



Oversight and Governance

Chief Executive's Department
Plymouth City Council
Ballard House
Plymouth PL1 3BJ

Please ask for Jamie Sheldon
T 01752 668000
E jamie.sheldon@plymouth.gov.uk
www.plymouth.gov.uk
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CABINET

Tuesday 13 July 2021

4.00 pm

Warspite Room, Council House

Members:

Councillor Kelly, Chair

Councillor Nicholson, Vice Chair

Councillors Mrs Bridgeman, Deacon, Downie, Drean, Mrs Pengelly and Riley.

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

This meeting will be webcast and available on-line after the meeting. By entering the Warspite Room, councillors are consenting to being filmed during the meeting and to the use of the recording for the webcast.

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Tracey Lee

Chief Executive

Cabinet

Agenda

Part I (Public Meeting)

1. Apologies

To receive apologies for absence submitted by Cabinet Members.

2. Declarations of Interest

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

3. Minutes (Pages 1 - 8)

To sign and confirm as a correct record the minutes of the meeting held on 08 June 2021.

4. Questions from the Public

To receive questions from the public in accordance with the Constitution.

Questions, of no longer than 50 words, can be submitted to the Democratic Support Unit, Plymouth City Council, Ballard House, Plymouth, PL1 3BJ, or email to democraticsupport@plymouth.gov.uk. Any questions must be received at least five clear working days before the date of the meeting.

5. Chair's Urgent Business

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

6. Leader's Announcements (Verbal Report)

7. Cabinet Member Announcements (Verbal Report)

8. 100 Day Plan (To Follow)

9. Corporate Plan Delivery and Performance Framework (To Follow)

10. Finance Monitoring Report Month 2 (Pages 9 - 18)

11. A Bright Future 2021-2026 (Pages 19 - 62)

12. ICP - Transformation Plan

**(Verbal
Report)**

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Cabinet

Tuesday 8 June 2021

PRESENT:

Councillor Kelly, in the Chair.

Councillor Nicholson, Vice Chair.

Councillors Mrs Bridgeman, Deacon, Downie, Drean, Mrs Pengelly and Riley.

Also in attendance: Tracey Lee (Chief Executive), Giles Perritt (Assistant Chief Executive), Anthony Payne (Strategic Director for Place), Alison Botham (Director of Children's Services), Ruth Harrell (Director of Public Health) and Jamie Sheldon (Senior Governance Advisor).

The meeting started at 4.00 pm and finished at 4.45 pm.

Note: The full discussion can be viewed on the webcast of the City Council meeting at www.plymouth.gov.uk. At a future meeting, the Council 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.

128. **Declarations of Interest**

There were no declarations of interest made by Councillors, in accordance with the code of conduct.

129. **Minutes**

Cabinet agreed that the minutes of the meeting held on 9 March 2021 were confirmed as a correct record.

130. **Questions from the Public**

Question 1 from Alan Ramage: Will each councillor consider setting up a Green Friend network for his or her ward? This would encourage all age community engagement with people's local environment. Perhaps Greens Minds could also offer appropriate support for a variety of activities. They would complement existing Parks and Woods Friends groups

Answer from Councillor Mrs Maddi Bridgeman: The Council is committed to supporting community engagement with the natural environment and have a range of activities that we are delivering. These include

Green Minds

- City Rewilding Network Virtual get togethers with toolkits to follow and development of an interactive map to link people up with what is going on.
- Schools engagement

Working with Pollenize to support schools to sow wildflower seeds next autumn - to identifying public sites as well as school grounds to help promote.

Take Action for Wildlife

Online and onsite events from end of May to include regular volunteering/training and citizen science activities.

Other activities

- We are looking to build on the Covid 'Good Neighbour Scheme' to see how we can support people who've been isolating to build in greenspace activity as they start to get out again – e.g. widening activities beyond shopping etc.
- We are building a programme of events and activities and support for groups who want to do more independently

We are promoting through our existing Friends Groups and networks, social media channels, PCC website and www.greenmindsplymouth.com

On a personal note, in my own Ward there are a group of regular volunteer litter pickers, I could not believe the difference they made and how clean and tidy the Ward was. I regularly join them and organise "Big Picks", this, for me, is the first step in community engagement. I would encourage all Councillors to follow suit and actively do this too. I am currently looking into "Environmental Ambassadors" to go into schools and educate children on recycling and green matters.

Question 2 from Howard Goffin: The Spending Review announced the National Home Building Fund (NHBF) therein the Brownfield Land Release Fund, including a £25m fund for self and custom build projects. Has PCC submitted a bid for the BLRF before the 2nd June deadline? If so, what authority-owned land has been identified?

Response from Councillor Mrs Vivien Pengelly: Yes, the City Council submitted an application for funding to the BLRF before the 2nd June deadline.

10 sites owned by the local authority and meeting the grant's eligibility criteria were identified:

- Broadland Green
- Register Office
- Victoria Place
- Windmill
- Elgin Crescent
- Bampfylde Way
- Seaton Barracks
- Western Approach
- Lancaster Gardens
- Clowance Street

131. **Chair's Urgent Business**

There were no Items on the Chair's urgent business.

132. **Leader's Announcements**

Councillor Kelly (Leader) had signed three Executive Decisions in line with the pledge to the public and manifesto commitments:

- a) The Garden Waste Collection service had been extended for a further month and the service would now operate until the end of November. The Council had removed the need for residents to register every year for this service. Households would still need to register to commence initially but going forward would be asked to inform the Council if and when they wished to cease the service or they moved house.

The Council had done this as it had been widely accepted that climate change had led to the extension of the growing season beyond historical norms. The Council had encouraged residents to home compost, but these changes would provide assistance in depositing green waste for a further month. This would not only lead to a reduction in excessive journeys to HWRCs but in turn would result in a reduction in carbon emissions through optimised service collection routes.

- b) The Council had removed the charges to dispose of soil, rubble and any other DIY materials for local residents at Chelson Meadow. The removal of these charges would encourage residents to bring waste to the HWRCs to be processed for recycling or to be reused. This would likely help to prevent an increase in fly-tipping by the small minority who had not been willing or not able to pay the existing fees.
- c) The Council had removed the £15 bin delivery charge for households requesting additional or replacement bins. We would still be encouraging the collection of bins once this had been reinstated following the suspension due to the coronavirus pandemic. We believe this would increase the recycling rates by removing this current barrier.

133. **Cabinet Member Updates**

Councillor Drean (Cabinet Member for Transport) announced that the manifesto commitment 57 had been adhered to and is complete. The commitment to not introduce a congestion charge during the administrations time in office had been successful and the administration will not introduce this measure.

The Council cannot solve the problems of congestion with punitive measures that penalise the motorist, there would be much better options in getting things done to improve how people could sustainably travel and get around the city. The Council need a positive, practical, attractive alternative to car journeys and walking and cycling were playing an increasingly important role moving forward, which would aligns with the Governments transport approach. This had already formed part of the Council's transport strategy which had been set out in Plymouth and South West Devon Joint Local Plan. Policies SPT 9 and 10 of the main plan had recognised the importance of sustainable growth through getting the most out of existing transport networks and providing the integration and transport models so people have different ways to travel.

This administration had other manifesto commitments that would be brought forward in the coming months, which would encourage and facilitate much greater use of public transport,

walking and cycling. The Council would work with bus operators to provide service and local routes that people want on the back of the National Bus Strategy.

Councillor Deacon advised that in relation to commitment 7 regarding swimming platforms, funding had been provided and would be in place in the summer of 2021.

134. **Corporate Plan 2021 - 25**

Councillor Nick Kelly (Leader) introduced the Corporate Plan 2021 -25 –

The new administration had been very ambitious for Plymouth and its residents, and this would be reflected in the revised Corporate Plan. Key elements of the plan would be retained, including the city vision, which had been recognised and shared by staff, members and partners.

The Leader had asked for feedback from the parties and from independent Members before the plan would be considered by the Council next week because they would like it to reflect all of our aspirations for the Council.

The Council's mission had changed to reflect the huge impact that the COVID-19 pandemic had on the city, and our clear ambition to build back better, and make Plymouth a great place to live, work and visit.

We had revised the values to reflect more strongly the belief that Plymouth residents should be at the heart of everything we would do, and that we would be responsible to them for delivering the Council's priorities and accountable for the impact of the actions taken.

The Leader hoped that the twin themes of unlocking the city's potential, and caring for people and communities gave a clear direction for our priorities, and we would make sure that there are specific plans with measurable targets to deliver on each of the priorities that are set out in the plan and that we would report on them regularly.

The Administration would be starting as we mean to go on, with the programme for the first 100 days, which would be the subject of a separate report on this Cabinet meetings agenda.

The revised Corporate Plan had been clear about how we would deliver for Plymouth. To be a successful city, we would need to ensure that the Council gets the basics right, and delivers the quality of day-to-day services that Plymouth residents deserve. It had been more important than ever for the Council to provide value for money and that would effectively manage issues such as potholes, weeds. Litter, graffiti, grass cutting and dog fouling

Councillor Nicholson (Deputy Leader) advised that it was essential that we evolved the Corporate Plan rather than tear it up. A lot of the points within the Corporate Plan had been agreed cross party and key city priorities had been reflected in the Plan. This updated plan emphasises the City's pledge to become a green city and have a green agenda. This would've been under more scrutiny over the last 18 months in order to deliver environmental change if it had not been for COVID. This report emphasises health and adult social care to seek to reduce the health inequalities, to help people feel safe and keep Children and Young people safe and protected and to be a Council for everyone.

It was agreed that Cabinet:

1. Endorses the priorities and issues summarised in this report, and agrees that they will form the basis of the revised Corporate Plan 2021-2025.
2. Agrees that the priorities adopted as part of the Council's recovery and renewal framework are reflected in the revised Corporate Plan and associated delivery plans.
3. Integrates the role of the Reset Board into its day to day business, ensuring that the Council's continuing response to and recovery from the COVID-19 pandemic receives appropriate political leadership.

135. **Commitments: 100 Day Plan**

Councillor Nick Kelly (Leader) introduced the Corporate Plan 2021 -25 –

The 100 Day Plan had set out how the administration would accomplish 22 of the 86 commitments for the city within the first 100 days of the new administration. Three Executive Decisions had been signed, but alongside this the administration had reduced the costs of city councillors by removing some of the additional allowances and reducing the number of Cabinet positions. These changes had saved the taxpayer in excess of £45,000 per year.

This administration wanted to demonstrate the pace at which it would make improvements across a range of services that are important to residents, visitors and businesses. This administration would be very ambitious for Plymouth and had been acting straight away to deliver the commitments made at the election.

This administration would want to ensure the Council gets the basics right and delivers quality day-to-day services. Plymouth residents would be at the heart of everything we do and that means listening more to their views and had been starting to look at ways this can happen.

Plymouth has huge potential and this administration would ensure it gets the national recognition it needs and deserves, which would include support and investment for adult social care and schools.

There would be a lot to do but we are looking forward to working with officers, residents and our partners to deliver these commitments.

It was agreed that Cabinet:

1. Agrees and endorses the actions set out in Appendix A as a programme of activity in the first 100 days of the new Administration
2. Notes that where delegated decisions are required to implement actions, that these will be taken in accordance with the Council's constitution

136. Capital and Revenue Outturn 2020 – 21

Councillor Nick Kelly (Leader) introduced the Capital and Revenue Outturn 2020 – 21 -

The report outlines the provisional finance monitoring position of the Council for the year ending 31 March 2021.

Full details of the provisional outturn position for each directorate was set out in the body of the report. An executive summary setting out the key areas was included in Section A.

Brendan Arnold, Service Director for Finance presented the provisional outturn for 2021. The financial outturn report sets out financial positions for each council directorate. It not only sets out finance performance for last year but it also support Councils statutory responsibility to provide a set of accounts for external inspection by auditors. This was a provisional financial report and was not final, the figures are taken forward to the usual external audit process and may be subject to further adjustments.

Cabinet members would be aware of the financial challenges in Local Government, especially in Plymouth over the last financial year due to COVID-19 pandemic, despite these difficulties, there had been only a small overspend of £625,000 on business as usual activities which is on a gross budget of £514 million this is notable result under the circumstances and the budget variants equates to .12 of 1% against the total overall budget. Plymouth City Council had received a number of government grants throughout the year to support costs incurred and income loss due to the pandemic and in addition to support a range of public health interventions. Some grants had had been received in advance of need, the Council would be able to carry forward £14.8 million of grant to the new financial year to sue that to fund on-going costs of the pandemic in line with government guidelines.

