

Public Document Pack



BARRY KEEL
Chief Executive
Floor 1 - Civic Centre
Plymouth
PL1 2AA

www.plymouth.gov.uk/democracy

Date 19/01/10 Telephone Enquiries 01752 305466 Fax 01752 304819
Please ask for Amelia Boulter, Democratic Support Officer e-mail amelia.boulter@plymouth.gov.uk

CHILDREN AND YOUNG PEOPLE OVERVIEW AND SCRUTINY PANEL

DATE: THURSDAY 28 JANUARY 2010
TIME: 10.00 AM
PLACE: COUNCIL HOUSE (NEXT TO CIVIC CENTRE)

Members –

Councillor Purnell, Chair
Councillor Mrs Stephens, Vice Chair
Councillors Mrs Beer, Bowie, Mrs Bragg, Delbridge, Reynolds, Roberts and Vincent.

Statutory Co-opted Members -

Mrs M Gee – Roman Catholic Diocesan Representative
Mr T Lyddon – Church of England Diocesan Representative
Mr K Willis – Parent Governor Representative

Co-opted Representatives -

Ms A Kearnes - NSPCC
Mr J Paget – Youth Parliament Representative
Miss K Taylor – Youth Parliament Representative

Substitutes–:

Any Member other than a Member of the Cabinet may act as a substitute member provided that they do not have a personal and prejudicial interest in the matter under review.

Members are invited to attend the above meeting to consider the items of business overleaf.

Members and Officers are requested to sign the attendance list at the meeting.

BARRY KEEL
CHIEF EXECUTIVE

CHILDREN AND YOUNG PEOPLE OVERVIEW AND SCRUTINY PANEL

PART I (PUBLIC COMMITTEE)

AGENDA

1. APOLOGIES

To receive apologies for non-attendance submitted by Panel Members.

2. DECLARATIONS OF INTEREST

Members will be asked to make any declarations of interest in respect of items on this agenda.

3. MINUTES (Pages 1 - 4)

The panel will be asked to confirm the minutes of the meeting held on 19 November 2009.

4. CHAIR'S URGENT BUSINESS

To receive reports on business that, in the opinion of the Chair, should be brought forward for urgent consideration.

5. TRACKING RESOLUTIONS (Pages 5 - 8)

The Panel will monitor progress on previous resolutions.

6. CAREFIRST

The Assistant Director of Services for Children & Young People (Social Care) will report on progress to implement Carefirst within Children's Social Care Services.

7. OFSTED REPORT (Pages 9 - 14)

The Assistant Director of Services for Children & Young People (Social Care) will give a presentation on Ofsted's unannounced inspection in respect of the Contact and Referral Service, submit the post-inspection action plan and provide an update on 'Little Ted's'.

8. CHILDREN WITH DISABILITIES (Pages 15 - 24)

The Assistant Director of Services for Children and Young People (Learner & Family Support) will re-submit the report for consideration of the section deferred at the last meeting on 'overview of education provision for disabled children'. Also submitted is an addendum providing additional information requested at the last meeting.

9. SCHOOL ATTAINMENT RESULTS (Pages 25 - 32)

The Assistant Director of Services for Children & Young People (Lifelong Learning) will submit a report containing school attainment results.

10. FORWARD PLAN ITEMS REFERRED FROM OVERVIEW & SCRUTINY MANAGEMENT BOARD (Pages 33 - 34)

The Panel will consider the following Forward Plan item as requested by Overview & Scrutiny Management Board on 2 December 2009:

Information Advice and Guidance Service for Young People (FP 40 09/10).

11. PERFORMANCE REVIEW (TO FOLLOW)

The Director for Services for Children & Young People will submit a report providing human resources information requested at the last meeting.

12. COMPLAINTS AND COMPLIMENTS (Pages 35 - 36)

The Assistant Director of Services for Children & Young People (Performance & Policy) will provide a briefing note containing information requested at the last meeting. A copy of the information pack provided to Looked After Children will be available for inspection at the meeting.

13. WORK PROGRAMME (Pages 37 - 38)

The Panel will consider its work programme for 2009/10.

14. EXEMPT BUSINESS

To consider passing a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item(s) of business on the grounds that it (they) involve the likely disclosure of exempt information as defined in paragraph(s) ... of Part 1 of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

PART II (PRIVATE COMMITTEE)

AGENDA

MEMBERS OF THE PUBLIC TO NOTE

that under the law, the Panel is entitled to consider certain items in private. Members of the public will be asked to leave the meeting when such items are discussed.

NIL

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Children and Young People Overview and Scrutiny Panel

Thursday 19 November 2009

PRESENT:

Councillor Purnell, in the Chair.
Councillor Mrs Stephens, Vice Chair.
Councillors Mrs Beer, Berrow (substitute for Councillor Reynolds), Mrs Bragg, Delbridge, Roberts and Vincent.

Co-opted Representatives: Ms Kearnes and Mr Paget.

Apologies for absence: Councillors Bowie and Reynolds and Mrs Gee, Mr Lyddon, Miss Taylor and Mr Willis (co-opted representatives).

The meeting started at 10.00 am and finished at 12.50 pm.

Note: At a future meeting, the committee will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

32. DECLARATIONS OF INTEREST

The following declarations of interest were made by Members in accordance with the Code of Conduct –

Name	Minute No. and Subject	Reason	Interest
Councillor Purnell	Minute no. 39 Children with Disabilities.	School Governor	Personal
Councillor Roberts	Minute no. 39 Children with Disabilities.	School Governor	Personal

33. MINUTES

Resolved that -

- (1) that Councillor Mrs. Stephens' apologies be added to the meeting of the meeting held on 24 September 2009;
- (2) subject to resolution (1) above, the minutes of the 24 September and 22 October 2009 be confirmed as a correct record.

34. CHAIR'S URGENT BUSINESS

There were no items of Chair's urgent business.

35. FEEDBACK FROM OVERVIEW AND SCRUTINY MANAGEMENT BOARD

The Chair provided verbal feedback from the Overview and Scrutiny Management Board, which was that finance training for scrutiny Members had taken place and additional practical training around the budget for Children & Young People Panel Members had been requested.

36. QUARTERLY REPORT

The Panel considered the first draft of the Panel's scrutiny quarterly report and highlighted that the following adjustments should be made -

- (i) the report should note the change of time for the panel's business meeting;

- (ii) it should highlight the panel's site visits as an important part of their work;
- (iii) key achievements such as the sustained diverse membership of the group should be highlighted;
- (iv) the Cabinet Member's name be removed from the report's heading as it was a report of the scrutiny panel;
- (v) the Panel Member attendance statistics were incorrect.

Resolved That the Panel's scrutiny quarterly report be amended to include the adjustments suggested in (i) to (v) above and then submitted to the Overview and Scrutiny Management Board.

37. COMPLAINTS AND COMPLIMENTS ANNUAL REPORT

The Director for Services for Children and Young People submitted a report detailing activity for the period April 2008 – March 2009 in relation to Children's Social Care. The Panel welcomed this annual report which was highly positive and showed that compliments had increased year on year.

The following responses were given to questions raised by Members -

- (i) closer working with 'The Zone' was on the service work plan for next year;
- (ii) the service had worked through the Children's Integrated Disability Service to communicate with disabled children and it was recognised that communication with children who experienced impaired communications needed to be developed;
- (iii) contact cards were provided to those children involved with the service;
- (iv) placement exit surveys were a source of information for the service;
- (v) there was a free phone helpline and children and young people were aware of it;
- (vi) there were no comparators with other Local Authorities due to different ways of collecting data;
- (vii) contact with children and young people in custody and secure units would be reviewed.

Resolved that -

- (1) a copy of an up to date pack of information provided to children be made available to the panel;
- (2) comparative data be provided to the Panel on how the service was performing in relation to neighbouring Local Authorities.

38. PERFORMANCE AND BUDGET REVIEW

The Director for Services for Children and Young People submitted a report providing in-year updates for finance and performance within the department, combining extracts from the Cabinet update of 15 September 2009 and the Performance Framework used by the Children's Trust Executive to track progress against the Children and Young People's Plan.

