

CHILDREN'S SERVICES SCRUTINY FORUM AGENDA



Tuesday, 18 January 2011

at 4.30 pm

**in Belle Vue Community Sports and Youth Centre,
Kendal Road, Hartlepool**

MEMBERS: CHILDREN'S SERVICES SCRUTINY FORUM:

Councillors C Akers-Belcher, Fleet, Griffin, Ingham, Lauderdale, Maness, Simmons, P Thompson and Wells

Co-opted Members: Eira Ballingall, David Relton and 2 vacancies.

Resident Representatives: Joan Steel and Hilda Wales

Young People's Representatives: Ashleigh Bostock, Lauren Carroll, Demi Coull, Shauna Hanley, Aarthi Suresh and 1 Schools' Council Representative

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

3.1 To confirm the minutes of the meeting held on 19 October 2010.

3.2 To confirm the minutes of the joint meeting of the Regeneration & Planning Services Scrutiny Forum, Children's Services Scrutiny Forum and Adult & Community Services Scrutiny Forum held on 27 September 2010.

4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO FINAL REPORTS OF THIS FORUM

No items

5. **CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA SCRUTINY CO-ORDINATING COMMITTEE**

No items

6. **CONSIDERATION OF PROGRESS REPORTS / BUDGET AND POLICY FRAMEWORK DOCUMENTS**

6.1 Proposals for inclusion in the Child and Adult Services Departmental Plan 2011/12 – *Director of Child and Adult Services*

7. **ITEMS FOR DISCUSSION**

Investigation into ‘Think Family Services – Preventative and Early Intervention Services’:-

7.1 Activity session with families:-

(a) Impact of Think Family Services - Covering Report – *Scrutiny Support Officer*

(b) Activity session with families

7.2 Case Studies from Hartlepool Carer’s – *Councillor Mary Fleet*

7.3 Feedback from the group exercises held on 19 October 2010 and the conference held on 10 December 2010

(a) Covering Report – *Scrutiny Support Officer*

(b) Written Feedback from the group exercises – *Members of the Forum*

(c) Verbal Feedback from the Conference – *Members of the Forum*

8. **ISSUES IDENTIFIED FROM FORWARD PLAN**

9. **ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT**

ITEMS FOR INFORMATION

Date of Next Meeting:- Monday, 31 January 2011 at 4.30 pm in the Council Chamber, Civic Centre, Hartlepool

CHILDREN'S SERVICES SCRUTINY FORUM

MINUTES

19 October 2010

The meeting commenced at 4.30 pm in the Civic Centre, Hartlepool

Present:

Councillor: Chris Simmons (In the Chair)

Councillors: Christopher Akers-Belcher, John Lauderdale, Sarah Maness, Paul Thompson and Ray Wells

In accordance with Council Procedure Rule 4.2 (ii), Councillor Allan Barclay was in attendance as substitute for Councillor Sheila Griffin and Councillor Carl Richardson was in attendance as substitute for Councillor Mary Fleet.

Co-opted Members:

David Relton

Resident Representatives:

Hilda Wales

Young Peoples Representatives:

Millie Allan, Hannah Bew, Ashleigh Bostock, Jordan Fothergill, Elise Hanna, Danielle O'Keefe and Robyn Reid.

Officers: Caroline O'Neill, Assistant Director, Performance and Achievement
Sally Robinson, Assistant Director, Safeguarding and Specialist Services

Ian Merritt, Head of Commissioning and Children's Trust

Nicola Dunleavy, Interventions Co-ordinator

Paul Kelly, Common Assessment Framework Co-ordinator

Laura Stones, Scrutiny Support Officer

Angela Hunter Principal Democratic Services Officer

Also present: Representatives from partner organisations and parents groups.

35. Apologies for Absence

Apologies for absence were received from Councillor Mary Fleet, Sheila Griffin, Peter Ingham and resident representative Joan Steel

36. Declarations of interest by Members

Councillor Paul Thompson declared a personal interest in minute 41 and 42.

37. Minutes of the meetings held on 28 and 30 September 2010.

Confirmed.

38. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum

None.

39. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee

None.

40. Consideration of progress reports/budget and policy framework documents

None.

41. Investigation into 'Youth Involvement/Participation' – Verbal Update on the progress of the investigation into Youth Involvement/Participation (*Young People's Representatives*)

The Young People's representatives provided the Forum with an update on their investigation into Youth Involvement/Participation. During the investigation it was noted that the local authority had utilised websites such as Facebook in the past as a way of communicating with the public, for example a Facebook page was created to publicise the Tall Ships Event held in August 2010.

A number of potential issues of using social networking sites were identified along with possible solutions to these issues. One of the key issues highlighted during the presentation was that education was the key to safeguarding young people. Members were informed that the Child and Adult Services Department had created a Social Media Group to establish how the department can make best use of and further develop social media to promote Council services. This Group will link in with the young people undertaking this investigation through youth workers and the Forum will be kept up to date

with any progress. The young people's representatives concluded that a Council-wide policy may be the best way forward to enable the local authority to use social networking as a way of communicating.

Recommended

The progress update was noted.

42. Investigation into 'Think Family – Preventative and Early Intervention Services' – Delivery and Co-ordination of Think Family Services (*Scrutiny Support Officer*)

The Scrutiny Support Officer presented a report which highlighted that partner organisations and parents had been invited to attend the meeting to discuss the delivery and co-ordination of the Think Family services in relation to the investigation into 'Think Family – Preventative and Early Intervention Services'. It was proposed that the Forum split into groups to discuss how the delivery and co-ordination of Think Family services with partner organisations and parents. It was suggested that the discussions should focus on the following key questions:

- (a) How do you feel that Think Family services should be delivered to families?
- (b) In what ways can the Council/partner organisations ensure that parents and their families get the support they need at the earliest opportunity?
- (c) In what ways can the Council/partner organisations maintain contact with families who have accessed Think Family services and may need to access them again in the future?

The Forum split into discussion groups for around 30 minutes and returned to provide the following feedback:

- (i) It was noted that better access to decent quality information should be available to families detailing what services were provided through the Think Family programme.
- (ii) It appeared to be a recurring theme that schools were instrumental in the promotion of the Think Family services and it was suggested that information on the services provided and how they were accessed should be included in school induction packs.
- (iii) The issue of information sharing with partner organisations and service providers was discussed and it was suggested that links need to be strengthened in particular with GPs to ensure effective signposting was in place to make sure all the family's needs were met.
- (iv) Raising awareness with both the public and service providers should be examined further through promoting and marketing the services provided possibly through the use of the Council's quarterly publication *Hartbeat*.
- (v) The importance of early intervention was stressed and should be

introduced as early as during pregnancy and nursery provision where it was felt necessary.

