glyn Jones, Deputy Mayor, Portfolio Holder for Housing and Equalities	Cabinet	Paul Tanney, Chief Executive, St Leger Homes of Doncaster paul.tanney@stlegerhomes.co.uk		Open

Not before 4th Sep 2018	The approval, endorsement and implementation of a Corporate Health and Safety Strategy across all Doncaster Council Directorates and Services.	Portfolio Holder for Public Health, Leisure and Culture	Cabinet	Tracey Harwood, Head of Service Regulation & Enforcement tracey.harwood@doncaster.gov.uk		Open
20 Sep 2018	Full Council to accept the State of the Borough assessment, in line with its constitutional role to inform the policy and budget setting process.	Mayor Ros Jones	Council	Jon Gleek, Head of Service, Strategy and Performance jon.gleek@doncaster.gov.uk		Open
16 Oct 2018	To agree the development and public commitment to a Doncaster All Age Charter	Councillor Nuala Fennelly, Portfolio Holder for Children, Young People and Schools, Councillor Rachael Blake, Portfolio Holder for Adult Social Care	Cabinet	Damien Allen, Director of People damien.allen@doncaster.gov.uk		Open
6 Nov 2018	Approval to expand the current Street Works Permit Scheme	Councillor Joe Blackham, Portfolio Holder for Highways, Street Scene and Trading Services	Cabinet	Paul Evans paul.evans@doncaster.gov.uk		Open

20 Nov 2018	Quarter 2 2018-19 Finance and Performance Report	Mayor Ros Jones	Cabinet	Louise Parker, Head of Service Strategy & Performance Unit Manager Louise.Parker@doncaster.gov.uk, Faye Tyas, Head of Financial Management faye.tyas@doncaster.gov.uk		Open
20 Nov 2018	St Leger Homes Performance Report 2018/19 Quarter 2	Portfolio Holder for Housing and Equalities	Cabinet	Paul Tanney, Chief Executive, St Leger Homes of Doncaster paul.tanney@stlegerhomes.co.uk		Open
22 Nov 2018	Community Safety Strategy 2018-2021	Councillor Chris McGuinness, Portfolio Holder for Communities, Voluntary Sector and the Environment	Council, Cabinet Decision to be taken to Cabinet on 6th November, 2018 prior to full Council approval on 22nd November	Bill Hotchkiss, Head of Service - Community Safety bill.hotchkiss@doncaster.gov.uk		Open
22 Nov 2018	Determination of the Doncaster Council Statement of Policy (Gambling Policy 2019).	Councillor Chris McGuinness, Portfolio Holder for Communities, Voluntary Sector and the Environment	Cabinet, Council	Paul J Williams, Business Safety and Licensing Manager PaulJ.Williams@doncaster.gov.uk		Open