The following responses to Members' questions were provided -

- (i) the caseload was approximately 2400 cases within the service, with a significant proportion held at Advice and Assessment;

- (ii) placement stability was a challenging area and was an Local Area Agreement priority with a high emphasis; the service would continue to review what the trends were and identify support;
- (iii) the target for Not in Education, Employment or Training (NEETs) was a continued concern although there was successful partnership work in areas of the city;
- (iv) pooling budgets took place where there was a need to do so and the rules allowed it, although national reporting requirements were causing slow progress;
- (v) aligning services within local services had driven down costs, with partner agencies providing staff and services;
- (vi) there were budgetary pressures and actions were being taken to address them; there was always the likelihood of further external pressures;
- (vii) 'healthy schools plus' was a targeted approach to obesity within 16 schools across the city.

Resolved that -

- (1) a view of where budgets may be pooled be provided to the panel;
- (2) a breakdown of figures for numbers of full time equivalent posts, vacancies, number of cases and numbers of agency staff over the past five years be provided to the panel;
- (3) comparison national figures for teenage pregnancies be provided to the task and finish group considering reducing teenage conception rates in the city;
- (4) regarding performance indicators, numbers rather than percentages be provided to the Panel;
- (5) consideration of the performance indicators causing concern and what localities they occurred in be placed on the Panel's work programme;
- (6) additional practical finance training be provided to the Panel.

39. CHILDREN WITH DISABILITIES

The Integrated Disability Service Manager from Services for Children and Young People's Department submitted a briefing paper on Children with Disabilities and the Panel viewed a DVD on young people's views on short breaks. The Service manager highlighted that the video was part of a consultation process to find out what young disabled people wanted for their future.

Responses to questions from Members were as follows -

- (i) the adaptation process was long but the service was working with occupational therapists to provide a flowchart to families explaining the process;
- (ii) there were a small number of people using the short break provision during the school holidays;
- (iii) initial assessment covered the whole family, how they enjoyed their time together and the reason for requesting a break;
- (iv) transition planning started in year nine;

- (v) a small group of young people worked with the service;
- (vi) short break foster carers were available but more were needed.

Resolved that -

- (1) a joint task and finish group with Customers and Communities OSP on facilities for disabled people be included on the work programme;
- (2) information on integration and support for children with disabilities, short breaks, independent living, pooled budgets and education be considered at a future meeting.

(Councillors Purnell and Roberts declared personal interests in the above item.)

40. **TRACKING RESOLUTIONS**

A schedule of tracking resolutions was submitted and considered.

41. **WORK PROGRAMME**

The work programme of the Panel was submitted and considered.

Resolved that the following be added to the work programme -

- (a) a review of the action plan from OFSTED's inspection of Children's Service Advice and Assessment;
- (b) a review OFSTED's action plan from Little Teds, when available;
- (c) a review of the flowchart created by Occupational Therapy regarding adaptations;
- (d) cyber-bullying.

42. **DATE AND TIME OF NEXT MEETING**

Resolved that the next meeting of the Children and Young Peoples Scrutiny Panel be held on 28 January 2010 at 10am in the Council House.

43. **EXEMPT BUSINESS**

There were no items of exempt business.

CHILDREN AND YOUNG PEOPLE OVERVIEW AND SCRUTINY PANEL

TRACKING RESOLUTIONS

Grey = Completed

Minute number	Resolution	Date agreed	Action by	Progress	Target date	Response
7	Re the Anti-bullying strategy, the Panel recommended that all councillors and all school governors receive the report of the most recent 'Tellus' survey; all schools in the city agreed the definition of bullying contained in the strategy; panel members be invited to attend the strategy launch in November.	18/06/09	Maggie Carter	DSO to check progress.		
3	Resolved that the Democratic Support Officer look into visitor parking passes for co-optee members.	30/07/09	DSO	The DSO advised that co-optees will be reimbursed for parking rather than be issued with visitor parking passes. Completed.	24/09/09	
6	Data concerning educational attainment between the rich and poor in Plymouth in comparison to other local authorities – it was resolved that the issues raised will be addressed when the Child Poverty Strategy is produced.	30/07/09	Richenda Broad	This item will be addressed when the Child Poverty Strategy is produced.		
9	Resolved that we invite the new Chair of the Plymouth Local Safeguarding Children Board (LSCB) is invited to a future meeting.	30/07/09	DSO	The Chair of LSCB attended the CYP OSP meeting of 22.10.09. Completed.	24/09/09	
11(1)	Resolved that the Chair to meet with the Director for Children and Young People to ascertain appropriate education related topics to be included in the work programme.	30/07/09	Chair	Chair met with the Director for Children and Young People. Completed.		
11(2)	Resolved if necessary, a task and finish group be set up to review and report back to the panel regarding any education related topics highlighted by the Director for Children and Young People.	30/07/09		Currently on hold.		

Minute number	Resolution	Date agreed	Action by	Progress	Target date	Response
25 Plymouth Safeguarding Children Board Report	The Panel members receive a copy of the PSCB 3-year training plan 2007-10 and the e-Safety Implementation Plan	22.10.09	Richenda Broad		25.3.10	
26 Child Protection Plans	Future updates on child protection plans would reflect whether agencies had provided the relevant reports or information, not just whether they had attended conferences or reviews	22.10.09	Richenda Broad		?	
27 (1) Role of Corporate Parenting Group	Cabinet receive an annual report of the work of the Corporate Parenting Group	22.10.09	Richenda Broad		?	
27 (2)	The Children's OSP regularly review the work of the Corporate Parenting Group and identify issues that require further work and arrange for Corporate Parenting to become incorporated into the work programme on an annual basis	22.10.09	DSO / Richenda Broad		25.3.10	
27(3)	Cabinet consider the commitments outlined in the Pledge for children and young people in care and that Corporate Parenting and the involvement of children and young people in care is incorporated into the Panel's work programme on an annual basis.	22.10.09	DSO / Richenda Broad		? Cabinet, Oct 10 annual update for panel	
27(4)	That CMT identify departmental 'champions' in each council area so that the needs of children and young people in care can be incorporated into strategy and policy formation with accountability to the Corporate Parenting Group	22.10.09	CMT	Mary Brimson, Head of Service (Looked After Children) attended CMT on 05.01.10. CMT requested a further report.		
27(5)	All appraisals and staff supervision to specifically address progress against the Pledge	22.10.09	Richenda Broad		?	

Minute number	Resolution	Date agreed	Action by	Progress	Target date	Response
27(6)	All elected Members attend induction training on Corporate Parenting	22.10.09	Democratic & Member Services Manager	Mary Brimson, Head of Service (Looked After Children) met with Member Support and this training has now been incorporated into the Members Induction Programme. Completed.	May 2010	
27(7)	All departments consider providing work placements for young people in care.	22.10.09	CMT	Mary Brimson, Head of Service (Looked After Children) attended CMT on 05.01.10. CMT requested a further report.	Feb 2010	
36 Quarterly report	The Panel's scrutiny quarterly report be amended to include the adjustments suggested in (i) to (v) above (see minute 36) and then submitted to the O & S Management Board	22.10.09	DSO	Updated scrutiny reports forwarded to O & S Management Board Members for feedback, to be submitted to Cabinet January 2010. Completed.	December 09	
37(1) Complaints and Compliments Annual Report	A copy of an up to date pack of information provided to children be made available to the Panel	19.11.09	Richenda Broad	Submitted to CYP OSP on 28.1.10. Completed.	28.1.10	
37(2)	Comparative data be provided to the Panel on how the service was performing in relation to neighbouring LAs.	19.11.09	Carole Hartley, Customer Relations Manager	Submitted to CYP OSP on 28.1.10. Completed.	28.1.10	
38(1) Performance and Budget Review	A view of where budgets may be pooled be provided to the Panel	19.11.09	Head of Finance		25.3.10	
38(2)	A breakdown of figures for numbers of full time equivalent posts, vacancies, number of cases and numbers of agency staff over the past five years be provided to the panel.	19.11.09	Ass. Head of HR	Submitted to CYP OSP on 28.1.10. Completed.	28.1.10	