- (vi) Although it was acknowledged that the provision of early intervention/prevention services had improved there were still some services that appeared to be hard to reach.
- (vii) It was emphasised that the services provided should be responsive and in cases where the particular threshold or criteria was not met, people should be signposted to another service for the provision of support.
- (viii) A key issue raised was that individuals should be acknowledged as the expert in their own situation as opposed to the service provider.
- (ix) Better advertising and co-ordination of multi-agency services was highlighted as an area to be developed.
- (x) The venues where access to the services was provided should be neutral and welcoming to children and families.
- (xi) It was suggested that building on the experiences of parents who had undertaken different programmes, ie parenting programme, be utilised by training the parents to then deliver future programmes and share their experiences with other parents.
- (xii) Raising awareness of the self-referral process was an issue highlighted for further development.
- (xiii) Introducing a help-line number, drop in sessions, catch up meetings or text messages to keep in touch with families who access Think Family services and to ensure that families know there was somewhere there should they need to access services in the future.

In conclusion it was noted that a key factor was the earlier individuals can access the services they need the better it was in the longer term. The importance of sharing experiences and information was invaluable and this had been proven through the support provided to parents by the Golden Flatts Parent's group.

The Chair thanked everyone for their valuable contribution to the group discussions and confirmed that a report would be submitted to a future meeting of the Forum which would contain details of today's discussions and feedback from the groups.

Recommended

The feedback from the discussion groups was noted and would be used to inform the Forum during their investigation through the submission of a report to a future meeting.

43. Investigation into 'Think Family – Preventative and Early Intervention Services' – Verbal Evidence – case studies from Hartlepool Carer's

A number of anonymised case studies had been provided by Councillor Mary Fleet to inform discussions on the Think Family – Preventative and Early

Intervention Services investigation. Unfortunately due to illness, Councillor Fleet was unable to attend the meeting and Members were asked to note the case studies which will be subject to discussion at a future meeting of the Forum.

Recommended

The case studies provided were noted for discussion at a future meeting.

44. Forward Plan

None

45. Any Other Items which the Chairman Considers are Urgent

The Chairman ruled that the following items of business should be considered by the Committee as a matter of urgency in accordance with the provisions of Section 100(B) (4)(b) of the Local Government Act 1972 in order that the matter could be dealt with without delay:

Minute 46 – Raising Boys Achievement – Update.

Minute 47 – Think Family and Preventative and Early Intervention Services Conference.

46. Any Other Business - Raising Boys' Achievement – Update

An update report was circulated which provided the background to the work being done to raise the achievement of boys in Hartlepool schools. This update report now included data for Key Stage 4

Recommended

The update report was noted.

47. Any Other Business - Think Family and Preventative and Early Intervention Services Conference

The Chair informed Members that due to the ongoing work on Think Family and Preventative and Early Intervention Services, Hartlepool had been requested to host a conference on that subject. It was scheduled to be held on 10 December 2010 in the Belle Vue Community Centre, Kendal Road, Hartlepool. Speakers in attendance would include Hartlepool's MP, Iain Wright, (subject to availability), Graham Allan, MP for Nottingham (subject to

availability) and a representative from the Department for Education. An invitation was to be extended to all Children's Services lead members / officers in the region and Members of this Council would also be invited to attend and participate.

The Scrutiny Support Officer confirmed that a letter would be sent to all members of the Forum confirming the arrangements for the conference.

Recommended

The Scrutiny Support Officer to write to all members of the Forum confirming the arrangements and extending an invitation to all members of this Council confirming the arrangements for the conference to be held on 10 December 2010 on Think Family - Preventative and Early Intervention Services.

The meeting concluded at 5.40 pm.

CHAIR

JOINT MEETING OF THE ADULT AND COMMUNITY SERVICES, CHILDREN'S SERVICES AND REGENERATION AND PLANNING SERVICES SCRUTINY FORUM

MINUTES

27 September 2010

The meeting commenced at 5.00 pm in the Civic Centre, Hartlepool

Present:

Councillors: Rob Cook, Steve Gibbon, Mary Fleet, Sheila Griffin, Marjorie James, Trisha Lawton, Ann Marshall, Arthur Preece, Chris Simmons and Ray Wells.

Resident Representatives:

Evelyn Leck and Joan Steel

Officers:

Dave Stubbs, Director of Regeneration and Neighbourhoods
Damien Wilson, Assistant Director, Regeneration and Planning
Nigel Johnson, Housing Regeneration & Policy Manager
Phil Homsby, Strategic Commissioner - Older People
James Walsh, Scrutiny Support Officer
Elaine Hind, Scrutiny Support Officer
Jo Wilson, Democratic Services Officer

1. Appointment of Chair

Councillor Chris Simmons was appointed Chair for the duration of the meeting.

2. Apologies for Absence

Apologies for absence were received from Councillors Kevin Cranney, Peter Ingham, Sarah Maness, Jane Shaw and Paul Thompson and the young people representatives from the Children's Services Scrutiny Forum.

3. Declarations of interest by Members

Councillor Chris Simmons declared a personal interest in minute 8.

4. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum

None.

5. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee

None.

6. Consideration of progress reports/budget and policy framework documents

None.

7. Issues Identified from Forward Plan

None.

8. Scrutiny Co-ordinating Committee Referral – Housing Adaptations Policy 2010-2013 *(Scrutiny Support Officer/Housing Regeneration and Policy Manager)*

The Scrutiny Support Officer presented a report which provided the background to the referral from the Scrutiny Co-ordinating Committee and the opportunity for Members to contribute to the consultation process for the development of the draft Housing Adaptations Policy 2010-2013. Members were concerned that there appeared to have been limited Elected Member involvement in the consultation process, prior to this meeting being arranged. It was therefore suggested that Members are included in the consultation process for all policies of the Council so that their views can be taken into account before they are enforced.

The Housing Regeneration and Policy Manager gave a detailed and comprehensive presentation which provided the background to the Housing Adaptations Policy (Disabled Facilities Grants) and outlined the findings of the review being undertaken of the Housing Adaptations Policy. The objectives of the policy were detailed in the presentation and the process highlighting how housing adaptations were progressed was also included. The Action Plan arising from the consultation included:

- A proposal for an Adaptations Operational Panel to be established with options
- To look at how best the clients needs can be met

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- To close monitor how delivery can be improved, including use of stock and early preventative work
- To work with Registered Providers to encourage greater partnership working.