As Cabinet members would be aware there would be financial challenges in the next few years and as part of this provisional outturn report, they have identified £3.5 million which would be carried over to assist in dealing with future budget pressures in future years.

It was agreed that Cabinet:

1. Note the provisional revenue outturn position as at 31 March 2021.
2. Note the Capital Outturn Report including the Capital Financing Requirement of £105.741m.
3. Reverse the September 2020 Cabinet decision to approve the creation of a COVID Reserve to fund the additional costs and lost income arising from the Pandemic.
4. Approve the carry forward of COVID-19 grants received in advance for draw down in 2021/22 in line with Government guidelines.
5. Approve the carry forward of a contingency sum of £3.526m.
6. Recommend the Report to Full Council.

137. Equalities Working Group

Councillor Kelly (Leader) proposed the establishment of an Equalities Working Group as a committee of the Cabinet to strengthen and broaden the leadership arrangements for the delivery of the Council's equalities objectives. This report sets out at Appendix A the draft terms of reference of the Working Group.

Councillor Mrs Pengelly, Cabinet Member for Homes and Communities reported that the diversity of our city was one of our greatest strengths and assets, and want Plymouth to be recognised as welcoming, safe, international city with a vibrant cultural offer. The equalities working group would be a subcommittee of Cabinet and would seek to:

- Support and input into the development of the Council's ambition to reach the 'Excellence' level of the Equality Framework for Local Government
- Work with the corporate equalities and diversity group to ensure that there was effective and appropriate Member input into and collaboration with its work
- Work to ensure that we deliver services to all our diverse communities in a way that eliminates discrimination, advances equality of opportunity and fosters good relations
- Celebrate diversity and ensure that Plymouth was a friendly, welcoming city through support for community events and celebrations

It was agreed that Cabinet:

1. Endorse the establishment of the Equalities Working Group as a committee of the Cabinet.
2. Notes the draft terms of reference at Appendix A.

138. Cabinet Appointments 2021 - 22

Councillor Kelly, (Leader) reported that following approval at the Annual General Meeting of the Council on 21 May 2021, Cabinet are recommended to confirm the appointments contained within the report for the 2021/22 municipal year.

Councillor Nicholson moved an amendment in relation to Item 8 Plymouth and South Devon Local Partnership board. As this was a development Board it would seem more appropriate for the Cabinet Member for Homes and Communities, Councillor Mrs Pengelly to join Councillor Nicholson on the Board.

Councillor Mrs Pengelly moved forward an amendment in relation to the Corporate Parenting Group, Councillor James has resigned from this post and has been replaced by Councillor Collins.

It was agreed that Cabinet confirm the appointments contained within the report for the 2021/22 municipal year and for clarity cabinet ensure the Joint Committees and Advisory Groups of Cabinet are as set out with the amendments.

Cabinet



Date of meeting:	13 July 2021
Title of Report:	Finance Monitoring Report Month 2
Lead Member:	Councillor Nick Kelly (Leader)
Lead Strategic Director:	Brendan Arnold (Service Director for Finance)
Author:	David Northey – Head of Integrated Finance
Contact Email:	David.northey@plymouth.gov.uk
Your Reference:	Fin/djn/2021(02)
Key Decision:	No
Confidentiality:	Part I - Official

Purpose of Report

This report sets out the revenue finance monitoring position of the Council to the end of the financial year 2021/22, as at the end of May 2021.

Recommendations and Reasons

That Cabinet:

1. Notes the current revenue monitoring position;

Alternative options considered and rejected

None – our Financial Regulations require us to produce regular monitoring of our finance resources.

Relevance to the Corporate Plan and/or the Plymouth Plan

The financial outturn report is fundamentally linked to delivering the priorities within the Council's Corporate Plan. Allocating limited resources to key priorities will maximise the benefits to the residents of Plymouth.

Implications for the Medium Term Financial Plan and Resource Implications:

Robust and accurate financial monitoring underpins the Council's Medium Term Financial Plan (MTFP). The Council's MTFP is updated regularly based on on-going monitoring information, both on a local and national context. Any adverse variations from the annual budget will place pressure on the MTFP going forward and require additional savings to be generated in future years.

Carbon Footprint (Environmental) Implications:

No impacts directly arising from this report.

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

** When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.*

The reducing revenue and capital resources across the public sector has been identified as a key risk within our Strategic Risk register. The ability to deliver spending plans is paramount to ensuring the Council can achieve its objectives.

Appendices

*Add rows as required to box below

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	2021/22 Savings status							

Background papers:

*Add rows as required to box below

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
	1	2	3	4	5	6	7

Sign off:

Fin	pl.21. 22.3 8.	Leg	lt/369 04/P2 /2906 21	Mon Off		HR		Assets		Strat Proc	
Originating Senior Leadership Team member: Brendan Arnold (Service Director for Finance)											
Please confirm the Strategic Director(s) has agreed the report? Yes											
Date agreed: 18/06/2021											
Cabinet Member approval: Councillor Nick Kelly (Leader)											
Date approved: 29/06/2021											

SECTION A: EXECUTIVE SUMMARY**Table I: End of year revenue forecast**

	Budget £m	Net Forecast Outturn £m	Variance £m
Total General Fund Budget	195.568	196.844	1.276

The forecast revenue outturn after the application of Covid grants and council mitigating actions is currently estimated at £1.276m over budget, which is a variance of +0.7% against the net budget (+0.2% against the gross budget). There are further possible risks identified which are not currently included in the forecast, but these will be closely monitored as the year progresses.

This is the first monitoring report of the 2021/22 reporting cycle and it should be noted that the financial position will fluctuate as we move through the year. Officers and Members will work closely to manage the finances towards a balanced position by the end of the year.

Within this position the following headline financial issues are reported:

1. The pandemic continues to have a major impact on our financial resources, with a potential drawdown of £13.880m against the currently available non-ringfenced grant of £15.568m which will be reviewed as the year progresses. The adverse impact of COVID-19 will continue in this financial year but in this forecast the additional costs identified are offset by an illustrative allocation of grants received and therefore do not count against the overall position.
2. Key budget pressures:
 - a) £1.276m reported within Customer & Corporate Services Directorate due to a reducing legacy efficiency target not yet realised £0.726m; plus a savings target of £0.550m within the facilities management department which is being included due to the risk of non delivery in the current year.
3. Key favourable variances:
 - a) Public Health is reporting a business as usual under spend of £0.058m
 - b) Place Directorate is forecasting to come in £0.048m under budget

SECTION B: Directorate Review**Table 2: End of year revenue forecast by Directorate**

Directorate	Budget £m	Forecast £m	COVID offset £m	Forecast Net Variance £m	Status
Executive Office	5.428	5.457	(0.029)	0.000	on budget
Customer and Corporate Services	44.004	46.289	(0.903)	1.382	over
Children's Directorate	52.982	60.304	(7.322)	0.000	on budget
People Directorate	89.441	92.143	(2.702)	0.000	on budget
Public Health	(0.518)	(0.571)	(0.005)	(0.058)	under
Place Directorate	25.069	27.865	(2.844)	(0.048)	under
Corporate Items	(20.838)	(34.643)	13.805	0.000	on budget
Total	195.568	196.844	0.000	1.276	over

1. Executive Office

- 1.1 The Executive Office is reporting a nil variance, after offsetting additional COVID-19 costs of £0.029m. The additional costs cover the provision of IT equipment to allow the newly-elected members to access online meetings.

2. Customer and Corporate Services Directorate

- 2.1 The Customer and Corporate Services Directorate is forecasting an over spend of £1.382m for business as usual activity. The directorate has a significant amount of legacy savings that have reduced from over £1.200m in 2020/21 to £0.832m in 2021/22. The department is currently exploring further opportunities to manage this position and will continue to monitor as the year progresses.
- 2.2 Also, within the Facilities Management Department there is a £0.550m pressure. The department has commissioned a Conditions Survey to ascertain the state of our building stock and, dependant on the outcome of the survey, will be aiming to deliver a part-year saving towards this target.
- 2.3 In a change of practice the Finance Department, is now reported within the Customer and Corporate Services Directorate. It is presently reporting a nil variance with no additional costs as a result of the pandemic.
- 2.4 COVID-19 has caused delays in enabling some delivery plans to be met, including the remaining balance of £0.600m against Business Support. COVID-19 has also impacted on income generation within Libraries of £0.103m. Within the additional COVID-19 expenditure a provision for housing benefit bad debt £0.200m has also been made.

3. Children's Directorate

- 3.1 The directorate is forecasting an overall breakeven position for the year and reflects the projected delivery of the required £4.001m of savings. This is after identifying a COVID-19

related forecast variance of £7.322m for the year which is can be offset by applying an equivalent sum of grant: There are four components;

- a) Legacy placements from 2020/21, which were forecast and included in the budget at a cost of £2.919m, are now confirmed as an additional spend of £3.154m.
- b) The full year cost of the new 2021/22 placements, already in the system for April and May, adds a further cost of £2.126m. Projecting this level of activity into residential placements based on an average of one point seven (1.7) per month gives a further cost pressure of £1.542m.
- c) To ease the pressure across the whole service of the current social worker caseloads, the directorate is looking to recruit agency workers at a projected additional cost of £0.500m.
- d) All placements continue to be reviewed with a view to step down where appropriate for mitigation. The cost of the care is particularly high due to the level of support needed to keep young people safe, such as specialist residential care placements with high levels of staffing and the need to place young people with complex needs in wrap around as no suitable placement is available.

4. **People Directorate**

- 4.1 The People Directorate is forecasting an overall breakeven position for the year and reflects the projected delivery of the required £3.160m of savings and is after applying COVID-19 grant of £2.702m. This additional Covid related expenditure includes £0.586m within Community Connections to cover the additional bed & breakfast demand an additional payment to the Alliance. These costs were forecast and included in the budget.
- 4.2 Within Strategic Commissioning, £2.116m of Covid grant has been drawn down to cover a two percent (2%) uplift to provider payments plus additional costs on provider rates to offset the impact of the pandemic.

5. **Office of the Director of Public Health (ODPH)**

- 5.1 Public Health is reporting an under spend of £0.058m against its business as usual activity, mainly as a result of management actions to minimise expenditure.

6. **Place Directorate**

- 6.1 The directorate is reporting an overall underspend of £0.048m due to net savings following the Industrial Estate rent review.
- 6.2 There is additional spend and income foregone totalling £2.844m which is COVID-19 related. Of this, £1.800m is yearend forecast for car parking income loss, and a further £0.600m in increased costs within Street Scene and waste due to increased tonnages and staffing costs. There is also loss of income from planning applications within Strategic Planning and Infrastructure and from commercial rents within Economic Development.
- 6.3 Economic Development are also showing a pressure due to the inability to meet the Regeneration Property Fund (formally the Asset Investment Fund – AIF) income target. This is partly due to CIPFA code changes but also because of the impact Covid and Brexit are having

on the property market. There is concern this pressure will increase but risk based intelligence monitoring is ongoing to ensure forecasting is as accurate as possible.

- 6.4 Following the change in Administration a number of decision records have recently been signed which add a net pressure of £0.250m into the Place Directorate budget. In line with these decision records, consideration of how to manage this pressure is currently underway.

7. **Corporate Items**

- 7.1 The overall position shows a nil variation. However, there is a pressure of £0.075m within Corporate Items following the holiday buy back target not being met. This is due to the leave carry forwards that arose as a result of the pandemic impacting on annual leave being used.
- 7.2 COVID-19 financial support is held here, and is being used to offset pressures that have arisen across all Directorates as a result of the pandemic. This could be either because of lost income or cost increases, and is currently forecast to total £13.880m.