Minute number	Resolution	Date agreed	Action by	Progress	Target date	Response
38 (3)	Comparison national figures for teenage pregnancies be provided to the task and finish group considering reducing teenage conception rates in the city.	19.11.09	Claire Cordory-Oatway, Head of Performance & Quality / DSO	Email sent to Claire Cordory requesting the information for the Joint Task and Fish Group meeting.	Jan 10	
38 (4)	Regarding performance indicators, numbers rather than percentages be provided to the Panel	19.11.09	Head of Policy, Performance & Partnerships		25.3.10	
38 (5)	Consideration of the performance indicators causing concern and what localities they occurred in be placed on the Panel's work programme	19.11.09	DSO	Included on work programme submitted to Panel on 28.1.10. Completed.	28.1.10	
38(6)	Additional practical finance training be provided to the Panel.	19.11.09	Head of Finance		25.3.10	
39(1) Children with Disabilities	A joint task and finish group with Customers and Communities OSP on facilities for disabled people be included on the work programme.	19.11.09	DSO	Request agreed by Management Board 6.1.10. On CYP work programme submitted to Panel on 28.1.10.		
39(2)	Information on integration and support for children with disabilities, short breaks, independent living, pooled budgets and education be considered at a future meeting.	19.11.09	Jo Siney, Integrated Disability Service Manager	Submitted to CYP OSP on 28.1.10. Completed.	28.1.10	
41 Work Programme	The following be added to the work programme – (a) a review of the action plan from Ofsted's Inspection of Children's Service Advice and Assessment; (b) a review of Ofsted's action plan from Little Teds, when available; (c) a review of the flowchart created by Occupational Therapy regarding adaptations; (d) cyber-bullying.	19.11.09	DSO	Included on work programme submitted to Panel on 28.1.10. Completed.	28.1.10	

Freshford House
Redcliffe Way
Bristol BS1 6NL

T 08456 40 40 40
enquiries@ofsted.gov.uk
www.ofsted.gov.uk

Direct T 0117 9456448
Direct F 0117 9456554
Lac.safeguarding@ofsted.gov.uk



28 October 2009

Ms Bronwen Lacey
Director of Children's Services
Plymouth City Council
Windsor House
Tavistock Road
Plymouth
PL6 5UF

Dear Ms Lacey

Annual unannounced inspection of contact, referral and assessment arrangements within Plymouth City Council children's services.

This letter contains the findings of the recent unannounced inspection of contact, referral and assessment arrangements within local authority children's services in Plymouth City Council which was conducted on 6 and 7 October 2009. The inspection was carried out under section 138 of the Education and Inspections Act 2006. It will contribute to Ofsted's annual review of the performance of the authority's children's services, for which Ofsted will award a rating later in the year.

The inspection identified four areas for priority action and a number of areas for development, which are detailed below.

The inspection sampled the quality and effectiveness of contact, referral and assessment arrangements and their impact on minimising the incidence of child abuse and neglect. Inspectors considered a range of evidence, including: electronic case records; supervision files and notes; observation of social workers and senior practitioners undertaking referral and assessment duties; and other information provided by staff and managers. Inspectors also spoke to a range of staff including managers, social workers, other practitioners and administrative staff. I am grateful to you and your staff for your help and the time given during this inspection.

From the evidence gathered, the inspection identified a number of areas where the contact, referral and assessment arrangements were delivered satisfactorily in accordance with national guidance, in particular:

- All cases are allocated to suitably qualified social workers.
- Communication and inter-agency working between the police and the advice and assessment service are effective.



INVESTOR IN PEOPLE

- The out of hours service is good and coordinated well with the advice and assessment service.
- There is recent evidence that auditing processes are having a positive impact on the quality of work in some individual cases.
- The Advice and Assessment Service is well resourced. The council is committing further investment to improve the electronic recording system.
- The Advice and Assessment Service demonstrates a commitment to gaining feedback from service users on service quality. For example, senior managers have contacted some service users by phone to gain feedback about their experience of the service. However, this work is yet to have an impact on the quality of the service being delivered.

From the evidence gathered, the following strengths and areas for development were also identified:

Strengths
<ul style="list-style-type: none"> ▪ The rapid response team offers timely and effective support to children and their families who have assessed needs. ▪ Frontline staff in the advice and assessment service demonstrate commitment to both providing and improving services for children and their families.
Areas for development
<ul style="list-style-type: none"> ▪ Child protection processes and procedures are not consistently applied. In some of the cases sampled, there was insufficient identification of risk and protective factors, potentially leaving children at risk of significant harm. However, there were also examples of good practice. ▪ Case recording is not up to date and in too many cases the quality is poor. This results in a lack of clarity about actions that need to be undertaken. ▪ The combination of no single record for children and families, inconsistent filing and the lack of chronologies in some cases leads to ineffective use of background information; the full family history is not always taken into consideration. As a result the assessment and decision making processes do not consistently identify the risk of harm to children referred to the service. ▪ The quality of core and initial assessments is inconsistent. While some are good, others lack sufficient analysis and do not have clear service recommendations or specific and measurable action plans.

- The identity, ethnicity, religion and cultural needs of children and their families are not always appropriately considered in assessments and planning.
- The frequency of supervision is inconsistent and the quality is variable. Managers do not always sign off completed work in a timely manner, resulting in significant delays in decision making or case closures.
- A range of systems for quality assurance and performance monitoring enables the council to have a good awareness of its strengths and weaknesses. However, information is not used consistently to ensure that appropriate action is taken where weaknesses have been identified.

This visit has identified the following areas for priority action.

Areas for priority action

- Inter-agency thresholds for children in need are not agreed, which leads to an inconsistent response to children and their families by the advice and assessment service. This contributes to caseloads being unacceptably high which has a detrimental impact on the quality of the work and results in some unsafe practice. For example, some concerns about risks to children are not recorded, are not communicated effectively with relevant partners or investigated in a timely manner.
- Management overview of individual casework is inconsistent, resulting in drift in referral, assessment and planning processes, inconsistent practice and cases not being transferred in accordance with the transfer protocol. Some incomplete initial assessments are signed off prematurely by managers in order to meet timescales. In addition, some initial assessments are signed off without the child being seen.
- Plymouth City Council has not ensured criminal record bureau checks are in place for staff working in the contact centre and who process initial child and family contacts.

The areas for priority action identified above will be specifically considered in any future inspection of services to safeguard children within your area.

Yours sincerely



Heather Brown
Divisional Manager, Social Care Safeguarding

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CIP 7. Keeping children safe - Milestones - Mairead MacNeil