A discussion ensued which included the following:

- (i) A Member questioned whether applications for adaptations were means tested? The Housing Regeneration and Policy Manager indicated that allocation of adaptations was undertaken through the Disabilities Facilities Grant process although this was not part of the Housing Adaptations Policy.
- (ii) It appeared that the provision of adaptations takes twice as long as other local authorities in the area, was this due to funding restrictions? The Housing Regeneration and Policy Manager confirmed that at the beginning of each financial year, there was almost a years worth of applications already received. The funding received from Central Government amounted to half of what was required to satisfy the applications received with the remaining funding being sought from Council budgets elsewhere.
- (iii) A Member sought clarification on whether the number of people with disabilities in the town was increasing? The Housing Regeneration and Policy Manager indicated that there was an increasing number of people needing disabled access and facilities.
- (iv) It was questioned whether urgent assessments were undertaken and if so how long did they usually take. The Housing Regeneration and Policy Manager confirmed that an Occupational Therapist would determine the urgency of an application and if it was deemed urgent would be undertaken almost immediately if technically possible.
- (v) A Member questioned whether the Council would instigate and support a campaign to encourage the take up of attendance allowance as this may trigger an increase in funding for the Council from Central Government. The Housing Regeneration and Policy Manager commented that this would be looked into.
- (vi) The level of consultation undertaken with Members was questioned. The Director of Regeneration and Neighbourhoods confirmed that consultation had commenced prior to this meeting being scheduled and it was programmed to consult Members on the action plan arising from the consultation. The Director confirmed that the action plan related to the current policy as the policy was not changing.
- (vii) A Member sought clarification on the number of applications on the waiting list for adaptations from Registered Providers. The figures were not available at the meeting but would be provided for Members' information.
- (viii) Clarification was sought on the amount Council funding required for adaptations in view of the contribution made by Housing Hartlepool. The Housing Regeneration and Policy Manager confirmed that negotiations were being undertaken to split the costs associated with the provision of housing adaptations with Housing Hartlepool. The Chair confirmed that Housing Hartlepool as part of the stock transfer

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agreement had funded housing adaptations until 2010 but it had no statutory duty to continue to do so.

- (ix) The earlier comments in relation to encouraging applications for attendance allowances were endorsed and it was highlighted that this should include younger people with disabilities also.
- (x) A Member questioned why there was a backlog in processing applications. The Director of Regeneration and Neighbourhoods confirmed that there had been a backlog for some time due to the number of applications received against the level of funding available to provide the adaptations.
- (xi) Members were concerned as it was reported in Government figures that the number of people aged over 80 will double in the next two decades and yet it was unlikely that the funding for housing adaptations would increase in line with this. It was therefore hoped that housing providers would adapt properties and utilise new properties to ensure that the needs of older and people with disabilities were met whilst encouraging tenants to move to properties that were more suitable to their needs wherever appropriate.
- (xii) It was noted that a comprehensive database was to be established which would monitor and track where adaptations were in use as well as what kind of adaptations had been undertaken to different properties. This should hopefully maximise the use of appropriate adaptations and properties.
- (xiii) In response to a Member's question, it was noted that there was reference to partnership working with the health authority within the Housing Adaptations Policy to ensure that older people would be encouraged to stay at home with adaptations in place where necessary to avoid where possible, lengthy stays in care homes or hospitals.
- (xiv) A resident representative questioned whether adaptations included the provision of home insulation due to the level of treatment provided by the NHS for illnesses caused by fuel poverty. The Housing Regeneration and Policy Manager confirmed that whilst this issue did not form part of the Housing Adaptations Policy, the Council performed well ensuring that homes were fitted with appropriate insulation. The Chair commented that any new social housing was built to a Level 4 standard which was the highest insulation level achievable.
- (xv) In response to a question from a resident representative, the Chair confirmed that an Adaptations Operations Panel would be formed to look at each application for a housing adaptation based on officers' recommendations. It was suggested that Occupational Therapists and the applicant's family members should also be consulted.

In conclusion it was noted that in principle Members were comfortable with the current policy and review being undertaken and recommended that the Housing Adaptations Policy (2010 – 2013) should proceed as planned. However, should any individual Members wish to make further comment they were encouraged to forward them to the Housing Regeneration and Policy Manager who would collate those responses and submit them as part of the consultation process. Members also recommended that the Adaptations Operations Panel be convened on a flexible basis and that Members are

involved at appropriate stages in the continuing development of the Housing Adaptations Policy (2010 – 2013).

Members also wish to be included in the consultation process for all policies of the Council to enable their views to be taken into consideration prior to policies being submitted to Council for adoption.

Recommended

That Members' views and comments be formulated into a response to be submitted to the Scrutiny Co-ordinating Committee.

9. Any Other Items which the Chairman Considers are Urgent

None.

The meeting concluded at 6.00 pm

CHAIR

CHILDREN'S SERVICES SCRUTINY FORUM

Date: 18 January 2011



Report of: Director of Child and Adult Services

Subject: PROPOSALS FOR INCLUSION IN CHILD AND ADULT SERVICES DEPARTMENTAL PLAN 2011/12

1. PURPOSE OF REPORT

1.1 To provide the opportunity for the Children's Services Scrutiny Forum to consider the proposals for inclusion in the 2011/12 Child and Adult Services Departmental Plan.

2. BACKGROUND

2.1 Service Planning for the last 3 years has been based on a common set of outcomes shared by the Council in the Departmental and Corporate Plans and the Hartlepool Partnership in its Local Area Agreement (LAA). The current LAA will end in March 2011 and we have recently received confirmation that there will be no requirement from central government to prepare a new LAA from April 2011.

2.2 The removal of this requirement has provided an opportunity to review the outcome framework and develop a more targeted and slimmed down version of what is currently in place. With this in mind a review of the outcome framework has been undertaken and proposals for a new outcome framework, to be implemented from April 2011, was reported to Scrutiny Coordinating Committee on 10 December 2010 and Cabinet on 10 January 2011.

2.3 It is proposed that service planning will continue to be based on this common set of outcomes, shared by the Council in the departmental and Corporate Plans and by the Hartlepool Partnership in its Partnership Plan. As in previous years the departmental and Corporate Plans have included a small number of additional outcomes that do not form part of the Partnership Plan. These additional 'Council' outcomes were included in the reports to Scrutiny Coordinating Committee and Cabinet in December/January.

2.4 As in previous years it is proposed that the detailed proposals should be considered by each of the Scrutiny Forums in January. A report will be prepared for Scrutiny Coordinating Committee on 25 February 2011 detailing

the comments/observations of each of the Scrutiny Forums to inform a response to Cabinet.

- 2.4 The Departmental Plan is a working document and as such there are still a small number of areas where further information is still to be provided. This information will be included in the version of the Plan that is to be considered by Scrutiny Coordinating Committee in March and by Cabinet in April 2011.