Appendix A 2021/22 Savings status (I) Summary

	Total	Achieved savings	on track for delivery	Working on for delivery	Planned, internal/external actions required to deliver
	£m	£m	£m	£m	£m
Children's	4.001	0.275	2.915	0.811	0.000
People	3.160	0.000	2.780	0.380	0.000
ODPH	0.028	0.000	0.028	0.000	0.000
Customer & Corporate	4.571	0.000	2.432	0.040	2.099
Place	1.035	0.080	0.105	0.350	0.500
Corporate Items	1.050	0.750	0.265	0.000	0.035
2021/22 Savings	13.845	1.105	8.525	1.581	2.634

Appendix A 2021/22 Savings status (2) Detail

Directorate / Plans	Target Savings	MTFS Savings	Achieved savings	Plans on track for delivery	Plans worked on for delivery	Planned, internal/external actions required to deliver
	£m	£m	£m	£m	£m	£m
Children						
EPS step up	0.152	0.152		0.152	0.000	
Home to School Transport	0.179	0.179			0.179	
AST	0.500	0.500	0.032	0.468		
Fostering	0.670	0.670		0.488	0.182	
Troubled Families	0.650			0.650		
Placement Review	1.400		0.243	1.157		
Management Actions	0.450	0.039			0.450	
Children - Savings	4.001	1.540	0.275	2.915	0.811	0.000
People						
Care Package Reviews (SC)	0.775	0.775		0.775		
Direct Payment Reviews (SC)	0.250	0.250		0.250		
Increased FCP Income (SC)	0.100	0.100			0.100	
Commissioned Contracts (SC)	0.250	0.250		0.250		
Grant Maximisation (CC)	0.200	0.200		0.200		
Management Actions (CC)	0.050	0.050		0.050		
Income Targets (CC)	0.050	0.050		0.050		
One Off Savings 2020/21 (SC)	1.485			1.205	0.280	
People - savings	3.160	1.675	0.000	2.780	0.380	0.000

ODPH						
Additional Income	0.008	0.008		0.008		
Additional Income #2	0.020	0.020		0.020		
ODPH - savings	0.028	0.028	0.000	0.028	0.000	0.000
Customer, Corporate Services and Chief Exec						
Efficiency	0.949	0.000				0.949
FM review	0.550	0.550				0.550
Business support	1.200	0.000		0.600		0.600
ICT	1.000	1.000		1.000		
CEX; Legal services	0.100	0.100		0.100		
Coroner	0.040	0.040			0.040	
Training	0.153	0.153		0.153		
Capitalise Capital Team	0.050	0.050		0.050		
Internal Audit	0.016	0.016		0.016		
Departmental	0.513	0.513		0.513		
Cust. & Corp. Services and CEX savings	4.571	2.422	0.000	2.432	0.040	2.099
Place						
Regeneration Property Fund	0.500	0.500				0.500
Concessionary Fares	0.080	0.080	0.080			
Weston Mill, bulky & trade waste income	0.208	0.208			0.208	
Resident Parking	0.060	0.060		0.060		
On/Off parking	0.065	0.065			0.065	
Fees and charges including Mt. Edgcumbe	0.122	0.122		0.045	0.077	
Place savings	1.035	1.035	0.080	0.105	0.350	0.500
Corporate						
Schools PFI - adjustments	1.015	1.015	0.750	0.265		
Income target not allocated	0.035	0.035				0.035
Corporate savings	1.050	1.050	0.750	0.265	0.000	0.035
Overall Total savings	13.845	7.750	1.105	8.525	1.581	2.634

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Cabinet



Date of meeting:	13 July 2021
Title of Report:	A Bright Future 2021-2026, making sure Plymouth children and young people have the best possible start to life
Lead Member:	Councillor David Downie (Cabinet Member for Education, Children and Young People)
Lead Strategic Director:	Alison Botham (Director for Childrens Services)
Author:	Emma Crowther, Strategic Commissioning Manager
Contact Email:	Emma.crowther@plymouth.gov.uk
Your Reference:	BF
Key Decision:	Yes
Confidentiality:	Part I - Official

Purpose of Report

To seek the endorsement of Plymouth City Council Cabinet for the Bright Future vision paper for children and young people. A Bright Future sets our ambitions for the children of the city for the next five years. It is a partnership approach to supporting all our children to have the best possible start to life, with activity driven through three priority areas: Safe, Healthy and Happy and Aspire and Achieve. The plan has been developed collaboratively with our system partners, and through the involvement of children and young people.

A Bright Future includes a plan on a page, which was designed by children and young people. Our young people also took the opportunity to refresh the Ten Wishes document, which sets out what children and young people expect from the adults who work with them.

Recommendations and Reasons

That Cabinet recommends Council adopt 'A Bright Future' as the vision for children and young people in Plymouth for 2021-2026.

This is recommended as there is an ongoing need for a cohesive vision and plan for children's services in Plymouth, to drive forward the strategic direction of travel, take into account the changing needs of the population and to put in place the governance and oversight to monitor progress and enable effective challenge.

Alternative options considered and rejected

A Bright Future replaces the previous Children and Young People's Plan, in setting the strategic direction of travel for the children's partnership. The alternative of not having a new plan in place was rejected as this would leave a significant gap in partnership planning and working.

Relevance to the Corporate Plan and/or the Plymouth Plan

The Corporate Plan priorities of unlocking the city's potential and caring for people and communities are highly relevant to a Bright Future in the plan's aspirations for children to be kept safe, to be healthy and happy and to have the opportunities to aspire and achieve, both during their childhoods and into their adult lives. A Bright Future is also linked to the aspirations of the Plymouth Plan in improving the lives of children and young people and addressing the issues which lead to child poverty.

Implications for the Medium Term Financial Plan and Resource Implications:

A Bright Future is a strategic plan; more detailed action plans will be developed which will support the three priority areas and take into account any resource implications: Safe, Healthy and Happy and Aspire and Achieve.

Carbon Footprint (Environmental) Implications:

There are no implications in terms of Carbon Footprint.

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

** When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.*

A Bright Future aims to support children to have happy, healthy and safe childhoods in Plymouth, and be able to fulfil their ambitions. Critical to this is tackling some of the root causes of deprivation in the city and the impact this has on attainment and aspiration. The document takes a partnership approach to working together to wrap around families, to identify need early, support them during difficult times and build resilience.

Appendices

**Add rows as required to box below*

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	A Bright Future 2021-2026							
B	A Bright Future – Children and Young People Plan on a page							
C	Ten Wishes – the why and how booklet							

Background papers:

**Add rows as required to box below*

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable)						
	1	2	3	4	5	6	7
N/A							

Sign off:

Fin	djn.2 1.22. 46	Leg	It/368 86/3 5062 1	Mon Off		HR		Asset s		Strat Proc	
Originating Senior Leadership Team member: Emma Crowther (Strategic Commissioning Manager)											
Please confirm the Strategic Director(s) has agreed the report? Yes											
Date agreed: 23/06/2021											
Cabinet Member approval: Councillor Dave Downie (Cabinet Member for Education, Children and Young People) <i>approved verbally</i>											
Date approved: 23/06/2021											

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A BRIGHT FUTURE 2021-2026

Making sure Plymouth
children and young
people have the best
possible start to life

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A Bright Future is a partnership approach to meeting the needs of all children and young people in Plymouth.

Our partners include:



Devon & Cornwall Police



Devon

Clinical Commissioning Group



FOREWORD

Alison Botham - Director of Children's Services
Plymouth City Council

As partners, we want to make sure all children and young people in Plymouth have a Bright Future, supported by a system which works seamlessly to spot difficulties early, responds quickly and effectively, and makes sure that help is there for as long as it is needed. We are ambitious for all of our children to live full and happy lives; receiving good quality health services, attending high quality education, and having fun, while staying safe.

Everyone has their part to play in achieving this, whether they work directly with children and young people or not. We recognise the central role that parents and carers have in determining the best outcomes for their children and that supporting parents and carers alongside the children and young people will be key in determining our success.

We are making changes to how we work together to support children, young people and families; to be clearer about what we are doing, why we are doing it and the difference it is making to children's lives.

These begin with antenatal and early years services, continuing through all school ages and stage and into young adulthood. We know that if we have the right advice, services and provision in place, children stand the best possible chance of growing into resilient adults.

The COVID-19 pandemic has had an unprecedented impact on our population including of course all our children, young people and families. As a city, our people and services have risen to this challenge and there have been many positives and opportunities to build on; however we need to recognise and fully understand the impact for the children and young people most affected by the disruption to how their education and support services have been delivered. Our priorities and plans need to make sure that we build on the positives and address the impact of the challenges we have faced.

We have developed our thinking and work in regard to trauma informed approaches and we are recognised nationally for this. This supports our strengths based approach and ensures that as a system we understand how trauma impacts on individuals, families and communities and we apply this to inform how we deliver care, support and education in the most effective ways. Our services are underpinned by the iThrive model. This is driving transformation of service design to be more person centred and needs led.

We need to further empower and engage our communities and families so that they participate in and inform our services and recovery.

As we go forward we need to build on the experiences we have shared during the pandemic to come together as a city, strengthen the partnerships that have matured and the learning we have shared.

We are going to work together to address our shared priorities so that children and young people can Aspire, and Achieve, live Healthy and Happy lives, and are Safe: making our vision of a Bright Future for all children and young people in Plymouth a reality.

IMPACT OF COVID-19 ON CHILDREN AND FAMILIES

Plymouth has seen unprecedented times from March 2020, where many of the 'normal' things in the lives of our children and their families were disrupted as lockdown began. There are various challenges that adversely affected children and families, including the sudden closure of schools, reduced support services and remote online learning. Familiar social contact in person with friends and wider family became something which wasn't allowed, even something to fear. Children and young people were aware of the economic impact of job losses or uncertainty of furlough on their families and networks, and the concern about the legacy this would leave for their own prospects. Over all, was the fear of the threat of a highly contagious impact on the health of loved ones, leading to some children suffering a loss or bereavement due to Covid-19.

Yet through the turmoil there has been a great deal of innovation, truly collaborative partnership working and renewed commitment to improving the lives of children and young people in Plymouth. Multi-agency working has been effective in focusing on a collective understanding of those children we are all most concerned about, staff switched quickly to delivering services in a different way, and some of our children said they felt safe and supported, with less peer pressure. Initiatives and projects have had a positive impact, including:

- Regular exchange of information with schools about vulnerable children, enabling schools to better provide support and escalate concerns;
- Ensuring vulnerable children (including young carers) are digitally connected through the provision of laptops;
- The distribution of food vouchers and attempts to reduce fuel poverty via the Winter Support Grant;

- Midwifery services formally co-located in Children's Centres to support the 0-5 offer;
- Links with the Skills4Plymouth agenda to give children and young people hope for their careers and aspirations;
- Police initiatives with youth workers joining response officers on duty to identify those at risk of anti-social behaviour earlier;
- A 24 hour mental health support phone line for children and young people;
- The creation of a multi-agency Young Carers Hub, across commissioned and in-house services;
- Better local collaboration in sharing good practice among schools to ensure high quality remote learning is provided to children and young people who are not able to access school based education

The longer-term impact of Covid-19 on Plymouth's children and young people is yet to be fully known. For those children whose lives were already more difficult or risky, whether through SEND, caring responsibilities, poor attainment, the impact of living in poverty or in challenging home environments with substance misuse and domestic abuse, the legacy is likely to be significant, and detrimental. The impact of extensive home schooling with sites closed to all but vulnerable and critical worker children is likely to be significant, particularly for children who have struggled to engage with education under normal circumstances.

Work is ongoing to gather qualitative evidence and track data trends so that we have the fullest possible understanding of the longer-term effects of Covid-19 on children, young people and their families.



OUR VISION AND PRINCIPLES



We have a duty to help our children and young people to have a Bright Future. Our vision is that children and young people in Plymouth grow up **healthy and happy, safe and able to aspire and achieve**; living in resilient families and communities, able to take advantage of a broad range of opportunities. Our aim is that no Plymouth child should find that their life chances are defined or limited by the circumstances of their birth or early childhood experiences. If problems emerge we will step in and seek to work effectively alongside families to improve outcomes.

We need to do this better and faster; across our local authority, schools, and health providers, community sector and statutory services, to ensure that we shift resource and focus to be able to benefit more of our children, more of the time focusing on prevention and earlier identification of need. Over time we want to be able to reduce the need for intensive crisis management for a minority. We are aspirational about tackling the corrosive root causes and impact of deprivation.