Priority	Area for Development	Activity	Start Date	Current Completion Date	RAG as at Jan 10	Lead Person	General Comments
Original CIP 7 milestones still to be completed							
		Ranged sufficiency of care provision					
		Recruitment of diverse mix of foster carers to ensure there is a choice of quality placements to match the complexity and range of children's individual needs	Oct-09	Apr-10		Mary Brimson	To date this has been a very successful role out. However, it requires acceleration owing to increase of number of children coming into care. Success will achieve reduction in the need to purchase independent placements
		Improving the Skill set of the Workforce					
		Permanently recruit to posts within the service, to ensure full establishment, and maximise social worker stability of case management	Apr-09	Apr-10		Caroline Kirsopp	Whilst this has been successful over the last 18 months, reducing the vacancy level from 30% to 7%, many recruited are newly qualified social workers and are unable to hold complex Child Protection work until they have sufficient experience and skills
		Newly Qualified Social Workers continued professional development programme	Apr-09	Apr-11		Caroline Kirsopp	Pilot has now been completed for Year 1. This has been successful and process will become standard practice
		Embed workforce development programme for all social care staff	Apr-09	Apr-11		Caroline Kirsopp	Considerable ongoing investment is required to ensure the children's workforce is fully trained and skilled to ensure the complexity of keeping children safe is understood and all appropriate actions are taken in a timely and proportional way
		Range and sufficiency of Family Support					
		Integration of family support services in order to better match services to need	Sep-09	Apr-10		Nicky Scutt	Requires acceleration owing to increased number of children coming into care. Placements and assessments ensure children do not come into care whenever they can be safely supported within their own families
Priority Actions from unannounced Ofsted Inspection							
		Child protection processes and procedures					
I and II		Secure funding for Carefirst improvement plan	Mar-09	Feb-10		Ian Gallin	Requires urgent approval by CMT/Cabinet
I and II	3 and 7	Reconfigure CareFirst to improve usability and stability	Mar-09	Apr-12		Karen Porte	This is a 3 yr investment plan
	3 and 4	Implementation of EDRMS	Dec-09	Mar-10		Ian Gallin	Requires funding approval and commitment of a number of resources working toward single case records
I and II	1, 2, 4 and 7	Reduce caseloads by service configuration	Oct-09	Jan-10		Joy Howick	Advice and Assessment service reduced to ensure only short term work allocated and case transfers to long term teams are effective and timely. Longer term work to be held in other services. Re-distribution of resource to ensure success of timely casework intervention, reduction of risk wherever possible or plan/s for permanent alternative care where no other options are available.
I and II	1, 2, 3, 4, and 6	Improvements in timeliness and quality of casework management	Oct-09	Apr-10		Joy Howick	Investment in management development to ensure high quality trained, skilled managers and informed decision making to maximise the safety of children. Requires reduction of caseloads, held by individual social worker and a commitment by partner agencies to ensure CAF is embedded and appropriately used.
		Case Recording					
II	1, 2, 4 and 6	Ensure consistency and timeliness of Initial and Core Assessments	Sep-09	Apr-10		Joy Howick	Requires effective management information system and quality management oversight and authorisation of all cases with high quality and timely assessments.
	3, 4 and 5	Ensure Identity and diversity reflected in all Assessments and Care Plans	Oct-09	Apr-10		Joy Howick	Require supervision, quality awareness raising and training. Case Audits to quality assure.
		Management and Supervision					
I and II	1, 2, 3, 4, 6 and 7	Ensure first line managers provide high quality supervision on all cases in a timely way	Oct-09	Apr-10		Joy Howick	Investment in management development to ensure high quality skilled managers and informed decision making to maximise the safety of children. Audit compliance and quality.
I and II	4 and 7	Consistent use of Management Information Systems to quality assure practice	Apr-09	Apr-10		Joy Howick	Audit of frequency and quality of recorded supervision. Effective management information system required.
		Thresholds and workload					
I and II	7	Ongoing management of staff workloads to ensure service sustainability and staff wellbeing	Apr-09	Apr-10		Joy Howick	Management information system to monitor caseloads, transfers and case closures. Effective quality assurance systems to ensure quality interventions in timely way.
I and II		Commence consultation on CIN thresholds	Dec-09	Dec-09		Joy Howick	Consultation complete. Embedding changes with partners currently
I and II		Ensure ownership of CAF and CIN thresholds with schools and all partner agencies	Dec-09	Apr-10		Amanda Paddison	Consultation complete. Embedding changes with partners currently
I and II	1, 3, 4, 6 and 7	Embed consistent process for managing assessments, casework and transfers	Aug-09	Apr-10		Mary Brimson	Reliant on high quality management, skilled social workers and effective management information systems. Quality assured by audit systems
I and II	1, 2, 4 and 6	Improve management compliance on casework management and transfers	Apr-09	Apr-10		Karen Morris	Reliant on high quality management, skilled social workers and effective management information systems. Quality assured by audit systems
		CRB Checks					
III		Complete CRB checks on for all staff working in contact centre or who have access to child and family contacts or information	Mar-08	Jan-10		Adam Broome	Contact Centre completed. Other PCC staff with access to confidential records in process
Prepare for announced inspection							
		Prepare plan for announced inspection	Dec-09	Jan-10		Mairead MacNeil	Bi weekly meetings to scrutinise progress. Multi Agency participation to ensure preparation complete.
I, II and III are Priority Actions from the Unannounced Inspection Nos. 1 - 7 are Areas for Development from the Unannounced Inspection							

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Children and Young People Overview and Scrutiny Panel**19 November 2009****Integrated Services – Children with Disabilities****Disabled Children in Plymouth**

The definition and thresholds for disabled children are complex due to the many different views on this matter at a national level. However, it is accepted (according to the Office for National Statistics 2004) that 7% of the child population will meet the Disability Discrimination Act definition of disability. Therefore, in Plymouth we would expect there to be 3468 children who meet the DDA definition of disability as follows:

“...a person has a disability for the purposes of this Act if he has a physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities.”

We have established that in 2008/09 1528 children were identified as children with significant disability living in Plymouth. 270 of these children have complex health needs. This equates to 3% of the child population. It is accepted that this is the core group of children and families requiring the support of the Children's Integrated Disability Service and short break provision.

A draft eligibility criteria has been written for the Children's Integrated Disability Service (see Appendix 1).

Support for disabled children, young people and their families**National context:**

Aiming High for Disabled Children 2007 (policy review) has required a new focus on how services are provided to support disabled children, young people and their families. It draws together the expectations that are set out in the NHS Operating Framework and in the Children's Plan. Aiming High for Disabled Children (AHDC) is the transformation programme for disabled children's services.

The programme has been supported by substantial new grant funding and measures designed to make the system work better; the AHDC programme aims to deliver:

- Access and empowerment for disabled children and families
- Responsive services and timely support
- Improved service quality and capacity

The national funding from DCSF breaks down into the following streams:

- Short breaks £370 million
- Childcare £35 million
- Transition Support Programme (TSP) £19 million
- Parent Forums £5 million

Local Implementation

In order to coordinate the service improvement work in Plymouth, the Aiming High for Disabled Children Strategic Oversight group has been set up and is chaired by Maggie Carter, Assistant Director for Learner and Family Support. The group reports to the Children and Young People's Trust. The Primary Care Trust and Plymouth Hospital NHS Trust are key partners in the group, as are other council departments, voluntary and community sector and parent/carer representatives whose work can influence the lives of disabled children and their families. The remit of this group is to develop a strategic framework for disabled children.

a) Integrated working:

The Children's Integrated Disability Service (reporting to the Children and Young People's Trust) brings together the work of the following range of teams in order to deliver integrated processes and joined up working for disabled children, young people and their families:

- Children's Disability Social Care – PCC
- Communication Interaction Team – PCC
- Early Years Inclusion Service - PCC
- Sensory Advisory Team - PCC
- Special Persons' Information Network (SPIN) Database – PCC
- Special Services (Special Educational Needs) - PCC
- Occupational Therapy – PCC and Plymouth Hospitals NHS Trust (PHNT)
- Child Development Centre (Health) - PHNT
- Children's Community Nursing Team – PHNT
- Physiotherapy - PHNT
- Learning Disability Psychology – Primary Care Trust

The Joint Management Team is developing integrated processes to provide:

- Single point of contact to access the range of teams
- Better information for families
- Joined up assessment and care pathways
- Key worker and lead professional role
- Coordinated reviews
- Improved transitions (in childhood and into adulthood)

The Integrated Disability Service PCC budget for staffing and support for families is £2.6M in addition to specific grant funding from the DCSF.

b) Provision of Short Breaks (previously referred to as respite services):

Aiming High for Disabled Children has promoted a broader range of services that may be expected to provide families with a break. Previously 'respite' was the term used for a service which cared for the disabled child away from their home (transitionally in a specialist unit) in order that their family members could have a break from the caring responsibilities. The emphasis for 'Short Breaks' is that disabled children and young

people are able to access a wide range of appropriate positive activities with a benefit to parent/carers that they are able to have a break from care for that period of time.

A short break might include day, evening, overnight or weekend activities and could take place at home, at an approved carer's home or in a community or residential setting. It might also mean supporting parents in their caring role so that the whole family can enjoy activities together.

The Children and Young Persons Act 2008 will make short break provision for disabled children and their families a statutory service. The wording of the new duty is also important. The new legal provision makes clear that breaks should not just be provided to those carers struggling to maintain their caring role, but also to those for whom a break would improve the quality of the care they can offer. Short breaks should therefore not just be used as a crisis intervention, but should also be used in a preventative fashion to enhance the lives of families with disabled children and help them lead an ordinary and valued life.

Within the city we are providing an increasingly wide range of short break opportunities for families:

Residential Short Breaks:

- Woodlands Residence
- Downham House

Family-based Short Breaks:

- Trained foster carers provided short periods of regular care to children.

Home-based carers, sitting and enabling services:

- Carers supporting with the disabled child in the family home or in the community.

Specialist play and leisure provision:

- Clubs and activities provided specifically for disabled children

Inclusion work into mainstream play, leisure and youth activities:

- 1:1 support work or training to existing staff groups to enable disabled children and young people to be included in the range of activities already available within the City.

c) Improving Access to Short Break support:

The Aiming High for Disabled Children Short Break Grant has enabled improved access to short break support for families. The additional grant funding provided is:

2009/10:	Revenue £229,500	Capital £115,700
2010/11:	Revenue £740,300	Capital £270,000

In 2008/09, 414 disabled children were accessing short break support.