3. PROPOSALS

- 3.1 The Director of Child and Adult Services (or her representative) will deliver a short presentation at the meeting detailing the key issues and challenges that the department faces over the next year, and beyond, and setting out proposals for how these will be addressed.
- 3.2 Although the Outcome Framework has been reviewed the basis for developing the outcomes remaining the same – actions, performance indicators and risks.
- 3.3 Officers from across the Council have been developing the outcomes agreed at Scrutiny Coordinating Committee in December, and setting out in detail how they will be progressed up to March 2012. This includes identifying the Performance Indicators (PIs) that will be monitored throughout the year to measure progress, and the key actions that are required to achieve success. This detail is included in the proposed Child and Adult Services Departmental Plan, attached at **Appendix A**.
- 3.4 In 2011/12 only Key Performance Indicators will include future targets, and other indicators will be included for monitoring purposes only. For those indicators where targets have been proposed it may be necessary for the targets to be revised based on final year outturns for 2010/11 and/or final budget decisions. Any changes to proposed targets will be included in future proposals to Scrutiny Coordinating Committee and Cabinet.
- 3.5 Scrutiny Coordinating Committee on 10 December commented on the aspirational nature of many of the outcomes and the risks in present circumstances that it will be difficult to make progress or achieve individual targets. This is undoubtedly the case when a wide range of events pose risks that will or could impact on the achievement of the outcomes. In a number of the proposals included in the frameworks considered by Scrutiny this has already been considered, there are a range of proposals now and plans for future years which are essentially about looking to maintain service levels rather than increase them. The risks include: -

The Economy – poor levels of growth or further downturn in the economy could have wide ranging impacts such as increasing demand for council services, increasing poverty, greater unemployment and reduced business start ups.

Local Government Finance – the 2011/12 and 2012/13 settlements have been announced and these confirmed the Council's financial planning scenarios set out in the Medium Term Financial Strategy. Further significant reductions are planned for the two following years. The Coalition Government are undertaking a review of local government finance for implementation for years after 2012/13 which further increases uncertainty regarding funding and therefore how we deliver our services. The drastic reduction in capital spending has already had a significant local impact with the cancellation of much of the Building Schools for the Future programme and other changes will have further implications.

Changing Government Policy – the Coalition Government are implementing a wide range of policy initiatives which will impact on Local Government. These include the Decentralisation and Localism Bill, Welfare Reform Bill and the Academies Act bringing significant changes to the benefits, planning and education systems.

Partnership arrangements – the Council's key partners, Police, NHS and Voluntary Sector, are also subject to significant financial pressures. Police and health are undergoing major organisational change through the Police Reform and Social Responsibility Bill and Health Bill. These have the potential to disrupt well established partnership working arrangements and the capacity to address issues jointly across organisations.

- 3.6 The proposed outcomes are also part of the Hartlepool Partnership's management arrangements, adopted by the Council. The Partnership's long-term vision, agreed in 2008, looks 20 years ahead:

'Hartlepool will be a thriving, respectful, inclusive, healthy, ambitious and outward looking community, in an attractive and safe environment, where everyone is able to realise their potential.'

- 3.7 There are also 8 more specific aims for each of the Community Strategy themes (see **Appendix B**). These provide a positive and ambitious view of Hartlepool's future and undoubtedly the current circumstances make progress very difficult. Departments keep significant risks under review in order to ensure that risks are minimised and that benefits are maximised. Significant changes to risks and risks with a potentially significant impact are reported to the executive and scrutiny forums on a regular basis. Where targets have been set progress will also be reported to the executive and scrutiny as part of the Council performance management arrangements enabling elected members to keep progress under review.

4. RECOMMENDATIONS

- 4.1 It is recommended that the Children's Services Scrutiny Forum: -
- considers the proposed outcome templates for inclusion in the 2011/12 Child and Adult Services Departmental Plan

- formulates any comments and observations to be included in the overall presentation to the meeting of the Scrutiny Coordinating Committee on 25 February 2011.

7. **BACKGROUND PAPERS**

None.

Contact Officer: - Nicola Bailey
Director of Child and Adult Services
Tel: 01429 523910
E-mail: Nicola.Bailey@Hartlepool.gov.uk

Child and Adult Services Departmental Plan Proposals 2011/12 (Children's Services)

SECTION 1 OUTCOME DETAILS

Outcome:	2. People have greater access to employment and skills opportunities.		Hartlepool Partnership Outcome?	Yes
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Owner	Antony Steinberg
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Lead Dept:	Regeneration & Neighbourhoods
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Theme:	Jobs and the Economy
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Other Contributors:	Child and Adult Services
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SECTION 2 PERFORMANCE INDICATORS & TARGETS

Code	Indicator	Assignee	Targeted or Monitor	Corporate Plan	Collection Period	Current Target	Future Targets	
NI 117	16 to 18 year olds who are not in education, employment or training (NEET)	James Sindair	Targeted	Yes	Financial Year	7.2%	6.9%	6.6%
NI 79	Achievement of a Level 2 qualification by the age of 19	Tom Argument	Targeted	Yes	Financial Year	72.9	74.7	76.5
NI 80	Achievement of a Level 3 qualification by the age of 19	Tom Argument	Targeted		Financial Year	44.2	45.6	47.0
NI 81	Inequality gap in the achievement of a Level 3 qualification by the age of 19	Tom Argument	Targeted		Financial Year	23.3	22.9	22.5
NI 82	Inequality gap in the achievement of a Level 2 qualification by the age of 19	Tom Argument	Targeted		Financial Year	59.6	62.5	65.4
NI 91	Participation of 17 year olds in education and training	Tom Argument	Targeted		Financial Year	82%	83.6%	85%
NI 106	Young people from low income backgrounds progressing to higher education	Kelly Armstrong	Targeted		Financial Year	21.0	22.0	23.0

SECTION 3 ACTIONS			
Action	Corporate Plan	Due Date	Assignee
Reduce the level of young people who are Not in Employment, Education or Training (NEET) by implementing NEET Strategy.		March 2012	James Sindair
Implement the Hartlepool 14-19 Strategy	Yes	March 2013	Tom Argument
Provision of high quality independent careers advice and guidance to enable young people to make informed choices as to their future learning and training.	Yes	March 2012	Tom Argument
Ensure all young people have the appropriate skills and qualifications to equip them for further and higher education and for the world of work so that they are well prepared to gain employment.	Yes	March 2012	Tom Argument

SECTION 1 OUTCOME DETAILS

Outcome:	3. Fewer Hartlepool children experience the effects of poverty	Hartlepool Partnership Outcome?	Yes
Owner:	Danielle Swainston	Lead Dept:	Child and Adult Services
Theme:	Jobs and the Economy	Other Contributors:	