The following principles drive our approach:

We are strengths based:

- Promotion of wellbeing and prevention is a fundamental aspect of provision;
- Early help will be embedded across the system;
- Innovation and evidence informs our interventions with families;
- Systems should be responsive and accessible, not waiting for crisis to happen before help is offered;
- Engagement and empowerment of families and communities is key to what we do, building on individual and collective resilience.

We support the reduction of the impact of disadvantage:

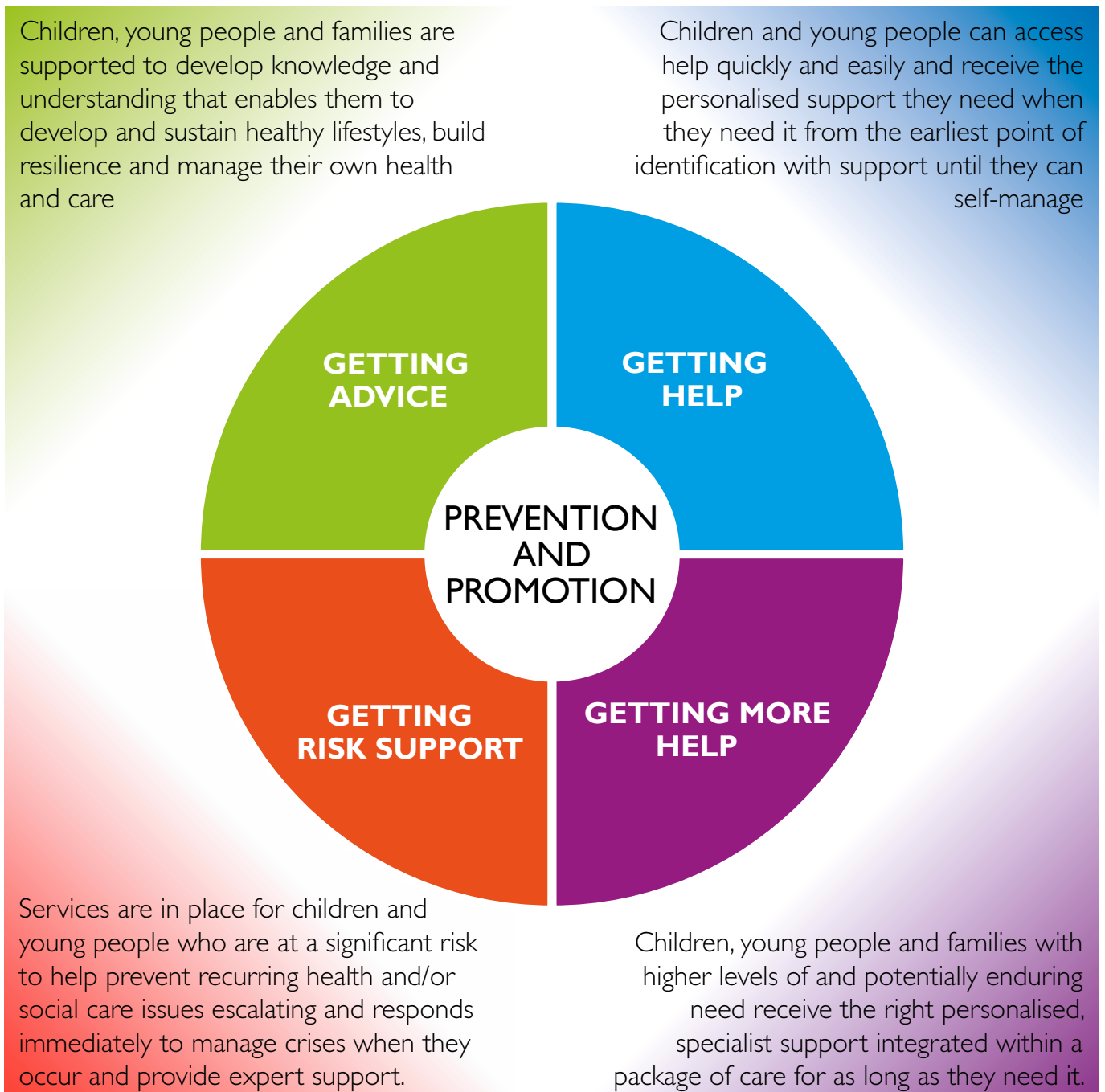
- Improving the quality of education for all will support improved life chances;
- We explore the root causes of disadvantage and improve inclusion and improve opportunities for inclusion
- Raising attainment is critical to reducing the impact of poverty;
- Services are designed to tackle inequalities.

We are restorative and reflective:

- We listen to what children, young people and families tell us and use this to drive change;
- We use a range of participation groups, surveys and face-to-face conversations and develop new ways to engage;
- We challenge ourselves to make sure we have the right support available at the right time and in the right place to support families;
- We ask ourselves whether we are working together as well as we can;
- We consider whether we are taking into account all the factors/context in the life of a child, including both resilience and risk;
- We test ourselves to align our system, services and practice to a Trauma Informed Approach.

One of the models driving our aspirations is iThrive, an approach which focuses on resilience and recognising when needs may change and how the system can respond.

The iTHRIVE framework is increasingly used in Plymouth as part of the design of service. This is based on a model of service delivery used in mental health provision for young people, which aims to provide the right support at the right time to enable young people to manage their needs.



A key driver for truly understanding the experiences of our children and young people, and their families is a Trauma Informed Approach.

Plymouth is committed to embedding a Trauma Informed approach across children’s and adult services; this is a grass-roots movement which has the support of senior leaders and aims to look at complexity through a trauma informed lens, to fully understand lived experience and the impact of Adverse Childhood Experiences. The focus of a Trauma Informed Approach is on the 5Rs:

REALISE - what trauma is and how it can have wide spread impact for individuals, families and communities.

RECOGNISE – the signs and effects of trauma in individual people, families, groups, and communities. This includes the workforce within organisations that deliver services.

RESPOND – by integrating knowledge regarding trauma informed approach into policies, procedures and practice.

RESIST - re-traumatising people and communities by actively seeking to avoid situations where traumatic memories might be re-triggered, and seeking to de-escalate and diffuse potentially traumatic interactions when they occur.

RESILIENCE – is promoted in supporting individuals and communities to cope with and adapt to adversity, and have the strength to challenge situations where it might occur.



Partnership working

Our partnership working is key to being able to deliver change. Examples of this include the partnership working with the Plymouth Education Board, leading our ambition to support children to aspire and achieve. This is chaired by the Chief Executive of Plymouth City Council with the Regional Schools Commissioner as the Vice Chair. It has cohesive and strategic oversight of all aspects of education learning and skills for the whole city. In order to focus on ensuring the highest levels of achievement in the city the Board has established a dedicated group of key partners that meet; this is the Plymouth Standards Partnership.

Our Early Help Strategic Board has been established to drive partnership working on how we transform early help and targeted services for vulnerable children. The Plymouth Safeguarding Children Partnership works to ensure that multi-agency working across our city is effective and keeps our children safe.

Two long term strategic partnerships are in place to further support the transformation of services for children and young people in the city; the ten-year NSPCC Together for Childhood partnership aims to improve our understanding of child sexual abuse and contextual safeguarding, at a locality level. The seven-year Care Journeys partnership with Barnardo's seeks to improve outcomes for care experienced young people, particularly their engagement in employment, education, training and other positive activity.

Access is a partnership between Livewell Southwest, University Hospitals Plymouth NHS Trust and Plymouth City Council, to embed a multi-agency approach to supporting children with additional needs.

This paper describes the ambitions we have for the future; on refocusing system energy and resource on identifying and meeting emerging need earlier to prevent needs from escalating and in reducing crisis/complex support and reactive approaches. This will necessitate a whole system approach. Partners will utilise the voluntary and community sector's unique knowledge and skill base, to gain insight in to local issues to enable earlier and bespoke interventions.

Children and their families live within the wider communities and environments of our City and their outcomes will be influenced by wider issues such as climate change, economic development, the built, green and blue environments. Strong links with these wider partnerships will ensure that the needs of children and young people are embedded within their work.

During the pandemic many of our partnerships have matured and excelled in serving our population. There are many positives and significant amounts of learning that can be used to maximise the role partnerships provide in future years.

GROWING UP IN PLYMOUTH

What our children and young people say...

I want to feel safe when I go out with my friends

I worry about so many things – who can help me and my friends with our mental health?

I am lonely and want your help so I can make connections with other people and places

I have special educational needs and I need to know how I will be helped as I grow up

Being a child in care makes me feel different – I'm the only one in my class and everyone knows about me

What is being done to save the environment and how can I help?

I'm worried about being able to get a job in the future – what choices do I really have?

I'm going to be 18 soon and I don't know what to expect

I want to make my own choices

I help to care for my mum and little brother, but I don't want you to forget about me

I need somewhere safe to live

I want someone to talk to, who I can trust and isn't going to walk away

Social media makes me feel my life needs to be perfect

These views have been gathered through on-going engagement and participation activity with children and young people in Plymouth



The ten wishes were developed by young people in Plymouth to describe how they want professionals to treat them.

TEN WISHES

What Children and Young People in Plymouth want from you...

We want professionals to be easier to contact.

We want professionals to be on time, as they expect us to be.

We want professionals to be properly trained and for us to be involved in the training.

We want professionals to ask us what we need and not to assume.

We want professionals to do what they say they are going to do, to listen and stand up for us.

We want professionals to use words we understand.

We want professionals to reassure us something is being done and tell us how long it will take.

We want professionals to understand when we need to talk to them one-to-one.

We want professionals to ask us 'do you feel safe?'

We want professionals to respect us and how we feel.



GROWING UP IN PLYMOUTH – IF OUR CITY HAD 100 CHILDREN

There are approximately 52,898 children and young people under the age of 18 years living in Plymouth. This is approximately 20% of the total population in the area (based on ONS Mid-2019 Population Estimate).

31 would be living in poverty (when housing costs are taken into account)



3 suffering from a loss or bereavement



14 would be from a minority ethnic group



17 would be claiming free school meals (across primary and secondary)



0.5 of a child would be subject to a child protection plan



0.8 of a child would be in the care of the local authority



15 children would have special educational needs



3 would have an Education Care and Health Plan (EHCP)



5 are children of those in the Armed Forces (Service Families)



17 (aged 5-16) are likely to have difficulties with their mental health



68 achieve a good level of development in their Early Years Foundation stage of their education



57 are achieving the 'Basics' at school at GCSE (A*-C) / 9-4) in English and Maths



14 are classed as persistent absentees



WHAT DIFFERENCE DO WE WANT TO MAKE?

Our ambitions are meaningless if we don't turn them into reality; into tangible changes which make a difference to the everyday lives of children and young people. The following pages set out what we are going to do to help our children to stay **healthy and happy, safe and aspire and achieve**. Our children, young people and families will be able to access what they need at the right time and in the right place, whether what is needed is some advice on the internet or by phone, an assessment or a longer term intervention or support.

We want to support the conditions that promote and protect health and identify any challenges that our families are experiencing early, so that they can be enabled and supported at the earliest opportunity, both to address their needs and prevent any issues getting worse. For all of the priorities to be effective in supporting children, young people and families, it is important that Plymouth as a city provides consistent access to good quality advice and information. This includes areas such as income, housing and debt, which are likely to become more significant given the impact of COVID on the economy.

Priority	A city where...	We will have made a difference to children's lives when we see...	For 2021-26 we plan to:
Stay healthy and happy	<p>Children and young people receive effective support for their emotional and mental health needs. Children and young people are able to access dentists across the city.</p> <p>The physical health of children is improved and they are making choices which promote a healthy lifestyle.</p> <p>The wider social, economic and environmental determinants of health are tackled, which impact on the health, wellbeing and longer term outcomes for children and young people.</p>	<ul style="list-style-type: none"> ■ Reduction in out of areas admissions to Tier 4 mental health provision ■ Reduction in the rate of children admitted to hospital due to self harm ■ Emotional health and wellbeing surveys tell us children and young people feel more resilient ■ A reduction in the numbers of children considered to obese ■ A reduction in admission to hospital due to asthma. 	<ul style="list-style-type: none"> ■ Improve access to Speech and Language Therapy and Occupational Therapy ■ Transform services across NHS providers and partners to meet the increasing demand and long waits for Autism assessments and build capacity within the Neuro diversity pathway. This will include services to support children and young people with complex needs and autism, to enable families to stay together ■ Improve responses to the increased numbers of Looked After Children including Care Leavers following the impact of COVID, on their general physical, social and emotional mental health ■ Evaluate the impact of our Emotional Health and Wellbeing in Schools services to ensure the services meet need and are sustainable ■ Increase access to children and young people's mental health services ■ Develop new models for crisis response, including consideration of capital projects with partners, which offer accommodation as well as a holistic offer of support for emotional needs ■ Improve our response to support children and young people who are classed as obese ■ Improving pathways of support for children and young people with asthma, across community, primary and secondary.