The Aiming High for Disabled Children grant money has increased the availability of short breaks this year to date (April-September 2009).

714 disabled children have accessed short break provision. The projection for 2010/11 is that 1500 disabled children will be able to access short break support.

The Short Breaks Project Board is seeking to make access to short breaks easier for families. The key change will be that many short break options will be accessed by families without the need for a Social Care Assessment.

In addition, the Children's Integrated Disability Service has established a joint equipment store which hosts equipment that is available to providers on a short loan scheme to enable disabled children to access holiday activities. Equipment is also available for parents to borrow.

The Short Breaks Newsletter is providing families within the city with regular information about the range of short break opportunities that are available.

d) Aids and Adaptations:

The Occupational Therapy (OT) Team lead on the provision of aids and adaptations to disabled children and young people. There is joint working with a range of services to coordinate this provision.

OT and Housing Adaptations Team work together to provide adaptations and alterations to family homes in both the public and private sector. The OT Manager is a member of the Housing Adaptation Strategic Forum where policy, procedure and the information strategy for families is developed.

OT and Health-based physiotherapy staff provide joint assessment for children and young people to coordinate postural, mobility and equipment issues.

OT staff work with schools in the city to provide environmental adaptations and therapeutic programmes for pupils. In addition, toileting and manual handling programmes are provided.

Support is available to voluntary and community sector service providers for disabled children with regard to manual handling and environmental alterations.

Overview of education provision for disabled children

Within Plymouth the educational needs of disabled children are being met through the full range of school provision. It would be expected that most disabled children would have a Statement of Special Educational Needs (although the population of children with Statements of SEN is wider than 'disability').

It is identified from the schools census that there are 4511 children with Special Educational Needs in Plymouth. Of this number, 1274 have a Statement of SEN and 80 are currently being assessed. The remainder are at School Action and School Action Plus on the Code of Practice and provision is made for them within school.

The number of Plymouth children with statement of SEN attending Special Schools in the city is as follows:

Courtlands School	74
Downham School	64
Brook Green School	83
Longcause School	95
Mill Ford School	74
Mount Tamar School (inc. Hamoaze House provision)	84
Plymouth Hospital School*	7
Woodlands School	48
Plymouth Tuition Service (inc. Not School)	8

*Most pupils attend the Hospital School on a short term basis and are registered on the roll of their substantive school.

Please note that the majority of our special schools also have pupils from Devon and Cornwall.

628 children with Statements of SEN are attending mainstream schools.

128 children with Statements of SEN are attending Support Centres attached to mainstream schools.

55 children with Statements of SEN are placed in out of city schools. The needs of these children are as follows:

Emotional Behaviour Difficulties/ADHD	26
Autistic Spectrum Condition/ Social Communication Disorder	9
Hearing Impairment	5
Visual Impairment	2
Physical Difficulties	2
Moderate Learning Difficulties	3
Severe Learning Difficulties	3
Specific Learning Difficulties	1
Profound and Multiple Difficulties	1
Specific Speech and Language Needs	3

Specialist support teams from the Integrated Disability Service and other services such as Educational Psychology, SEN Adviser and Consultants provide training advice and consultation to schools and early years settings to help them meet the needs of children and young people with SEN and disability.

Appendix 1

DRAFT Eligibility Criteria for the Children's Integrated Disability Service

The eligibility criteria for the new service are based on the DDA definition and are as follows:

- Child or young person aged between birth and 18th birthday
- Child or young person resident within Plymouth city. Some children will be eligible if they are the responsibility of PCC and/or PCT but are placed outside the area.
- Child or young person who needs to be provided with significantly more care and supervision than children of similar age or circumstance as a result of impaired development.

and/or

Child or young person will have enduring or permanent disabilities that have a marked effect on family life

and/or

In accordance with 'Together From The Start', a child under 3 years of age shall be considered disabled if he/she:

- i) is experiencing significant developmental impairment or delays, in one or more of the areas of cognitive development, sensory or physical development, communication development, social, behavioural or emotional development; or
- ii) has a condition which has a high probability of resulting in developmental delay.

Additional notes

The range of teams within an Integrated Disability Service will have different criteria for accessing service provision. This will be on the basis of identified need and the agreed use of limited resources within the organisations. In addition, many of the teams will work with children who are not defined as 'disabled' but who have some degree of developmental difficulty. These issues will be taken into account when developing the service policy and procedures in order that children and young people who are not 'disabled', and their families, are not disadvantaged

Some children who live in Devon and Cornwall will access a range of health provision in accordance with existing commissioning arrangements. These children will not be able to access the support of teams who are commissioned to work with Plymouth city children. However, the principles of Early Support and Integrated Working will underpin the approach for all children as appropriate.

"Existing legal definitions of disability vary. It is not easy to apply existing legal definitions of disability to children aged birth to third birthday:

- i) many people find the language of some existing definitions insensitive, and in particular they may be off-putting to families with very young children;
- ii) existing definitions tend to rely upon the existence of a long-term and substantial disadvantage. In very young children, it is often not possible to determine clearly whether any impairment will be long-term, but the need for early intervention remains."

(from Together From The Start 2003 p6-7)

Addendum January 2010

CYP Scrutiny Briefing Paper
Integrated Services – Children with Disabilities

Short Breaks, Pooled Budgets and Independent Living

Short Breaks – further update and information

A summary of the short break provision is set out in the report to Children and Young People Overview and Scrutiny Panel date 19th November 2009. At the meeting on this date further information was requested regarding the short break opportunities available to disabled children and their families.

With Plymouth we have a core provision of specialist short break provision available to families whose children have complex and significant disability. This core provision has continued for families. In addition to this support, Aiming High for Disabled Children (2007) has challenged us to broaden the scope of short break opportunities by increasing access to mainstream play and leisure opportunities through inclusion workers, training for staff and the provision of advice and equipment. As a result, more disabled children, young people and their families have been able to benefit from a short break.

Examples of new short break developments are provided below:

Inclusion Works (previously called PICCS)

Inclusion Works is providing support to families by enabling children and young people to attend short break and leisure activities. Families are able to refer themselves directly to the service and staff will work with the family to find out what type of activity the young people would like to join and identify the additional support that will be needed.

Generally families receive 10-15 days a year (or equivalent) and the support that is provided varies according to the individual. For many young people, an inclusion worker is identified to work with the young person to enable them to join in with the activity. Young people are attending football, Brownies, dancing groups, kayaking, as well as holiday clubs.

Importantly, Inclusion Work also works with the activities providers to increase their ability to meet the needs of disabled children and young people within their own organisation. Training, advice and support is provided to staff within the organisations. As a result, some of the young people have been able to successfully continue attending their activities without additional staff as the organisations have been able to allocate the right support from their own volunteers or workers.

93 children and their families have accessed short breaks through Inclusion Works this year.

No Limits Youth Club

The aim of the project is to develop a Youth Service provision on the Wood View Campus that will be accessed by up to 12 disabled young people from across the city. This is a joint venture between the Youth Service and Children's Integrated Disability Service. It will provide disabled young people an opportunity for social interaction and to have fun in a safe environment. In addition, it is supporting the Youth Service staff to develop skills and confidence in meeting the needs of disabled young people.

The project has been running since the end of October and there are currently 6 young people regularly accessing the service.

Short Breaks Small Grants

The Short Break grant has enabled us to develop a small grant scheme (in partnership with the Parent Reference Group). This allows small voluntary organisations the opportunity to have start up funding to develop short break activities. A number of grants have been made including support for children with Autistic Spectrum Disorder conditions. Some examples are:

- Welcome to Wednesdays ASD after school club
- National Autistic Society ASD youth club
- Cool Blue Swimming for young people with ASD
- Parents Again: grandparents support group

Pooled budgets

There are no pooled budget arrangements within Children's Integrated Disability Service. The framework for considering a pooled budget (Section 75 or Section 31) has been reviewed by the Aiming High Strategic Oversight Group and this may be an approach to consider in the future.

We have a range of joint funding agreements between Children's Services and Health for disabled children. These include:

- Support packages for children with complex health needs or complex learning disabilities.
- Provision of Communication Aids.
- Specialist Therapy role within schools
- Children's Equipment Store.