SECTION 2 PERFORMANCE INDICATORS & TARGETS

Code	Indicator	Assignee	Targeted or Monitor	Corporate Plan	Collection Period	Current Target	Future Targets	
CSD 116	Proportion of children in poverty – Narrow the gap between Hartlepool and the North East Region	Danielle Swainston	Targeted	Yes	Financial Year	-4.8%	-4.8%	-4.8%
CSD 116b	Proportion of children in poverty – Narrow the gap between Hartlepool and the North East Region (aspirational target)	Danielle Swainston	Monitor		Financial Year	-4.3%		

SECTION 3 ACTIONS

Action	Corporate Plan	Due Date	Assignee
Implement the Child Poverty Strategy and Action Plan	Yes	March 2012	Danielle Swainston
Enhance working between local services to ensure child poverty is central to organisational planning and commissioning of services		March 2012	Danielle Swainston

SECTION 1 OUTCOME DETAILS

Outcome:	5. To promote opportunities for all children and young people to reach their full potential by accessing good quality teaching and curriculum provision which fully meets their needs and enables them to participate in and enjoy their learning		Hartlepool Partnership Outcome?	Yes
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Owner:	Caroline O'Neil
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Lead Dept:	Child and Adult Services
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Theme:	Lifelong Learning and Skills
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Other Contributors:	
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*Future targets are currently being agreed as part of the statutory target setting process and will be available in February 2011.

SECTION 2 PERFORMANCE INDICATORS & TARGETS

Code	Indicator	Assignee	Targeted or Monitor	Corporate Plan	Collection Period	Current Target	Future Targets	
NI 72	Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy	Lynne Pawley	Targeted	Yes	Academic year (AY)	45.9%	52.9%	n/a*
NI 73	Achievement at level 4 or above in both English and Maths at Key Stage 2	Lynne Pawley	Targeted	Yes	Academic year	82.0%	82%	n/a*
NI 75	Achievement of 5 or more A*- C grades at GCSE or equivalent including English and Maths	Caroline O'Neill	Targeted	Yes	Academic year	51.7%	57.1%	n/a*
New	Percentage of pupils achieving the English Baccalaureate	Caroline O'Neill	Monitor		Academic year			
NI 87	Secondary school persistent absence rate	Jackie Webb	Monitor		Academic year	5.4%		
NI 92	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	Lynne Pawley	Targeted		Academic year	38.1%	n/a*	n/a*
NI 93	Progression by 2 levels in English between Key Stage 1 and Key Stage 2	Lynne Pawley	Targeted	Yes	Academic year	94.0%	94.0%	n/a*
NI 94	Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2	Lynne Pawley	Targeted	Yes	Academic year	95.0%	92.0%	n/a*

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NI 99	Looked after children reaching level 4 in English at Key Stage 2	Zoe Westley	Monitor		Academic year	37.5%		
NI 100	Looked after children reaching level 4 in mathematics at Key Stage 2	Zoe Westley	Monitor		Academic year	25.0%		
NI 101	Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and mathematics)	Zoe Westley	Monitor		Academic year	12.5%		
NI 102a	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stage 2	Lynne Pawley	Monitor		Academic year	16%		
NI 102b	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stage 4	Caroline O'Neill	Monitor		Academic year	17%		
NI 104	The Special Education Needs (SEN)/non-SEN gap – achieving Key Stage 2 English and Maths threshold	Lynne Pawley	Monitor		Academic year	42%		
NI 105	The Special Education Needs (SEN)/non-SEN gap – achieving five A*-C GCSE including English and Maths	Caroline O'Neill	Monitor		Academic year	34%		

SECTION 3 ACTIONS

Action	Corporate Plan	Due Date	Assignee
Analyse Early Years Foundation Stage Profile (EYFSP) data and challenge schools with anomalies. Provide support and Continuous Professional Development (CPD) to identified schools. Monitor impact through Foundation Stage Profile software.	Yes	September 2012	Lynne Pawley
Analyse Key Stage 2 data in English and mathematics. Identify schools below 55% floor target in combined English and mathematics and separate English and mathematics and report to Portfolio Holder under Council's schools causing concern.	Yes	March 2012	Lynne Pawley
Analyse Key Stage 4 data. Identify schools below 5A*-C (including English and mathematics) threshold mathematics and report to Portfolio Holder under Council's schools causing concern.	Yes	March 2012	Caroline O'Neill

SECTION 1 OUTCOME DETAILS

Outcome:	8. Be healthy – children enjoy good physical and emotional health and live a healthy lifestyle	Hartlepool Partnership Outcome?	Yes
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Owner:	Louise Wallace
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Lead Dept:	Child and Adult Services
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Theme:	Health and Wellbeing
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Other Contributors:	
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SECTION 2 PERFORMANCE INDICATORS & TARGETS

Code	Indicator	Assignee	Targeted or Monitor	Corporate Plan	Collection Period	Current Target	Future Targets	
NI 112	Under 18 conception rate - % change since 1998 (BVPI 197)	Deborah Gibbin,	Targeted	Yes	Calendar Year	45%	-55%	2012 is final year of assessment
LAA HC20	Under 18 conception rates (Neighbourhood Renewal Area) (per 1,000 females aged 15-17)	Deborah Gibbin	Targeted		Financial Year	44	44	44
NI 55(iv)	Obesity in primary school age children in Reception: Line 4	Louise Wallace	Targeted		Academic Year	14.5%	tbc*	tbc*
NI 56(ix)	Obesity in primary school age children in Year 6: Line 9	Louise Wallace	Targeted		Academic Year	27.5%	tbc*	tbc*
NI57	Children and young people's participation in high quality PE and Sport	Andrew Jordan	Monitor		Financial Year – biennial	96%		
New	% of Primary school children attending HBC Learn to swim achieving 25m swim standard	John Mennear	Monitor					
VSB12 _MO2	Access to Mental Health Services for 16-17 year olds	Louise Wallace	Monitor		Financial Year	4		
New	Increase the percentage of schools that are maintaining the Hartlepool Healthy Schools Programme and have established and are implementing agreed outcomes related to health and well-being for their school community.	Sandra Saint	Monitor					

SECTION 3 ACTIONS			
Action	Corporate Plan	Due Date	Assignee
Work with partner agencies, young people, schools and families to tackle substance misuse (including alcohol)		March 2012	John Robinson
Implement Teenage Pregnancy Strategy and action plan	Yes	March 2012	Lynne Pawley
Commission effective substance misuse services for young people		March 2012	John Robinson