Priority	A city where...	We will have made a difference to children's lives when we see...	For 2021-26 we plan to:
Be safe	<p>Children and young people are safe and protected from the risk of harm at home and in their communities.</p> <p>Families tell their story once, and are fully involved in their plans to support change with a focus on their strengths.</p> <p>Families receive their support in the places and from the people that best suit their needs, for as long as they need to embed resilience.</p> <p>Families don't see the 'join' between services.</p> <p>Children and young people have opportunities to have fun and take calculated risks to support their development.</p> <p>Families have access to effective parenting support to reduce harm caused through neglect.</p> <p>Children and young people are protected from all forms of exploitation.</p> <p>Assessments are aligned to avoid repetition and form a holistic view of need.</p>	<ul style="list-style-type: none"> ■ Increase in how safe young people feel in their communities ■ Reduction in the number of adolescents experiencing crisis ■ Increase in families able to be supported by a cohesive Early Help offer ■ An increase in the number of early help assessments completed in the community by system partners ■ An increase in the demonstrable impact of early help assessments leading to improved outcomes for families ■ Reduction in the number of children and young people subject to child in need and child protection plans with concerns related to neglect ■ Reduction in the number of children and young people entering the care system, including a specific reduction in the number of adolescents entering the care system ■ Fewer children and young people are placed at distance from the city ■ Use of legal care proceedings only when necessary to safeguard children ■ Reduction in first time entrants to the Criminal Justice system through effective preventative support. 	<ul style="list-style-type: none"> ■ Develop and embed robust quality assurance processes – to include auditing, a Child in Need framework and QA framework ■ Improve the quality of assessments and plans, including the Early Help Assessment Tool (EHAT) ■ Develop the Front Door of Social Care to improve the quality of assessment and advice available ■ Develop the Family Hub partnership model, remodelling Children's Centres and Family Support services into a 0-19 offer ■ Improve access to positive parent interventions and family support that reduces risk and prevents the need for statutory interventions ■ Implement the Learning Disability and Autism Key Worker pilot ■ Develop options for alternatives to admission and out of area provision for children and young people with learning disability and autism who are experiencing crisis ■ Actively grow the number of foster placements available in the city, and the range and number of other types of provision locally, including children's homes and semi-independent support and accommodation ■ Expand and enhance the Adolescent Support Team to be able to respond to more young people with a broad range of complexities ■ Increase in awareness across communities, families and schools to recognise, prevent and intervene when exploitation is identified ■ Increase the number of young people supported with a 'Safer Me' plan ■ Reduce exploitation related crime ■ Evaluate the impact of our Pause project for vulnerable women, and put in place plans for a sustainable model of delivery for at least one more cohort

Priority	A city where...	We will have made a difference to children's lives when we see...	For 2021-26 we plan to:
Aspire and achieve	<p>Children have access to high quality early years provision.</p> <p>Children are ready to start school and fully engage in learning.</p> <p>Children and young people are able to attend good quality primary and secondary education.</p> <p>Special educational needs are identified early and supported as needed.</p> <p>Young people are helped to develop the skills needed for the world of employment.</p>	<ul style="list-style-type: none"> ■ Increase in the number of city schools graded good or outstanding by Ofsted ■ Reduction in permanent exclusions from city schools ■ Demonstrable reduction in the impact of disadvantage on attainment of children and young people ■ Demonstrable improvement in the quality of the Early Years offer so that children are ready for school ■ Improvement in the percentage of children achieving a good level of development in the Early Years Foundation stage ■ Quality of Elected Home Educated provision is assured and benchmarked ■ Education, Health and Care Plans are completed within statutory timescales ■ High quality careers advice and guidance supports young people to a positive destination ■ An increased percentage of disadvantaged and vulnerable children attend a Good or Outstanding school ■ Children and young people with Education, Health and Care Plans achieve the attainment outcomes that are at or above the national average ■ Closing future skills gaps is embedded in Plymouth's education system and school curriculum creating career opportunities for learning. 	<ul style="list-style-type: none"> ■ Develop and implement an inclusive approach in schools so that there are good alternatives to exclusion, pupil mobility and placement in Alternative Provision ■ Steer and monitor schools' blended learning and catch-up support for children who are affected by Covid-19 and those who are vulnerable and disadvantaged ■ Progress and evaluate Narrowing the Gap work with Early Years settings, implemented through joint teaching observations and discussions about how they identify and support the most disadvantaged children ■ Support the inclusion of children new to the UK and learning English so that they make accelerated progress and experience improved life chances ■ Support, challenge and monitor the Early Years settings that are judged less than good by Ofsted, so that a higher percentage of children do attend provision graded as good ■ Work with Skills4Plymouth to apply labour market intelligence to understand skills and job opportunities, identifying gaps in provision and creating an action plan to close the skills gap, aligned to the curriculum from primary through to post 16 education ■ Consolidate the Skills Launchpad Plymouth, to ensure a high level of access by the target cohorts so they receive independent advice and guidance ■ Fully develop a physical Youth Hub as a place where young people can access free and impartial careers advice, information, education and guidance to enable them to make informed decisions and to help them achieve their career aspirations ■ Promote a Plymouth curriculum that will address the city's education priorities, to improve overall attainment outcomes while closing the disadvantaged gap, and working with young people from ethnic minority backgrounds to decolonise and diversify learning in order to celebrate the contributions of BAME peoples to our community ■ Increase schools and parents confidence and knowledge in supporting SEND children and young people through an approach of co-production, partnership and multi-agency working ■ Increase the offer for children and young people with SEND within the local area.

WHAT OUR DATA TELLS US

The [2019 child health profile](#) produced by Public Health England tells us more about being a child in Plymouth, alongside our own needs analysis:

CIPFA – Chartered Institute of Public Finance and Accountancy

Child mortality rate

The child mortality rate is lower than England but isn't significant due to the small numbers involved which is around three to six deaths a year. Over the last six years in Plymouth the rate has been static.

Vaccination coverage 2 year olds

For the last eight years the vaccination coverage for 2 year olds in Plymouth has been above England and for the last four years it has been above the World Health Organisation (WHO) vaccination target of 95%. Plymouth compare favourably with our CIPFA nearest neighbours around vaccination coverage in 2 year olds.

Children achieving a good level of development at the end of reception

For the last five years the proportion of children achieving a good level of development at the end of reception in Plymouth has been below England's proportion. In Plymouth the proportion has increased over the last six years. Compared to our CIPFA nearest neighbours Plymouth sits towards the bottom of the group.

Children in low income families (under 16 years)

For the last ten years the proportion of children (under 16 years) living in low income families in Plymouth has been higher than England's proportion. But the proportion of children living in low income families in Plymouth has decreased over this period. Compared to our CIPFA nearest neighbours Plymouth sits towards the bottom of the group.

Family homelessness

For the last four years the rate of households with children or pregnant women accepted as unintentionally homeless has been lower than England's rate. The most recent rate for Plymouth was 1.3 per

1,000 households which works out to 151 households that were accepted as being unintentionally homeless. Compared to our CIPFA nearest neighbours Plymouth sits towards the top of the group.

Using a local snapshot of the temporary accommodation data on the 22 February 2019, there were 62 families in temporary accommodation within these families there were 124 children. Over half of the families living in temporary accommodation are in the West locality and a third of the families are in the South locality.

Child Protection

The published rate of children with a Child Protection Plan for Plymouth as at 31 March 2020 was 58.6 per 10,000 children aged 0 to 17 years old (310 children). This was significantly higher than the South West average rate of 37.7 and the England average rate of 42.8. Plymouth was comparable to our statistical neighbours (58.8). Although the number of children with a Child Protection Plan was reported at 300 as at 30 November 2020 (a rate of 56.7) it had reached as high as 356 children during the Covid-19 pandemic (a rate of 67.2).

Children in Care

As at 31 March 2020, the published rate of Children in Care was 82 per 10,000 children aged 0 to 17 years old (434 children). Plymouth's rate was above the South West average rate of 57 and the England average rate of 67. We remained below our statistical neighbour average rate of 91.7 – the rate for our statistical neighbours' range from 53 to 140 per 10,000 children. Plymouth's number of Children in Care has seen a significant increase during this financial year with the rate of 91.5 per 10,000 as at 30 November 2020. This related to 484 children.

Children killed or seriously injured on England's road

The latest rate shows Plymouth has a similar rate of children killed or seriously injured on roads compared to England's rate. The most recent rate was 12.1 per 100,000 children aged 0-15 years old which works out to around 17 incidents over the last three years. Compared to our CIPFA nearest neighbours Plymouth has the second lowest rate.

Low birth weight of term babies

The latest proportion shows Plymouth has a similar proportion of term babies being born with a low birth weight compared to England's rate. The most recent proportion was 3.2% which works out to 83 babies. Compared to our CIPFA nearest neighbours Plymouth sits towards the middle of the group.

Obese children (4-5 years)

The latest proportion of obesity in reception aged children is similar to England's proportion. The most recent proportion is 9.7% which works out to 264 children. Compared to our CIPFA nearest neighbours Plymouth has the third lowest proportion.

Obese children (10-11 years)

The proportion of obesity in year 6 children is similar to England's proportion. The most recent proportion is 18.6% which works out to 464 children. Compared to our CIPFA nearest neighbours Plymouth has the lowest proportion of obesity in year 6 children.

Admission episodes for alcohol-specific conditions under 18

For the last ten years Plymouth has had a higher rate of admissions for alcohol-specific conditions in under 18s compared to England. The most recent rate was 47.3 per 100,000 population aged under 18 which works out as 74 admissions over a three year period (25 admissions a year). Over the last ten years the Plymouth rate has decreased and has closed the gap between Plymouth and England. Compared to our CIPFA nearest neighbours Plymouth sits towards the middle of the group.

Hospital admissions due to substance misuse

For the last seven years Plymouth has had a similar rate of admissions due to substance misuse in 15-25 year olds compared to England. The most recent rate was 103.8 per 100,000 population aged 15-24 years old which works out as 124 admissions over a three year period (41 admissions a year). Compared to our CIPFA nearest neighbours Plymouth sits towards the middle of the group.

Breastfeeding at 6-8 weeks

Since the new reporting method was introduced Plymouth has had a lower proportion compared to England. The most recent proportion for Plymouth was 40% of mothers breastfeeding at the six to eight weeks check. Compared to our CIPFA nearest neighbours that have met the data quality tests Plymouth sits towards the top of the group.

A&E attendances 0-4 year

For the last seven years Plymouth has had a lower rate compared to England. The most recent rate was 493 per 1,000 population aged under 5 for Plymouth which works out as 7,549 attendances. Compared to our CIPFA nearest neighbours Plymouth has third lowest attendances rate in under 5s.

Hospital admission caused by injuries in children 0-14 years

For the last eight years Plymouth has had a higher rate compared to England, over this period the rate has decreased for Plymouth. Compared to our CIPFA nearest neighbours Plymouth has a high rate of admissions caused by unintentional and deliberate injuries in children aged under 15 years old.

Hospital admission for mental health conditions

The latest rate of admissions for mental health conditions in under 18s is similar to England. Compared to our CIPFA nearest neighbours Plymouth sits towards the middle of the group.

Hospital admissions as a result of self-harm

For the last four years Plymouth had a higher rate of admissions as a result of self-harm in 10-24 years old. Over the last four years Plymouth has seen a steady increase in the number of 10-24 year olds admitted to hospital as a result of self-harm. Compared to our CIPFA nearest neighbours Plymouth has the second highest rate of admission as a result of self-harm in 10-24 year olds.