Independent Living

The choices available for disabled young people to live independently are considered as part of their transition planning from 14 years old into adulthood. Many young people will be considered for Supported Living as a positive way of maximising independence. There are a range of providers available who provide supported living services to disabled young people in Plymouth. These currently include:

- Michael Batt Foundation
- Yourway
- Regard
- The Dove Project
- Lifeways Community Care
- Colebrook Society
- Durnford Society
- Pilgrim House
- Emtill Project
- Candle
- Havencare
- Mencap
- Plymouth Independent Living

Further work will be required to consider the independent living support needs of young people with Autistic Spectrum Disorder in the future.

Jo Siney
Children's Integrated Disability Service
Learner and Family Support
19.01.10

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Report to: The Children and Young People Overview and Scrutiny Panel

Focus: Education Standards 2008-09 and actions to address weaknesses

Prepared by: John Searson – Principal Adviser Achievement 0-19

Date: 15 January 2010

This report is in response to a request by the panel for updated information about school performance in 2008-9. It identifies strengths to celebrate and areas of priority that are targeted for improvement during this academic year. **Annex A** gives an overview on how Plymouth's results compare to the changes in national results since 2008. The green highlights improvements as good or better than the national changes – and the red indicates a slipping in performance compared to the national results. Overall the picture is reasonably positive.

Strengths

- 5 x A*-C (including English and maths) GCSE improvement especially within 'national challenge schools'.
- Overall Improvement this year especially at Early Years Foundation Stage (EYFS), KS1 and KS4.
- Best ever EYFS and KS4 results.
- Boys outcomes improved well at KS1 (reading 4th and writing 3rd best improvements nationally) and in EYFS.
- Improvement in performance outcomes for Children in Care.
- Evidence of narrowing gaps from early years to KS4.
- The DCSF judges that Children's Services in Plymouth is at least good with outstanding features in its work with early years, primary, secondary and 14-19.

Areas of focus and challenge (taken from the 'standards meeting' with DCSF and GOSW)

- Improve Personal Social and Emotional Development (PSED) outcomes on the EYFS Profile to match those nationally.
- Improve the proportion of pupils attaining level 3 at the end of Key Stage 1 in reading, writing and mathematics.
- Further improve outcomes for children in care and other identified under-performing groups.
- Restore an upward trajectory in combined English and mathematics at level 4+ and so reduce the number of primary schools below the floor target of 55%.
- Further increase the proportion of pupils attaining 5A*-C including English and mathematics while maintaining and extending the richness of the KS4 curriculum and 14-18 pathways.
- Secure the ambitious transformation agenda in the city for all the secondary estate, including ensuring all schools are on a trajectory to be well above the floor target by 2011.

Early Years Foundation Stage

1. The improvement in the Early Years Foundation Stage Profile outcomes in 2009 was among the best nationally with a 6ppt rise in the 'threshold' attainment accompanied by a 2ppt narrowing of the gap. The LA is now at or above national levels in Communication Language and Literacy Development, though not in PSED.
2. Very good progress has been made in PSED outcomes, reversing the previous downward trend, though these remain below the national level. Significant progress has been made on all communication, language and literacy (CLLD) scales, with boys making particularly good gains. However girls are outperforming boys in all areas of CLLD, particularly writing, and boys achievement in this area continues to be a priority for future work.
3. Good moderation and quality assurance processes have resulted in fewer data anomalies and a reduction in the number of schools with very low percentages of children scoring 6+. Priority schools and settings have already been identified to participate in targeted projects linked to CLLD, particularly writing, with a focus on boys' achievement.
4. This was a priority within Corporate Improvement Priority 8 (Raising Standards in Education and

Skills) and was a target for improvement for Plymouth by the DCSF. The City exceeded its overall target but just fell short of the narrowing the gap target (still narrower than the national gap by 2.4%).

Key Stage 1

5. Writing at level 2+ at Key Stage 1, especially by boys, improved well (3rd best nationally), as did reading (4th best nationally). Maths outcomes were unchanged and remain just below national standards. The proportions attaining level 3 remain low.
6. There was a good increase in the number of boys attaining L2b+ in writing, a priority for the LA last year but boys' attainment in writing is still below national by 4ppts and is the lowest in the region.
7. Again this was a priority for improvement set by the DCSF through the National Strategies for 2008-9.

Key Stage 2

8. The proportion of pupils attaining level 4+ on English and maths combined fell by 4ppts to 69%, one of the biggest falls nationally. This was mainly owing to falls in English, predominantly boys' performance and results often fell where there was major institutional change. However, the proportion of pupils attaining level 5 rose in both subjects.
9. Improving the results for more able pupils was a priority within CIP 8 and was considered to be a priority by the DCSF too.
10. The number of schools that fell below the primary floor target of 55% of pupils gaining a L4+ in both English and maths rose from 7 to 9. School amalgamations had an impact here but more focus must be given to this group of schools in the coming months.

Key Stage 4

11. At GCSE there was a 5ppt rise in the 5+A*-C in any subjects measure. When English and mathematics are included the rise was 2.4ppts to 48.7%, just below the national figure. Most of the National Challenge schools improved well and transformational plans exist for these schools. However, there are still schools where the gap between the 2 GCSE measures remains wide.
12. 'The LA support and challenge of priority schools is very good' (National Strategies judgement). Of the 5 schools which were below 30% in 5A*-C with maths and English at GCSE in 2008, four have gained 30% and above. The biggest improvement was made at John Kitto (+13%).
13. Tamarside improved a little but was a significant distance off the school target of 27% and remains the only school below the floor target. **See Annex D.**
14. Persistent Absence rates (pupils with less than 80% attendance) dropped to 5% and the LA has already hit the 2011 PSA target.
15. Improvements at KS4 have been a strong feature within CIP 8 and were also a high priority for the DCSF.

Performance against Statistical Neighbours

16. **Annex B** contains a summary of the key attainment performance measures for our statistical neighbours. Statistical neighbour models provide one method for benchmarking progress. For each local authority (LA), these models designate a number of other LAs deemed to have similar characteristics. Any LA may compare its performance (as measured by various indicators) against its statistical neighbours to provide an initial guide as to whether their performance is above or below the level that might be expected.

17. When ranked against similar local authorities Plymouth's educational outcomes are in the top half in all but one measure – maths at L2+ for 7 year olds.

Narrowing the gaps

18. **Annex C** shows a summary of some of the gap narrowing performance indicators that are currently available. Unfortunately these comparisons are for 2008 only. The 2009 results will show continued improvements in a number of areas. Plymouth is developing a national reputation for narrowing gaps across a broad range of indicators. The EYFS gap is one of the narrowest in the region.

Children in Care

19. Since the establishment of the Virtual School in September 2008, student tracking, data analysis and the range of intervention strategies to counter underachievement have all improved. Provisional results for 2009 show significant improvement on all measures and we are very proud of our children and young people who have achieved so much.
20. The 2009 KS2 SATs provisional result in English is 55%, compared to 41% in 2008. This is the highest score ever recorded by Plymouth's children in care. The result of 55% is very high compared to the national average which was 46% in 2008.
21. The 2009 KS2 SATs provisional result in Mathematics is 50% compared to 32% in 2008. This is the second highest score ever recorded by Plymouth's children in care. The result of 50% is well above the national average, which was 44% in 2008.
22. In Key Stage 4, provisional results show that the number of young people achieving 5A*-C GCSE grades or equivalent has risen to 28%, from 13% in 2008. This is the highest score ever recorded by Plymouth's children in care.
23. Although the number of young people achieving 5A*-C grades, including English and Mathematics, at 11% is low, results are above FFTD estimates for this cohort. (Fischer Family Trust data estimates performance of pupils with similar socio-economic factors – and FFT D estimates show the levels of achievement that the top 25% of pupils in similar schools nationally should achieve).
24. The number of young people achieving 5A*-G grades, which at 46% in 2008 was above the national average, has risen to 60% in 2009.
25. The number of young people achieving qualifications (1 or more A*-G grades) has improved from 50% last year to a record 89% in 2009.