SECTION 1 OUTCOME DETAILS

Outcome:	9. Children & young people are safe	Hartlepool Partnership Outcome?	Yes
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Owner:	Sally Robinson
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Lead Dept:	Child and Adult Services
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Theme:	Health & Wellbeing
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Other Contributors:	
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SECTION 2 PERFORMANCE INDICATORS & TARGETS

Code	Indicator	Assignee	Targeted or Monitor	Corporate Plan	Collection Period	Current Target	Future Targets	
CSD P035	Children who became the subject of a Child Protection (CP) plan, or were registered per 10,000 population under 18	Sally Robinson	Targeted	Yes	Financial Year	30	36	36
NI 59	Initial assessments for children's social care carried out within seven working days of referral	Wendy Rudd	Targeted		Financial Year	80%	80%	80%
NI 60	Core assessments for children's social care that were carried out within 35 working days of their commencement	Wendy Rudd	Targeted		Financial Year	78%	80%	80%
NI 61	Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption	Jane Young	Targeted		Financial Year	80%	80%	80%
NI 62	Stability of placements of looked after children: number of moves (BVPI 49)	Jane Young	Targeted	Yes	Financial Year	12%	10%	10%
NI 63	Stability of placements of looked after children: length of placement	Jane Young	Targeted		Financial Year	70%	70%	70%
NI 64	Child protection plan lasting two years or more	Maureen McEnaney	Targeted	Yes	Financial Year	8%	8%	8%
NI 65	Children becoming the subject of a Child Protection Plan for a second or subsequent time	Maureen McEnaney	Targeted		Financial Year	11%	10%	10%
NI 66	Looked after children cases which were reviewed within required timescales	Maureen McEnaney	Targeted		Financial Year	95%	95%	95%
NI 67	Child protection cases which were reviewed within required timescales	Maureen McEnaney	Targeted		Financial Year	100%	100%	100%

NI 43	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody	Danny Dunleavy	Monitor		Financial Year	3%		
NI 111	First time entrants to the Youth Justice System per 100,000 population aged 10-17	Danny Dunleavy	Monitor		Financial Year	2070		

SECTION 3 ACTIONS

Action	Corporate Plan	Due Date	Assignee
Embed the Youth Crime Action Plan process		March 2012	Jacque Gofton
Implement action plan to improve service to young victims		March 2012	Jacque Gofton
Implement the action plans arising from areas for development identified through inspections		March 2012	Sally Robinson
Implement the strategic priorities from the Looked After Children strategy	Yes	March 2012	Jane Young
Develop the work of the Local Safeguarding Children Board via implementing local work plan.		March 2012	Jim Murdoch
Develop early intervention and prevention services via an action plan when budget allocation confirmed		March 2012	John Robinson

SECTION 1 OUTCOME DETAILS

Outcome:	24. Make a positive contribution – people are involved with the community and society	Hartlepool Partnership Outcome?	Yes
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Owner:	John Robinson
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Lead Dept:	Child and Adult Services
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Theme:	Strengthening Communities
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Other Contributors:	
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*Targets not yet agreed

SECTION 2 PERFORMANCE INDICATORS & TARGETS

Code	Indicator	Assignee	Targeted or Monitor	Corporate Plan	Collection Period	Current Target	Future Targets	
LAA SC P005	Improve the participation of young people with learning disabilities in their Transition Planning	Ali Blakey	Targeted		Financial Year	98	100	100
NI 111	First time entrants to the Youth Justice System aged 10-17	Danny Dunleavy	Targeted	Yes	Financial Year	2070	tbc*	tbc*

SECTION 3 ACTIONS

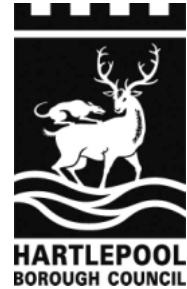
Action	Corporate Plan	Due Date	Assignee
Support parents and carers to fulfil their responsibilities to their children effectively by implementing the child poverty strategy.		Mar 2012	John Robinson
Promote emotional well-being in children and young people via Implementation of Targeted Mental Health in Schools Strategy and responding to the individual needs of Children	Yes	Mar 2012	Jacqui Braithwaite
Improve the level of young people's participation in positive activities via implementing the relevant action plan integration and targeted plan.		Mar 2012	Mark Smith

2008 Community Strategy themes and priority aims

The 2008 Community Strategy themes and priority aims	
Theme	Priority Aim
1 Jobs and the Economy	Develop a more enterprising, vigorous and diverse local economy that will attract new investment, enable local enterprises and entrepreneurs to be globally competitive and create more employment opportunities for local people.
2 Lifelong Learning and Skills	All children, young people, individuals, groups and organisations are enabled to achieve their full potential through equal access to the highest quality education, lifelong learning and training opportunities.
3 Health and Well-Being	Work in partnership with the people of Hartlepool to promote and ensure the best possible health and well-being.
4 Community Safety	Make Hartlepool a safer place by reducing crime and anti-social behaviour, and tackling drugs and alcohol misuse.
5 Environment	Secure and enhance an attractive and sustainable environment that is clean, green, safe and valued by the community.
6 Housing	Ensure that there is access to good quality and affordable housing in sustainable neighbourhoods and communities where people want to live
7 Culture and Leisure	Create a cultural identity for Hartlepool which attracts people to Hartlepool and makes us proud to live and work here.
8 Strengthening Communities	Empower individuals, groups and communities, and increase the involvement of citizens in all decisions that affect their lives.

CHILDREN'S SERVICES SCRUTINY FORUM

18 January 2011



Report of: Scrutiny Support Officer

Subject: THINK FAMILY – PREVENTATIVE AND EARLY INTERVENTION SERVICES – IMPACT OF THINK FAMILY SERVICES - COVERING REPORT

1. PURPOSE OF REPORT

1.1 To inform Members of the Forum that families have been invited to attend this meeting to discuss the impact that Think Family services have on children including children on the cusp of care, children living in poverty, young people and their families.

2. BACKGROUND INFORMATION

2.1 Members will recall that at the meeting of this Forum on 6 September 2010, the Terms of Reference and Potential Areas of Inquiry/Sources of Evidence were approved by the Forum for this scrutiny investigation.

2.2 Subsequently, families have been invited to attend this meeting to discuss the impact that Think Family services have on children including children on the cusp of care, children living in poverty, young people and their families.

2.3 There will be three activity sessions on offer (Members can choose which they would like to attend) which will focus on the views / experiences of children, young people and parents in relation to Think Family services. The activities have been organised for the following age ranges:-

(a) 5 to 11 year olds;

(b) 12 to 16 year olds; and

(c) Adults

2.4 The aims of the exercises are to:

(a) Enable everyone to speak and put forward their opinions;

(b) Support parents, children and young people throughout the exercises;

- (c) Pick up key themes / issues throughout the discussion; and
- (d) Prepare final notes following the meeting.