Ages and Stages Questionnaire (ASQ) data

ASQ provides a measure of development in early years and is routinely undertaken as part of the 2-2½ year mandated check. Domains of development tested include communication, gross motor, fine motor, problem solving and personal-social skills.

In 2018/19 Plymouth has a similar proportion to England and the South West of children who were at or above the expected level in all five areas of development. Across the five areas of development in Plymouth communication has a lower proportion of children at the expected level, which follows national data.

Children or young people with an Education, Health and Care (EHC) assessment or plan

In Plymouth there are 2,130 children or young people (0-25 years old) with an EHC needs assessment or plan (as of the 29 March 2019). The North and West localities have a higher rate of children or young people with an EHC assessment or plan, while the South locality had a lower rate.

Absence and exclusions

Plymouth schools have a lower proportion of pupils permanently excluded compared to England, however both Plymouth and England have shown increases in numbers over time.

Plymouth schools have a higher overall absence rate when compared to England, the trend shows the rate has been fairly static over the last five years. Plymouth schools have a higher persistent absence rate when compared to England.

Young carers

The most current data from schools (November 2020) identified 907 children and young people who are young carers.

Youth offending

The rate of first time entrants to the youth justice system in 2019 was 332 per 100,000 10-17 year olds in Plymouth, or 74 10-17 year olds. The rate of first time entrants to the youth justice system for Plymouth is higher than the South West Region (198), the YOT Family (238) and England (204).

The youth offending team now undertake out of court assessments and interventions as well as statutory orders. In 2019 there were 106 young people who have had a Youth Offending Team intervention (compared to 60 in 2017). The team is currently working with 52 young people (as at 22 December 2020).

Pupil resilience and self esteem

When results from the local school survey are compared to other areas that have carried out a school survey it shows the following:

A low proportion of pupils in Plymouth have a high self-esteem and resilience score when compared to six local authorities in Plymouths CIPFA (Chartered Institute of Public Finance and Accountancy) group, and a higher proportion of pupils having a low self-esteem and resilience score.

Service families

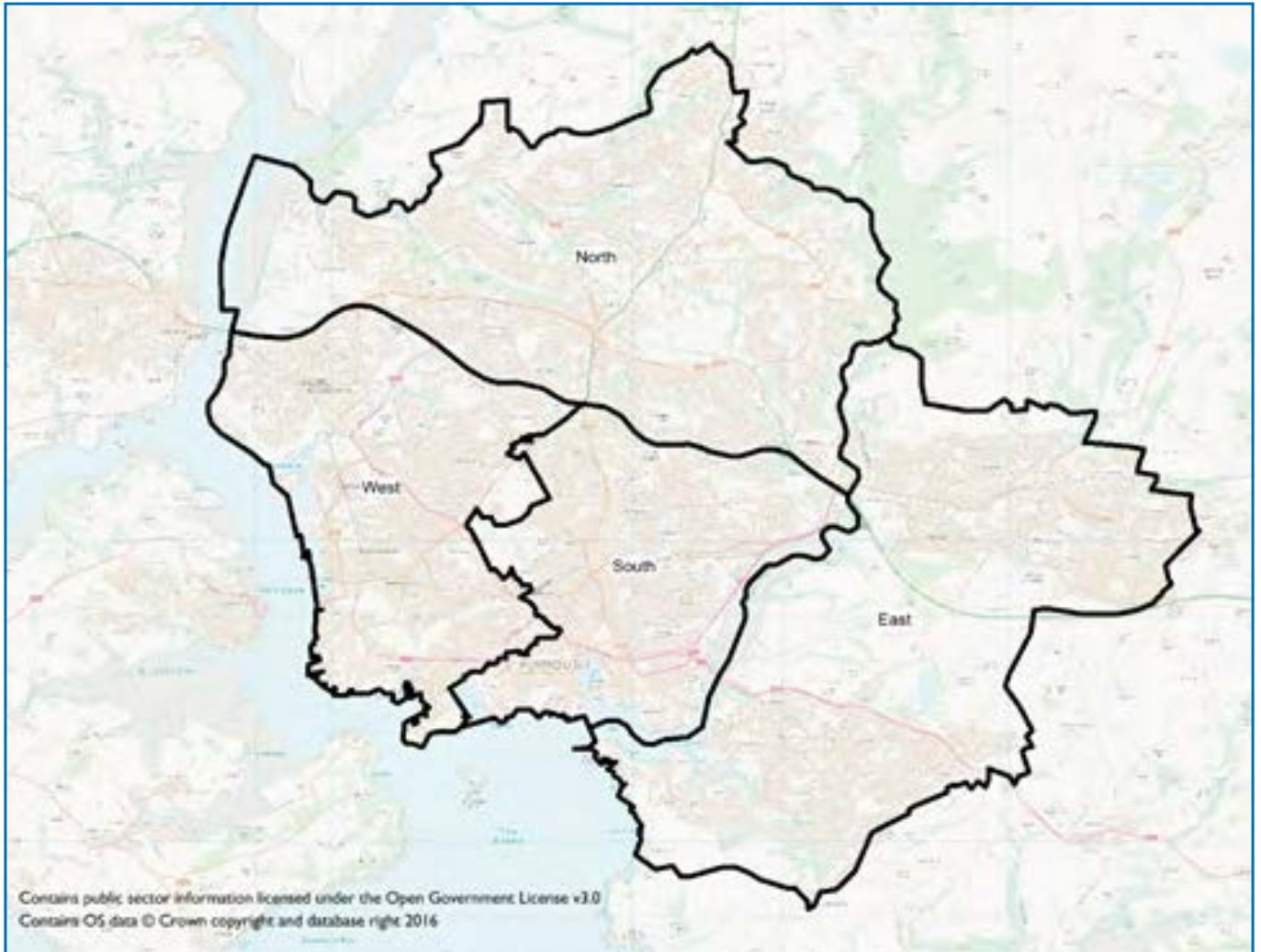
Plymouth has just under 3000 children who are part of a service family. This can be challenging as parents are deployed or return from deployment, in ensuring that families are supported to connect with their local communities.

Children learning English as an Additional Language (EAL)

Current data shows that 7.6% (2,991) children in Plymouth schools overall are new arrivals to the UK learning EAL. In our primary schools this proportion is higher at 8.2% (1,730 pupils). These pupils are vulnerable to disadvantage in terms of attainment and progress.

LOCALITIES

The map below shows the Plymouth localities used by health services to provide services for children and young people.



East locality summary

- Slightly lower proportion of the population aged under 5 years old and working age adults (15-64) and a higher proportion of the population aged over 65
- Fewer babies born with a low birth rate
- A higher proportion of pupils in years 8 and 10 who said they recently ate five portions of fruit and vegetables in a single day
- A higher proportion of pupils in years 8 and 10 who said they had an alcoholic drink in the last seven days
- Lower proportion of families are eligible for Free School Meals
- Higher proportion of those aged 17-19 are in education, employment or training
- Lower rate of teenage pregnancy
- A higher proportion of children report violence (e.g. hitting, punching, slapping) at home in the last month
- Lower rate of children under 5 classed as vulnerable by Health Visitors
- Lower rates of involvement with the Youth Offending Team

North locality summary

- Higher proportion of pupils reporting being a victim of violence or aggression in the area they live
- Lower proportion of violence in the home (eg hitting, punching, slapping)
- Higher proportion of adults with no qualifications.
- Higher proportion of the population aged over 65 and under 5
- A lower proportion of pupils (year 8 and year 10) stated that they ate five portions of fruit and vegetables yesterday.
- A higher proportion of adults have no qualifications and a lower proportion of adults have a level 4 qualifications in the locality.
- A higher proportion of pupils (year 8 and year 10) stated that they have taken illegal drugs during last year.



South locality summary

- Higher proportion of children with a healthy weight in reception and year 6
- Lower proportion of pupils reporting use of substances, alcohol and cigarettes.
- Higher rate of teenage pregnancy
- Higher proportion of the population who are working age adults (16-64).
- Lower proportion of pupils (year 8 and year 10) stated that they have had an alcoholic drink in the last seven days.
- Lower proportion of pupils (year 8 and year 10) stated that they have had at least one cigarette in the last seven days.
- A higher proportion of pupils (year 8 and year 10) stated that they have low self-esteem (4 of the highest ten neighbourhoods).

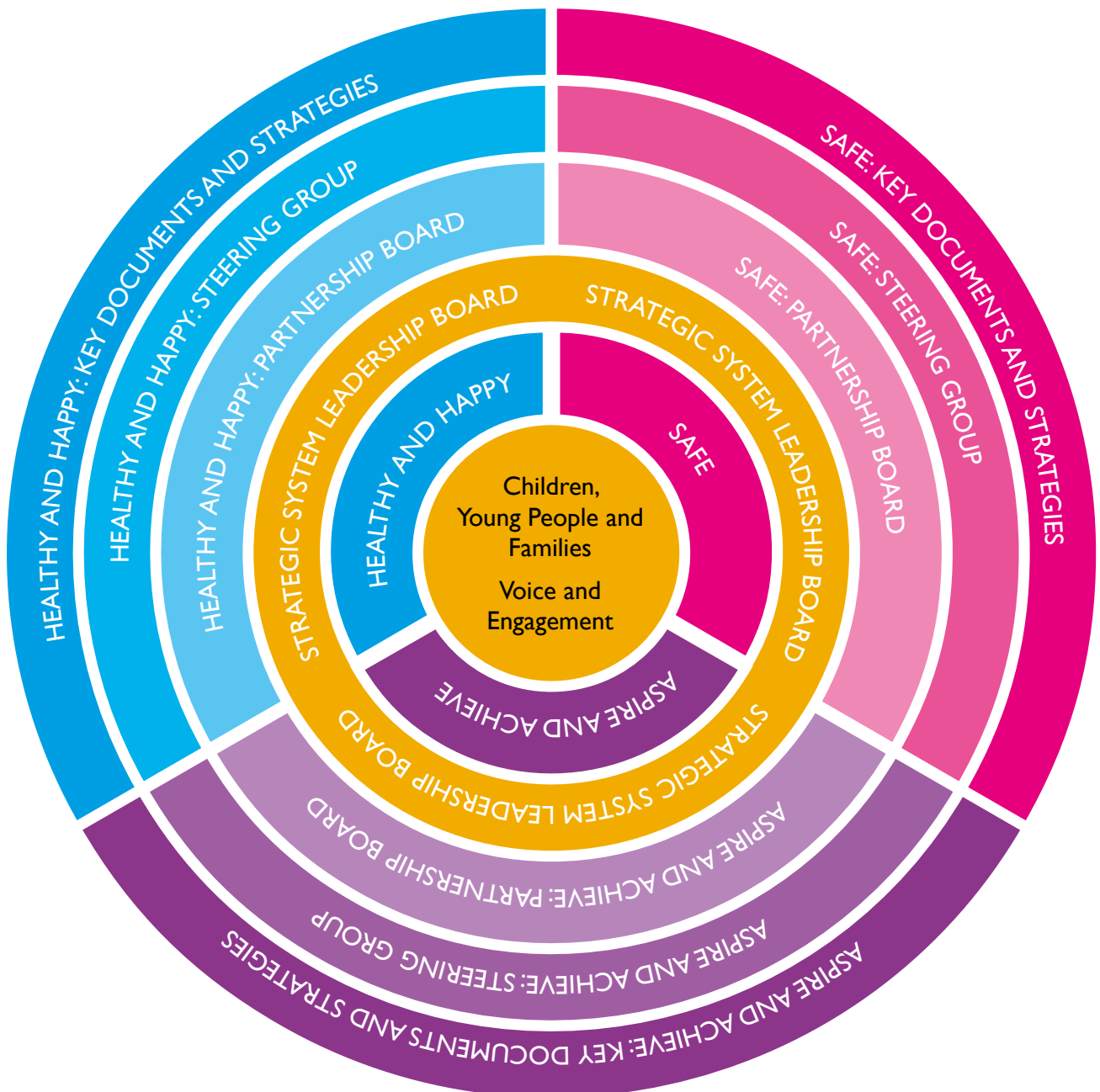
West locality summary

- Strong sense of community
- A lower proportion of pupils (year 8 and year 10) stated that they have had an alcoholic drink in the last seven days.
- A lower proportion of children in reception and year 6 are recorded as having a healthy weight.
- A higher rate of children had their teeth removed under general anaesthetic.
- A higher proportion of the working age adult (16-64) population are claiming out of work benefits
- A higher proportion of children eligible for free school meals.
- A lower proportion of children are achieving a good level of development at the end of Reception.
- A higher rate for teenage pregnancy
- A higher proportion of families (with children under 5) are classed as a vulnerable, as reported by the health visitor case load survey.
- A higher proportion of pupils (year 8 and year 10) stated that they have taken illegal drugs during last year.