Our focus on enjoyment as well as achievement

26. Young Motion Plymouth Movie Competition (see youngmotionplymouth.com) promotes film making and culminates in a glittering awards ceremony at Vue cinema where Oscar/Bafta winners mingle with our young film makers who win their very own Plymouth Frankie award. The evening is full of red carpet moments and exciting entertainment. This is an annual event sponsored and supported by many city businesses. This was nominated for a Media Innovation Award in 2009.
27. Plymouth anthology of young writers continues into a second year promoting our budding authors through our very own anthology...publishing their writing. Sponsorship was secured from Europe Direct. The anthology is shared in every school and library throughout Plymouth and regionally through education links. Each published author is presented with a copy of the anthology at a special launch event with the Lord Mayor. They are also entertained, with their families and friends, by a famous author. They also receive book token prizes. The United Kingdom Literacy Association (UKLA) acknowledged this event as very good practice nationally.

28. British Armed Forces Week has seen over 2000 children and young people visiting the Dockyard heritage site to have fun exploring the exhibits, having 'hands on' sessions with the Museum in Transit and sharing their thoughts with Veterans and serving members of the Armed Forces. Visits have also taken place twice daily to ships and submarines and, this year, we extended the opportunity to the Citadel and HMS Raleigh. The weekend saw children and young people enjoying entertaining the public in the city centre and on the Hoe with music, dance and competitions, such as the junior field gun run and dance groups. Catering in the Veterans Centre was provided by NEETs students who mingled with the public to share conversations on the theme of the week. A large display of pupils work linked to peacekeeping across the world was a focal point of the Centre. A choir supported our church service and young musicians performed alongside professional musicians at an evening concert in the Guildhall. There were even children on board frigates in Plymouth Sound for a sail past and gun salute to the Lord Mayor on the Sunday.
29. Stories in the City (SITC) is now an annual event when primary school children have the opportunity to listen to a story in an unusual venue, followed by a fun activity. We have over 30 venues including: the ice rink (with skating), pool (with swimming) Smeaton's Tower (trip to the top), restaurants like Tanners and Lorenzo's, the Lord Mayors Parlour (with tea and cake) and the aquarium (with pirate capers). Again this was celebrated at the UKLA conference in July.
30. A Night in the Library – Asylum Seeker and Refugee youngsters enjoyed a sleep over in the library following a Bear Hunt with lots of treats and their own personalised bear from the Bear Factory. This is being extended into work with the museum and the art gallery to develop a Night in the Museum and towards creating interesting and exciting schemes of work to develop vocabulary with BME/EAL pupils and those struggling with literacy in KS1/2.
31. Drake's Island Virtual World. Students at SDCC are exploring learning through a virtual world within Teen Second Life, created by Plymouth Lifelong Learning Team in partnership with SDCC and Two Four Productions. This virtual world is like those used by young people in leisure time and has proved to make learning fun and have an impact on standards. Also nominated for a Media Innovation Award this year also celebrated at the UKLA national conference in July. The project won a Media Innovation Award and an international serious games award this year.

ANNEX A



CHILDREN'S SERVICES - LIFELONG LEARNING

2009 NATIONAL ASSESSMENTS

Provisional changes in Local Authority results compared to national changes

(Based on the latest available data as at 30/11/09)

	Prov. change from 2008		% diff. from national
	Plymouth	National	
Early Years			
NI 72 Achievement of 78+ and 6+ in PSE and CLL	+6	+3	-1
NI 92 Achievement gap between lowest 20% & rest	-2	-2	-2
Key Stage 1			
Reading 2+	+2	=	-1
Reading 3+	-1	+1	-3
Writing 2+	+5	+1	-1
Writing 3+	=	=	-1
Mathematics 2+	=	-1	-1
Mathematics 3+	=	=	-4
Key Stage 2			
English L4+	-3	-1	-3
English L5+	+2	=	-1
Mathematics L4+	-1	=	-1
Mathematics L5+	+4	+4	-2
Science L4+	=	=	+1
Science L5+	+3	-1	+3
NI 73 English and maths L4+	-3	-1	-2
NI 93 Expected progress in English from KS1 ****	-1	=	=
NI 94 Expected progress in maths from KS1 ****	+1	+3	-1
NI 102a FSM / non-FSM achievement gap (L4+EM)	-2		
Key Stage 3			
No update, awaiting new indicators			
Key Stage 4			
Five or more GCSE A* to C (or equivalent)	+5	+4	+3
NI 75 % 5 A*-C (inc. En/Ma)	+3	+2	-1
NI ?? Expected progress in English from KS2 ****	+3	+3	-3
NI ?? Expected progress in maths from KS2 ****	+4	+4	-5
NI 84 Two or more A* to C in Science	+5	+4	+7
NI 102b FSM/non-FSM achievement gap (5ACEM)	+2	=	=
Key Stage 5			
Average Point Score (APS) per student (schools)	+4.5	=	-5.4
APS per entry (A level grade C = 210 points)	+3.5	+2.5	-2
NI 80 Achievement of Level 3 threshold by 19			

Key

	Equal or better than national change 2008-2009
	Worse than national change 2008-2009
****	New measures, view with caution

Children's Services Statistical Neighbour Benchmarking

			INDICATORS									
			1	2	3	4	5	6	7	8	9	10
			KS1 % L2 Reading (2009 Prov)	KS1 % L2 Writing (2009 Prov)	KS1 % L2 Maths (2009 Prov)	KS2 % L4 Eng (2009 Prov)	KS2 % L4 Maths (2009 Prov)	KS2 % L4 Sci (2009 Prov)	KS3 % L5 Eng Teacher Assesment (2009 Prov)	KS3 % L5 Maths Teacher Assessment (2009 Prov)	KS3 % L5 Science Teacher Assessment (2009 Prov)	NI75 - 5+ A* - C incl Eng & Maths end of KS4 (2009 Prov)
PLYMOUTH			83.00	80.00	88.00	77.00	78.00	89.00	NA	NA	NA	48.70
Av. Statistical neighbours			83.50	80.60	89.80	75.90	75.60	86.10	NA	NA	NA	46.20
Ranking against statistical neighbours 08-09			5th	5th	8th	4th	1st	2nd	NA	NA	NA	4th
Ranking against statistical neighbours 07-08			6th	9th	6th	2nd	1st	1st	2nd	4th	4th	4th
Ranking against statistical neighbours 06-07			6th	8th	3rd	5th	3rd	1st	4th	5th	5th	4th
Ranking against statistical neighbours 05-06			5th	5th	5th	7th	2nd	4th	5th	2nd	4th	4th

Rank	Name	"Closeness"	1	2	3	4	5	6	7	8	9	10
1	Portsmouth	Extremely close	84.00	80.00	91.00	76.00	74.00	84.00	n/a	n/a	n/a	38.60
2	Torbay	Very close	83.00	82.00	90.00	79.00	77.00	87.00	n/a	n/a	n/a	53.60
3	Southampton	Very close	82.00	78.00	89.00	72.00	74.00	85.00	n/a	n/a	n/a	42.60
4	Telford & Wrekin	Very close	83.00	81.00	88.00	77.00	75.00	86.00	n/a	n/a	n/a	46.90
5	Peterborough	Very close	82.00	78.00	89.00	74.00	76.00	84.00	n/a	n/a	n/a	40.20
6	Southend-on-sea	Very close	84.00	80.00	89.00	78.00	78.00	88.00	n/a	n/a	n/a	57.70
7	Bournemouth	Very close	85.00	82.00	92.00	79.00	76.00	87.00	n/a	n/a	n/a	50.90
8	Rotherham	Very close	80.00	79.00	87.00	75.00	75.00	84.00	n/a	n/a	n/a	46.50
9	Sheffield	Very close	82.00	79.00	87.00	75.00	75.00	85.00	n/a	n/a	n/a	44.00
10	Isle of Wight	Very close	90.00	87.00	96.00	74.00	76.00	91.00	n/a	n/a	n/a	41.00