3. RECOMMENDATION

- 3.1 That Members of the Forum consider the views / experiences of the families in attendance.

CONTACT OFFICER

Laura Stones – Scrutiny Support Officer
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523087
Email: laura.stones@hartlepool.gov.uk

BACKGROUND PAPERS

The following background paper was used in preparation of this report:-

- (a) Scrutiny Investigation into 'Think Family – Preventative and Early Intervention Services' - Scoping Report (Scrutiny Support Officer) – 06.09.10

Case studies

Ms M**Type of support given:-**

- a volunteer to take Ms M out to shop in town then onto asda.
- A driver to drive her to shops and return.

Why support:-

- mobility very poor – use of wheelchair/struggles to stand, cannot get out of house on own without support & someone to push wheelchair.
- Son also disabled lives with her.
- The volunteer support actually benefits them both.

Support time:

4 hours for volunteer shopper / 1.5 hours for driver every week

This lady has been getting support from us for 3 years - every week since she started getting support despite going into hospital (when we have run messages and shopped for her) & volunteer holidays and Christmas.

This lady does suffer with several health conditions and we regularly take the lady for doctor, nurse, chiropody, dental, eye checks, blood tests, we have also collected prescriptions for her – often 2 people will take the lady due to her mobility problems.

Lady has often said she would not be able to cope without our service. She does get paid careworkers who prepare meals, help her out of bed but she would not get out of the house at all (her son would not be able to take her as he is disabled and experiences mental health problems) or attend check ups if it was not for Hartlepool Carers. Ms M looks forward to these times out and has her hat and coat on to go out. Thankfully we have 2 very reliable volunteers who go every week for her. Her son also gets along well with the driver so there is some contact for him when the driver drops the lady off home.

MRS S**Type of Support:-**

Dog walking / emotional support

Why she gets support:-

Isolated / ongoing health problems. Difficulty leaving the house. See below..

Support Time:-

4-5 hours per week by one volunteer. (walks dog several times a week and also sits with Mrs S to have a chat with her) Dog walking currently in place since March this year. Hartlepool Carers volunteers have walked dog off and on for 3 years.

A friend of S contacted us as she was worried about S's health and she knew she was struggling to walk the dog. We contacted the lady and offered her some volunteer help with her dog. Mrs S is isolated and has suffered with cancer for several having operations to have tumours removed and ongoing problems with her health and especially energy. She does not leave the house very much at all due to this and has a dog to keep her company. She got the dog before she became ill. She struggles with illhealth and walking the dog. This impacts her own mental health as she worries about him and he is more boisterous when not walked. Very often the volunteer will sit with Mrs S to chat. Mrs S is struggling with depression due to ongoing pain and illness. Occassionally we run messages for Mrs S.

MR J

Type of support:-

Help to get out shopping/company/emotional support

Why he gets support:-

Mr J has experienced ill health – heart problems whilst out shopping and sight in one eye. He is not confident crossing roads on his own

Support Time:

3 – 6 hours per week, supported Mr J for 2 years.

After experiencing some worrying symptoms with his heart condition whilst out on his own and losing his sight Mr J approached us to ask for help. He can get out on his own but feels better when with someone. He was getting so worried that he was not going out on his own. He also needs some help to carry shopping due to his heart condition. Mr J and his volunteer have become good friends and occasionally John goes into hospital for a few days his volunteer will visit him there or attend appointments with him.

Mrs L

Type of Support

Taken out Shopping & gardening

Why she gets support

Parkinsons disease, sons live away, wheelchair user out of house – cannot get out of her house on her own due to ramp up to her front door. Illness gradually worsening.

Support Time:

4 hours per week, Supported for 3 years

We have supported this lady every week for 3 years barring Xmas week and 4 weeks when we have had no volunteer available. The volunteer would not normally get out of the house without our service as her family in Hartlepool are older and frail and her sons live away. With our service she has choice about where she goes and what food she buys. Without us this lady would not be able to buy clothes, food, Xmas or birthday presents. When we cannot take her out directly we run messages for her.

MRS J

Type of support:

Company/ getting to the hairdresser / getting bits of shopping in /getting out of the house / clothes shopping

Why she gets support:-

Losing sight (now almost blind), very poor mobility, not safe on electric scooter due to sight problems. Closest family are nieces who live away from Hartlepool.

Support time:-

2-4 hours per week. 2 volunteers – 1 provides company and often runs messages, 1 volunteer takes Mrs J to hairdresser and out shopping

Mrs J does get help from social services careworkers twice a day – she gets help with preparing food as she can no longer see clearly. Recently our volunteers helped her locate and get a new house as she was left to bid on the new compass system even though she is blind and in her 80s and has never used a computer before. Volunteers have made phone calls for her and acted as advocates. They recently popped in several times a week as she was left without warden call and telephones as she moved house and experienced a fall. Volunteers also provide emotional support as this lady can get confused easily and does get upset when this happens. “I used to be a really confident social lady, I don’t know what has happened lately,” she said to me. They have also helped her with post that she struggles with. She has told me she has had more love and care from our volunteers than those who get paid to help her.

MRS D

Type of support:-

Company/help to get out of house/emotional support

Why she gets support:-

Isolation/loneliness, disabled in an electric wheelchair – will not leave house alone due to previous remarks in street

Support time:-

2-3 hours per week

Most of the support this lady receives is emotional. She has had a lot of life changes in the last 2 years and is struggling with loneliness and depression. She also does not leave the house alone and yet is a very sociable person. Her social life has been curtailed somewhat by life events and volunteer help is very important to her. The key with this person is that the volunteer is the right person. She finds it difficult to trust people and so the service works hard to find her the right person to help her. In the past volunteers have given more time to this lady than 2-3 hours because of her need to get out and about and for company and due to her emotional state and feelings of loneliness.

CHILDREN'S SERVICES SCRUTINY FORUM

18 January 2011



Report of: Scrutiny Support Officer

Subject: THINK FAMILY – PREVENTATIVE AND EARLY INTERVENTION SERVICES – FEEDBACK FROM THE GROUP EXERCISES HELD ON 19 OCTOBER 2010 AND THE CONFERENCE HELD ON 10 DECEMBER 2010 - COVERING REPORT

1. PURPOSE OF REPORT

1.1 To facilitate a discussion amongst Members of this Forum in relation to the feedback from the group exercises carried out at the Forum meeting of 19 October 2010 and the Think Family Conference held on 10 December 2010.

2. BACKGROUND INFORMATION

Group Exercises held on 19 October 2010

2.1 Members will recall that at the meeting of this Forum held on 19 October 2010 partner organisations and parents were in attendance and participated in a group exercise.