WORKING TOGETHER TO SUPPORT CHANGE: GOVERNANCE

Our governance works to the following principles:



ANNEX A – NATIONAL CONTEXT

Funding for children and young peoples' services has fallen by 29% since 2010 and councils face a funding gap of £3bn by 2025, according to Action for Children.

Headlines include:

- By 2022 there will be close to a quarter of a million Section 47 child protection enquiries undertaken. That's an increase of 180% since 2010
- By 31 March 2022, we predict there will be more than 60,000 children subjects of child protection plans. An increase of 56% since 2010
- Children in care figures increase every year, which is not necessarily a bad thing for the children concerned. By 2022, we think there will be 77,000 children in care, an increase of 20% since 2010.

In November 2019 the Local Government Chronicle noted:

- £8.4bn budgeted for children's social care 2019-10
- £784m more spent than planned
- 81% of Councils spent more than planned
- Four Councils spent 40% more than planned
- 19 Councils spent 25% more than planned

A number of recent documents have further explored the issues facing children's services of rising demand and complexity, and the funding needed to resource this.

In September 2019 the Office of the Children's Commissioner published "Guess how much we love you – a manifesto for children". In this document the Children's Commissioner describes the stark reality for increasing numbers of children living in England:

- One in six children arrive at school having failed to meet half their expected physical and emotional developmental milestones;
- 6% of pupils are leaving compulsory education at 18 without GCSE level qualifications;
- Approximately four children in every school class need support for mental health difficulties;
- More than 120,000 are homeless and living in temporary accommodation;
- More than four children in every school class will have special educational needs, and account for nearly half the 41 pupils permanently excluded from school every day;
- 900,000 children live with parents with poor mental health.

ANNEX B – THE LANGUAGE WE USE

We recognise that the words we use when talking to and about children, young people and families have a significant impact. Words have the power to break down barriers, but also alienate, and this is true whether a child is in the care of the local authority or living with their family.

In 2019, a glossary of words and terms that aims to change the language of the care system was published. Language That Cares is a collaborative effort led by adoption and fostering charity TACT (The Adolescent and Children's Trust) and the charity's children and care experienced young people, with contributions from 15 local authorities and organisations.

The glossary gives powerful examples of how easily the words we use can be perceived as insulting or cruel, and the alternatives which children and young people would prefer.

A

Abscond

We prefer: Run away; Go missing

Asylum seeker

We prefer: Young people

"Asylum seeker is a home office term, these young people are much more than a Home Office label."
Social Worker

B

Birth/Biological Parents

We prefer: Parents; Family; Mum or Tummy Mummy; Dad

You should access each child individually to find out what they like calling their family members." Cheshire East Young Person

"The words can also be excluding and disadvantageous to birth parents and it is important for this to be considered as well." Foster Carer

C

Care leaver

We prefer: Care experienced adult

"We prefer 'care experienced' but we are not always keen on the word 'care' as this can mean anything due to 'care' having a wide definition." Cheshire East Young People

Care plan

We prefer: Future plans; My plan

"The word 'care' needs less usage, it is used too commonly, and I am fed up of hearing it." Cheshire East Young Person

Challenging Behaviour

We prefer: Having trouble coping; Distressed feelings; Different thinking method;

Difficult thoughts

"Children and young people who are finding coping tough are not 'challenging' they are in need of your help and support." Social Worker

D

Designated Teacher

We prefer: Teacher

"Just say it's a teacher we can talk to, who is trained and who attends our reviews.

The word is too obvious, we don't want everyone knowing." Cheshire East Young People

Difficult to place

We prefer: Can't find a home good enough for them; Failed by the system

"The phrase 'difficult to place' blames the child for a failure of the system." Charity Social Worker

Drop out

We prefer: Early school leaver

F

Full potential

We prefer: You will make sure I have every chance to achieve my dreams

H**High aspirations**

We prefer: Good choices; Wanting the best for our children

"You will try your best to help me because you want me to achieve." Cheshire East Young People

I**In care**

We prefer: Another home away from home; Living with a different family in a different home

Isolation

We prefer: Reflection time

"I really dislike this term. It should not be in existence as it is punitive in its nature."

Professional

L**LAC/Foster child**

We prefer: Call children by their names; LA should say 'our children' or [insert name of LA]'s children; Young People or Children

"Every child is 'looked after'; there is no need to point us out. Some would consider themselves looked after before coming into care." Cheshire East Young People

"I do not mind the saying, but just don't say it a lot."

York Young Person

"The acronym 'LAC' can be understood as a suggestion that the child or young person is 'lacking' something."

Professional

"Take away LAC acronym completely." Herefordshire Young People

Leaving care

We prefer: Moving on or Moving up

M**Moving placements**

We prefer: Moving to a new house; A new chapter or fresh start

N**NEET**

We prefer: Unemployed or not in training or in education

"NEET is a silly word, no young person knows what it means yet we are called it."

Warwickshire Young People

P**Peers**

We prefer: Friends

PEP

We prefer: School review; Education meeting; Education plan

"It is not about the word 'PEP' itself, it is how it is presented in school. Some teachers openly announce in class that the LAC student has a PEP meeting and this will arouse the interest from the rest of students, leaving the looked after student to explain what it is and why they have it." Rotherham Young People

Permanence

We prefer: My home without disruptions

Placement

We prefer: Our home or home; My house or the house where I live

"Placement sounds like you are being forced to live there." TACT Young Person

"I don't like when they say, 'you are a normal child living in someone else's home' or when they use the term 'child in care.'" Bristol Young Person

"This should be a word used more for a temporary placement, not when you see it as your home and have been there a long time." York Young Person

R**Respite**

We prefer: A break for children (not carers); Day out; Home away from home; Stay over/

Stay over family; Sleepover; Time off/Time off for us/ Time off for our carers

"This word does not make much sense. It is too formal and not a word we use everyday." York Young People

"It can be offensive as it means an escape or a break from something that is not enjoyable." York Young People

Restrained

We prefer: Physical help to stay safe

Reunification

We prefer: Going back to live with my family; Going back home

S

Siblings

We prefer: Our brothers and sisters; People who are related to me

"This is too formal, and it is OK in written language but in spoken language I think it should just be brothers and sisters." York Young Person

Sick

We prefer: Unwell

"I don't like when they say that my Mum is sick, I would rather they say Mum is unwell." Bristol Young Person

Social worker

We prefer: One to one worker; Someone who understands your family background and knows what you have been through

Special needs

We prefer: Additionally supported; The needs name, i.e. disabled, global developmental delay, learning need, etc.

"Everyone is special, and everyone has different levels of need." Warwickshire Young People

T

Therapy

We prefer: Talking things through sessions; Trying to make sense sessions;

Help to work things out

Transition

We prefer: Preparing for change





A BRIGHT FUTURE 2021-2026

A vision to make sure that Plymouth children and young people have the best possible start to life

Everyone who works with children and young people wants to make sure they have a Bright Future. We are ambitious for all children to live full and happy lives, receiving good quality health services, attending high quality education, and having fun while staying safe.

Our aim is that all Plymouth children and young people will have the opportunity to reach their full potential regardless of their

circumstances or childhood experiences. We also want to reduce any negative impact Covid-19 might have on your future.

We are making changes to the way we work together to support you. We will be clear about what we are doing and how it makes a difference to your lives. We want your voices to be at the heart of what we do so we can ensure that you grow up **healthy and happy, safe** and able to **aspire and achieve**.

TO STAY HEALTHY AND HAPPY

We will make sure you receive the right support to help you and your friends with your mental health and wellbeing.

We will work to make improvements to help you live healthy and active lives.

TO BE SAFE

We want Plymouth to be a place where children and young people feel safe and protected from the risks of being harmed at home and in communities.

You will be protected from all forms of exploitation

We will provide you with support from people that best suit your needs for as long as you need.

TO ASPIRE AND ACHIEVE

We will prepare you for all stages of education through nursery, primary and secondary school to give you the skills needed for the world of employment.

We are planning to increase opportunities for children and young people with special, educational needs and disabilities within Plymouth.

If you want to know more about **A Bright Future**
email participation.youth@plymouth.gov.uk



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THE TEN WISHES

What Children and Young People
in Plymouth want from
you and why...



TEN WISHES

What Children and Young People in Plymouth want from you...

We want professionals to be easier to contact.

We want professionals to be on time, as they expect us to be.

We want professionals to be properly trained and for us to be involved in the training.

We want professionals to ask us what we need and not to assume.

We want professionals to do what they say they are going to do, to listen and stand up for us.

We want professionals to use words we understand.

We want professionals to reassure us something is being done and tell us how long it will take.

We want professionals to understand when we need to talk to them one-to-one.

We want professionals to ask us 'do you feel safe?'

We want professionals to respect us and how we feel.

FOREWORD BY THE PLYMOUTH YOUNG SAFEGUARDERS

Consultation with youth participation groups across Plymouth has shown that the Ten Wishes remain as relevant now as they were when they were developed in 2014. Feedback was however that the Ten Wishes didn't seem to be consistently followed across all workers and all agencies.

This booklet has been produced in conjunction with young people accessing a variety of key organisations across the city to explain why these wishes are important to us and offer suggestions as to how you could meet them.

The overwhelming feeling amongst young people is that the Ten Wishes are even more relevant now than before COVID19 became a part of our lives. We want to ensure that the Ten Wishes stay relevant during the 'new normal' and are not increasingly or gradually side lined or even forgotten by their lack of specific reference to COVID19 and how it has effected professional practice. We recognise that there will need to be a change in approach during any restrictions and also during the period of adjustment and 'catch up' once these restrictions end.

Please do not underestimate the impact that 2020/21 has had on our mental health. A greater number of young people are now feeling isolated and a lot more vulnerable. These mental health challenges result in the need for young people to feel valued, listened to and respected by professionals.

There have also been other lockdown related issues such as not having access to technology/resources which has made it more difficult for vulnerable young people to be able to access professional support.

Because young people have been unable to meet face to face and have that human contact there is a fear that relationships between young people and professionals are becoming less personalised and that young people as human beings are being forgotten and replaced by numbers/names on a screen.

Simple things like extra personalisation and warmth within emails/texts like asking if the young people are well and what they've been up to can take into account the positivity shortfall of living in isolation and lockdown.

It can now also be harder to reach out and there is a reliance on professionals answering their messages when we can't just go to their offices. Likewise, we understand that you can't pick up on cues as easily when you are talking to us online so when people have the confidence to speak up, that needs to be picked up on straight away.

We want to thank you for reading this booklet as it shows to us that you are committed to providing the best service as possible for the children and young people of Plymouth.

Plymouth Young Safeguarders
March 2021

WHO ARE THE TEN WISHES FOR?

The Ten Wishes focuses on what children and young people want from 'professionals'. When they were initially created, there was a focus on workers within Children's Social Care. However, they have since been adopted by the Plymouth Safeguarding Children's Partnership and are relevant to anyone working with children and young people.

We know that some of the wishes might be more relevant to your work than others and all we ask is that you do what you can.



We want professionals to be easier to contact

Why this wish is important to young people...

"We don't want to have to go through loads of people and tell them everything over and over, when we could just speak to the person we want directly."

"Young people with anxiety may not want to have to talk to another person when it's taken them a while to gain trust with their worker which may cause them to just not make contact at all, making things worse and letting it build up."

"It's about trust and building that trust quickly."

"Sometimes we need to update people on things missed from appointments or positive or negative experiences between appointments which may influence future sessions."

"A paediatrician I work with uses a secretary to communicate, this is ineffective as it's not as easy to explain stuff."

"Some of us aren't allowed phones because we are too young so it can be hard to let people know when we need to talk."

"It can feel like people are never available when you need them."