ANNEX C

NI	Short Indicator Definition	05/06	06/07	07/08	SN Av.
73	Achievement at level 4+ EM at KS2	67.00	69.00	73.00	+6
75	Achievement of 5+ GCSEs grade A* - C (inc EM)	42.50	44.10	46.30	+2
81	Inequality gap in achievement of Level 3 threshold by age 19 (FSM/non-FSM at 15)	26.80	26.20	20.60	-6
82	Inequality gap in achievement of Level 2 threshold by age 19 (FSM/non-FSM)	28.2	24.8	24.0	+1
102 a	FSM / non-FSM achievement gap at KS2 (L4+EM)	24.00	24.00	23.10	-2
102b	FSM / non-FSM achievement gap at KS4 (5+A*-C inc. EM)	30.50	27.80	26.50	0
104	The SEN / non-SEN achievement gap at KS2 (L4+EM)	51.00	49.00	44.00	-8
105	The SEN / non-SEN achievement gap at KS4 (5+A*-C inc. EM)	41.50	42.60	41.70	-3

Revised 2009 GCSE indicators				as at	15/01/2010 15:41		
(reflecting the AAT publication - 13 Jan 2010)							
		%5+A* to C (inc EM)			%5+A* to C		
		2008	2009 (target)	2009 (rev)	2008	2009 (rev)	
4152	DHSG	99	100	98	99	99	
4155	PHSG	91	100	90	97	96	
4172	Sir John Hunt CC	28	30	31	56	68	
4178	Ridgeway	56	49	42	68	66	
4179	Hele's	68	70	64	78	77	
4180	Plymstock	65	62	62	78	73	
4181	Coombe Dean	45	40	46	88	92	
4185	Eggbuckland	39	50	32	52	56	
4186	Estover CC	30	35	32	57	70	
4187	Lipson CC	27	31	31	50	61	
4188	John Kitto CC	23	28	36	70	74	
4189	Tamarside CC	21	27	23	35	43	
4190	Stoke Damerel CC	30	45	44	85	93	
4605	Notre Dame	40	64	60	54	72	
5403	St Boniface	53	59	58	61	75	
5406	DHSB	95	98	98	99	99	
	Plymouth	46.3	51	49.1	67.3	72.6	
	National (maintained)	48.3		50.7	64.5	69.8	

INFORMATION, ADVICE AND GUIDANCE SERVICE FOR YOUNG PEOPLE (FP 40)

Nature of the decision:

1. To extend the Peninsula Local Authority Contract for Information, Advice and Guidance delivered Careers South West (formally Connexions) until June 2011.

Value of Extension (Plymouth Contribution): At current value approx £625,000 for April 2011 – June 2010 (subject to negotiations in respect to contract value)

2. To undertake a tender for the Information Advice and Guidance Service for Young People aged 13-19 during 2010 (tender to start after the general election) for a contract starting July 2011.

Proposed contract length: 3 years with an option for 2 year extension.

Contract award (Plymouth Contribution): At current value £2.5million per year (subject to negotiations in respect to contract value)

Who will make the decision? Cabinet (on the recommendation of Councillor Monahan)

Timing of the decision? 16 March 2010

Who will be consulted and how?

Persons to be consulted with:

Peninsula Local Authority Commissioning Group
 Plymouth Integrated Youth Support Service (IYSS) Strategy Group (including Assistant Director For Lifelong Learning and Head of IYSS)
 Chief Executive Careers South West and the Careers South West Management Board
 Schools
 Young People and Parents
 14-19 Curriculum Strategy Group
 Jane Keeley, Acting Head of Strategic Procurement
 Plymouth Legal Dept
 Other Peninsula Local Authorities Procurement and Legal Teams

Process to be used:

Local authorities have a number of statutory duties in relation to the provision of Information, Advice and Guidance which are currently discharged within the contract with Careers South West (formally Connexions Cornwall and Devon)

As there is a general election planned for May or June next year it is proposed that this contract is extended to July 2011 in order to allow for a potential tender process which cannot take place during the period of Purda that the election with entail. Negotiation meetings have been set between the Peninsula Local Authorities and Careers South West to identify any changes to the contract that needed for 2010-2011 in the light of possible budgetary pressures and changes in National

Legislation.

As the Lead Commissioner for the Peninsula Commissioning Group, Plymouth have produced papers timetabling to preparation of a business case for future of a Peninsula –wide Information, Advice and Guidance Service for young people in 2011 and beyond. This has been agreed by the Peninsula Commissioning leads and a series of Peninsula meetings has been established to develop this.

In order to develop this business case a needs analysis will be developed, which will include feedback and input from young people, parents and other key stakeholders, including schools.

As the current provider is a Local Authority owned company the business case will include a rationale as to whether a Teckal Exemption could apply.

As a parallel process the Plymouth IYSS strategy group will be reviewing the IYSS Strategy in light of the needs analysis' that have been taken for the Children and Young People's plan. These developments will inform the Peninsula business case with the The Children's Trust Commissioning Team facilitating both developments, working in partnership with the Head of Integrated Youth Support.

Information to be considered by the decision makers:

Current Performance

The Peninsula Business Case

The general election and period where a tender exercise will be prohibited. This will push the tendering timetable forward, meaning that to allow for a period of handover in case another provider wins the tender

Is this a part of the Budget and Policy Framework? Yes

Documents to be considered when the decision is taken

Business case (to be completed February 2010)

Rationale for tender

Tender timetable

Representations: In writing by 1 March 2010 to:

Richenda Broad, Head of Strategic Planning and Children's Trust Business
Councillor Grant Monahan (Cabinet member)

Contact details available from Plymouth City Council Tel: 01752 668000

Further information – Availability of Documents: For further information contact:
Richenda Broad, Head of Strategic Planning and Children's Trust Business
richenda.broad@plymouth.gov.uk Tel: (01752) 307341

**Strategy and Performance**

Services for Children & Young People

Plymouth City Council

Civic Centre

Plymouth

PL1 2AA

Tel: 01752 307304

Fax: 01752 307330

Email: carole.hartley@plymouth.gov.uk**MEMORANDUM**

To: Rachel Watson Senior Democratic Support Officer (Scrutiny)

From: Carole Hartley Customer Relations Manager

Cc:

Date: 18.01.10

Subject: Annual Complaints Report 2008 -2009

Annual Complaints Report 2008 - 2009

I was asked at Overview and Scrutiny in November to provide a briefing report giving comparative data on how the service is performing in relation to neighbouring Local Authorities.

I have collated the comparative data provided by neighbouring authorities and this is included in the table below. Several other authorities were invited to contribute but were either unable to provide the data requested or have not responded in time to be included in this report.

As I outlined at the November meeting there is marked difference between authorities in their recording and reporting formats making it very difficult to compare like with like. Further benchmarking between authorities to ensure that we are comparing like with like in the future would be beneficial.

As highlighted at Scrutiny it is important to note that Plymouth has a very positive complaints culture and encourages feedback from customers, this is evident in the number of complaints that are resolved at Stage I and complainants do not feel the need to progress their complaints further through the procedure.

The data shows that Plymouth is marginally behind other authorities in the proportion of stage 1 complaints dealt with within 20 days. This is compounded by the number of complaints we deal with each year. During the next few months we will look at processes and other factors in neighbouring authorities to identify any potential improvements.

Authority	Compliments	Concerns	Stage I	Stage II	Stage III	Stage I Response Times (within 20 Days)
Plymouth	31	61	115	5	0	67.6%
Bristol	N/A	41	58	N/A	N/A	68%
Torbay	27	15	20	4	1	90%
Devon	20	N/A	83	17	6	72%
Bath	N/A	N/A	16	3	1	N/A

Carole Hartley
Customer Relations Manager
18 January 2010

Children and Young People's Overview and Scrutiny Panel

Work Programme 2009/10

[illegible]

Topics		J	J	A	S	O	N	D	J	F	M	A	M	J
Tackling Bullying Strategy														
CAMHS Strategy											25			
Absenteeism and sickness amongst CS staff														
Preventing & Managing Obesity in Young People of Plymouth														
Performance Review (including budget)	Performance Review						19				25			
	Performance indicators causing concern and what localities they occur in*													
Complaints and Compliments Annual Report							19		28					
Quality Assurance Framework											25			
School Attainment Results									28					
Strategy for Change Building Schools for the Future	Forward Plan item FP 31 09/10 'Building Schools for the Future – Governance'										25			
	Strategy													
Youth Justice Plan*														
Children and Young People's Plan (including CYPP Priorities and Annual Performance Assessment)														
Forward Plan item FP 40 09/10 'Information advice and guidance service for young people'									28					
Local Democracy Week														
Quarterly Scrutiny Reports							19				25			

* new municipal year