2.2 The group exercise focused on the following key questions:-

(a) How do you feel that Think Family services should be delivered to families?

(b) In what ways can the Council / partner organisations ensure that parents and their families get the support they need at the earliest opportunity?

(c) In what ways can the Council / partner organisations maintain contact with families who have accessed Think Family services and may need to access them again in the future?

2.3 The feedback from each of the questions is attached as item 7.3 (b) of today's agenda.

Think Family Conference held on 10 December 2010

- 2.4 Members of the Forum were invited to attend a Think Family Conference which was held on 10 December 2010. The aim of the conference was to share and discuss views and experiences of Think Family services with other local authorities.
- 2.5 The programme of events for the day included guest speakers Iain Wright, MP; Nicola Doyle from the Department for Education; and Alison Edwards, Deputy Headteacher of High Tunstall School.
- 2.6 Following the guest speakers, attendees attended two workshops. The workshops demonstrated Think Family models being developed in several local authorities (copies of the presentation slides from each of the workshops are available on request from Laura Stones (laura.stones@hartlepool.gov.uk or 523087):-

Workshop 1: Hartlepool Borough Council –
Team Around the School
Content: The Hartlepool experience of putting schools at the centre of services

Workshop 2: Gateshead Council –
School's as Commissioners of Family Services
Content: A school clusters experience of commissioning a service for children and families

Workshop 3: Durham County Council –
The Durham Family Pathfinder
Content: Learning from the Durham Family Pathfinder - Early Intervention

Workshop 4: Newcastle City Council –
Community Family Intervention Project
Content – Working with schools, housing and communities to improve outcomes for children

- 2.7 It is suggested that Members who were in attendance at the Conference share the information gathered. The conference covered areas of good / best practice from other local authorities therefore it is suggested that a site visit to gather best practice evidence from another local authority is probably no longer necessary.

3. RECOMMENDATION

- 3.1 That Members of the Children's Services Scrutiny Forum consider:-

(a) the feedback in relation to the group exercises held on 19 October 2010 and the Conference held on 10 December 2010; and

- (b) whether a site visit is necessary to gather best practice evidence from another local authority.

CONTACT OFFICER

Laura Stones – Scrutiny Support Officer
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Tel: 01429 523087
Email: laura.stones@hartlepool.gov.uk

BACKGROUND PAPERS

The following background paper was used in preparation of this report:-

- (a) Scrutiny Investigation into 'Think Family – Preventative and Early Intervention Services' - Scoping Report (Scrutiny Support Officer) – 06.09.10

Children's Services Scrutiny Forum - Feedback from the group exercises carried out at the meeting of 19 October 2010

(1) How do you feel that Think Family services should be delivered to families?

- (a) Better access to decent quality information detailing what services are provided through the Think Family programme;
- (b) Drop in sessions in school for young people / use of leaflets in schools;
- (c) Raise awareness to public and professionals through promoting and marketing the services - one document that goes to all homes – for example, Hartbeat magazine which is circulated Townwide. Leaflets / posters etc as an accompaniment / advertise in GP surgeries / nurseries / community centres / churches;
- (d) Services to be open to all families and held in a safe, neutral, welcoming environment to get the right response from children;
- (e) Locality a priority, easily accessible venues – non stigmatised;
- (f) Nurturing program for all parents for nursery aged children;
- (g) Individuals should be acknowledged as the expert in their own situation as opposed to the service provider;
- (h) It was suggested that building on the experiences of parents who had undertaken different programmes, ie parenting programmes, be utilised by training the parents to deliver future programmes and share their experiences with other parents. Should be rewarded with an accreditation;
- (i) Should be opt in services;
- (j) Linkages to health (GP's in particular) needs to be strengthened to ensure effective signposting is in place to make sure all the family's needs are met. Also link to the Families Information Service Hartlepool (FISH) / marketing of FISH;
- (k) Early identification / intervention is essential;
- (l) Still some services appear hard to reach - communicate to hard to reach families;
- (m) Services provided should be responsive and in cases where the particular threshold or criteria is not met, people should be signposted to another service for the provision of support;

- (n) The high level threshold criteria for support needs to be lowered;
- (o) Understanding and knowledge of services is limited;
- (p) Services need to communicate with each other and be co-ordinated;
- (q) Information sent to families earlier;
- (r) Information for parents / professionals that makes it easier to understand what services are available;
- (s) Clearer information on how to refer into Think Family services;
- (t) Schools are instrumental in the promotion of the Think Family services and information on the services and how they can be accessed should be included in school induction packs.
- (u) Letting people know – available to everyone;
- (v) Need to know who to contact for the different services;
- (w) Use different ways to communicate;
- (x) Not just 9 to 5 services; and
- (y) Don't label families

(2) In what ways can the Council / partner organisations ensure that parents and their families get the support they need at the earliest opportunity?

- (a) Early intervention should be introduced as early as during pregnancy and nursery provision;
- (b) Better advertising and co-ordination of multi-agency services is an area that needs to be developed.
- (c) Use of the Common Assessment Framework;
- (d) Look to set up regular meetings with families / parents to ensure they are listened to and make sure they are aware of what support they can get;
- (e) School could hold a parent meeting with Team around the Primary School, so the schools can promote;
- (f) Team around the Primary School should have greater responsibility for this;
- (g) Take account of the views of children;

- (h) Care co-ordination;
- (i) More volunteers needed;
- (j) Key worker system;
- (k) The individual as the expert;
- (l) Need to change culture – start doing with parents;
- (m) Improve links between services;
- (n) Not hard to reach families but hard to reach services;
- (o) Poor experiences of statutory services – ineffective provision;
- (p) School website / parent groups – texts for information;
- (q) Raising awareness of the self-referral process is an issue and needs further development / advertising;
- (r) School assemblies for information on services to explain to young people

(3) In what ways can the Council / partner organisations maintain contact with families who have accessed Think Family services and may need to access them again in the future?

- (a) Introduce a help-line number, drop in sessions, catch up meetings and/ or text messages to keep in touch with families who access Think Family services;
- (b) emails / telephone calls / texts / social networks / person to check;
- (c) Three month review post closure;
- (d) More awareness of the Common Assessment Framework;
- (e) Need to know someone is there should you need support in the future;
- (f) What are Think Family services? Is it an ethos or services?;
- (g) News letters for families that have had previous contact;
- (h) Feed back forms to gather views to inform future work;
- (i) Covering letters could help with follow on support;

- (j) Parents who have received support through Team around the Schools – contact, speak to parents that may require this service;
- (k) Survey to include the views of the children; and
- (l) Better use of resources i.e staffing / multi-agency – one person to co-ordinate