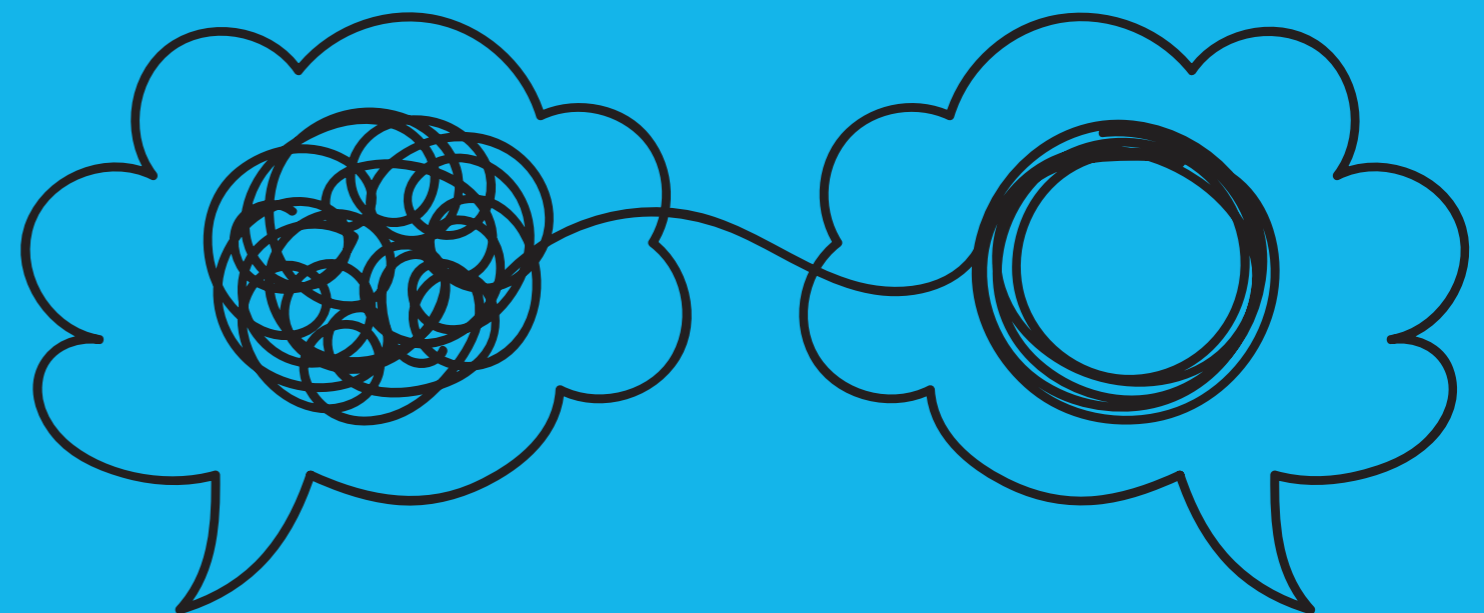
What young people think organisations could do to put this wish into their practice...

It would be helpful to have a website where you can find lots of professionals and their contact details. This could already exist and if it does, help us access it.

Our lives don't fit into 9-5 so maybe there could be a 24hr phoneline for some services.

Having a direct route avoids going through lots of people and having to say the same thing over and over. By making sure that children in care have their social workers phone number or students have the email address of their tutor, we can do things quicker.

You could change it up a bit too by having more routes available to contact workers like email, Facebook Messenger, WhatsApp, text message etc.



We want professionals to be on time, as they expect us to be

Why this wish is important to young people...

"It seems like there is a double standard and that needs to be eradicated."

"It's important because it shows equality and shows that they respect us and it helps make professionals easier to access."

"So everyone feels equally valued and to make sure there is no imbalance or 'us and them' between professionals and those being supported. Equal respect and building trust."

"To make the patient or customer feel happy with the service so they can feel at ease using it again."

"If the professional is on time, the young person doesn't feel rushed, gets more time for talking and gets more valuable output from the session."

"This is super important, it should be common sense as a professional to show up on time but when they don't, it can make young people feel unwanted and like their issues don't matter."

"It is really depressing and demoralising when a vulnerable young person is just sitting there waiting. It makes us feel we're not cared about and that we're a number, and the fact that we don't know when the response is coming means we are in limbo."

What young people think organisations could do to put this wish into their practice...

People are busy, like all the time. Does that mean they have too much to do? Perhaps if there were more people doing the job then the workers could have the time to do things the way we need.

If you can't be there when you say you will and are going to be late, let us know. As long as we know what's going on and aren't just waiting and waiting, we do understand that there will be times you can't be exactly on time.



We want professionals to be properly trained and for us to be involved in the training

Why this wish is important to young people...

"If someone is properly trained, it helps to make the professional more comfortable and confident which then makes young people more comfortable."

"When we are involved in training, professionals get to hear views and real life stories."

"It helps keep professionals aware of recent situations that are happening in schools and other environments."

"There can be a big generational gap sometimes and bringing us together in a learning environment can help break that down."

What young people think organisations could do to put this wish into their practice...

Training is the most important element in regards to enabling young people to get themselves and their views across and for professionals to understand the people they are working with on a human level.

First of all, being properly trained should be a right for all professionals. A lot of teachers will have to teach topics which can be personal such as divorce, abortion and sexual health. "I spoke to the teacher who teaches this and he had no training and didn't feel very comfortable teaching these topics at all."

Training for all people who work with children and young people on issues like mental health or poverty could help them understand behaviour more and the reasons an individual might behave in a certain way. This is key to Plymouth being a 'Trauma Informed' city.

Secondly, have young people involved in training. We don't have to be there in person (most of the time we can't be anyway because we are in education) but we can create resources or webinars which you can incorporate.

It's not just continuous professional development either; if we had a fuller role at an educational level (university), professionals could have the right people skills from the start.

It's not just training either. We could also be part of interview panels ensuring that candidates don't just perform well in front of adults but also demonstrate that they can connect with children and young people.

We want professionals to ask us what we need and not to assume

Why this wish is important to young people...

"Because I want my voice heard!"

"If people just assume what we need then they aren't properly connecting with us - If you're assuming, you're not listening."

"It's important not to assume what we need because it causes issues and doesn't feel like the professionals understand us properly. This is SO DRAINING for young people."

"If the worker keeps cutting the young person off it can make them feel super inferior and like they aren't truly being listened to."

"I don't want to be generalised. Assuming things about me just puts me in a box and gives me a label that may not be right for me. This could mean that I don't get the right help needed."

"Sometimes people making assumptions makes it seem like they are rushing to get on with stuff. They can't always get a proper understanding without asking our opinion, especially when it's about us."

"If we are supported to explore our own ideas, we are more likely to follow them and make changes within our lives."

What young people think organisations could do to put this wish into their practice...

Training is key. Even by reading this, you're seeing how we feel and could change your practice if you need to.

Show us that you have listened, talk to us, ask us what we need instead of automatically doing what you think we need.

We want professionals to do what they say they are going to do, to listen and stand up for us

Why this wish is important to young people...

"So we can have the best help we can get."

"It's nice to be listened to instead of being spoken to."

"Well, how can we trust professionals who don't do any of these things? Keeping promises is basic human decency."

"It's super important for professionals to listen because then young people feel understood and comforted."

"It creates better trust and then we can model good values."

"If we can't voice our own opinion, we need someone to voice it for us. If someone says they'll do something, it's expected that they'd do it."

What young people think organisations could do to put this wish into their practice...

Don't make promises! It's hard to trust professionals as it is so when they promise something and don't do it then it's hard. Just be a decent human being by doing what you say you will do as this ensures there is respect and trust between professionals and young people.

Help young people by standing up for them when they can't stand up for themselves.

Don't say something just to keep us happy.



We want professionals to use words we understand.

Why this wish is important to young people...

"So we clearly know what they are going to do."

"This is super important because we can get worried and confused with professional words sometimes."

"Each group of professionals have their own special language; their own set of acronyms or jargon and we don't always get it."

"If we don't understand, you aren't communicating with us properly"

What young people think organisations could do to put this wish into their practice...

Cut out the jargon.

Being aware of how you talk or write to us or about us. Use common words so we understand and explain what certain words mean.

Casual chat is okay and has a big difference to relationship building.

You could have separate reports designed specifically for the individual young person.

You could start off by telling us the easier word then follow it up with the big word by adding 'this is also known as'. This would help us not get worried or stressed if it was explained better.

We want professionals to reassure us something is being done and tell us how long it will take

Why this wish is important to young people...

"Telling us how long it will take it is good so we aren't spending time worrying about stuff and it means we can relax a little."

"It's about trust and making promises, don't make promises you can't keep. Don't promise you're going to do something and then not do it."

"We need to know that we are not being ignored."

"So we can trust what you are doing or saying. By communicating with us and being open and honest, it helps to build a better relationship."

"Reassuring young people its being done is important because we might worry about it and it not happening. This will reduce our stress levels."

What young people think organisations could do to put this wish into their practice...

Simply reassure us that it's being done and say a time when it will be finished or give regular updates by email, phone or text.

Listen to what we are saying and if you say you're going to do something, just do it.

If you feel like you can't achieve it then explain that to us and not expect us to wait.



We want professionals to understand when we need to talk to them one-to-one

Why this wish is important to young people...

"Talking one-to-one can help reduce our stress and anxiety."

"So we can express our feelings to workers when we need to."

"It can help us feel more comfortable as we can often feel embarrassed."

"Confidentiality"

"We don't feel like we can be honest when other people are listening. This can include when we are in a space with thin walls!"

"Don't want to feel like we are being judged."

What young people think organisations could do to put this wish into their practice...

Ask us questions such as 'what do you want your session to look like?'

Having a named person that we know we can speak to if we need.

Have quiet areas where we can talk one-to-one.

We may not feel confident enough to ask in front of others or may not want to say 'yes' if you ask if we want someone to leave the room. Offering us a one-to-one space should be standard practice.

If you're visiting us in our home, don't use our bedroom as the one-to-one space as it is our private space. Take us somewhere else instead such as out for a walk.

We want professionals to ask us 'do you feel safe?'

Why this wish is important to young people...

"So we can have the best life we can!"

"If you don't feel safe it leads to stress and anxiety which is bad for our mental health."

"We may not be able to say how safe we feel without being asked due to anxiety and fear."

What young people think organisations could do to put this wish into their practice...

This wish also interlinks with the need to talk to professionals on a one-to-one basis sometimes.

We may feel safe in one place and not another. For example, home might be absolutely fine but we might be scared about something at school. Sometimes this standard question isn't enough. Try unpicking it a bit with us. It shouldn't just be a tick box question.

Also, think about the actions needed based on the response, and what young people might be thinking those actions are. If we are really scared, we might just say that we do feel safe because we've been threatened with harm for saying something different.

Explain your confidentiality policies to us. They are different depending on your organisation and role. This will help us feel safe about what we are sharing with you.

Training is key to putting this wish into practice, embedding into the practice of all workers. This can be supported through supervision and a variety of resources. Suggestions included code words, special stickers on a prescription and having a regular review of sets of questions.



We want professionals to respect us and how we feel

Why this wish is important to young people...

"It builds trust"

"It's important because if people acknowledge how we are feeling, it can bring comfort"

"This can either make us happy or to make us feel happy"

"No means no. If we don't want something and we tell you, we want you to respect our wishes."

"First impressions count. Having respect is key to building a relationship with us."

"Judging us is not okay."

What young people think organisations could do to put this wish into their practice...

You can show us respect by not being patronising and allowing us some control.

Check in with us and ask us questions using appropriate language.

We feel valued when you are flexible and meet our needs as well as yours. For example, by changing the time we meet so we don't get removed from the same lesson every week, it shows you respect our education.

Listen to what we say. If you ask us the same things over and over we don't feel respected.

We are all individuals with different needs.

Please respect our knowledge and take that into account. We can know our bodies and minds better than you may think.

Treat us how you would like to be treated.



Remember the names of the children and families you are working with

Don't make assumptions based on reports about us

Have an open mind

Be sensitive to our environment and how it may be different to yours

Communicate with other relevant agencies

Be aware of the power of the information that you hold about us

Smile

Be aware that negative things about our family members could be difficult for us to hear

Listen

This booklet was produced by the Plymouth Young Safeguarders in partnership with other youth participation groups across the city, supported by the Plymouth Safeguarding Children Partnership.

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